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An Appraisal of the Two Faces of Bureaucracy in Relation to the Nigerian Society

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ABSTRACT This paper is an evaluation of the two faces of bureaucracy. The point of focus is on whether bureaucracy is desirable or not. The discussions in the paper shows that there is no rose without its thorns as bureaucracy is characterized by both functions and dysfunctions. While bureaucracy provides greater organizational efficiency in work settings, it is at the same time creating an uncaring "iron cage" from which there is little escape in modern society. The paper concluded with the thesis that it may be impossible to dismantle bureaucracy, but it is important to reform it.

[Home](#)

[Back](#)
