

Impersonal:

In a bureaucratic system, the fixed rules and regulations of an organization are more important than any individual's emotions, values or needs. It is one of the biggest shortcomings of bureaucracy, which makes it one of the most disliked forms of administration.

Customer Dissatisfaction:

A bureaucratic approach to customer service can drive your customers toward your more considerate competitors. For example, when something goes wrong with a product or service, customers want immediate help. They don't want to bounce from one company representative to another, file complaints here and there, and wait patiently while your employees chase their tails following senseless protocols. Worse, customers might begin to feel the complicated procedures are just your company's way of dragging its feet to avoid responsibility.

Slower Decision Making:

Bureaucracy most often fails to quickly respond to the ever-changing competitive world. It cannot react to business changes, consumer complaints and demand-and-supply needs as quickly as some of the other competitors can do.

This is one of the reasons that we see unnecessary delays in a bureaucratic system. Today's world requires fast-paced decisions and instant reactions – something that bureaucracy will always fail to comply with.

Limits Capabilities of Employees:

limiting capabilities of its employees is one of the biggest drawbacks and problems of bureaucracy. You must know that a bureaucratic system believes in heavy departmentalization and division of job responsibilities. Although compartmentalization may bring some