

# Public service for the 21st century

[Politics](#)



A number of Americans believed that the size of the government had become too large and too expensive (Cropf, 2008). There was a general feeling that the bureaucracy was also growing at dangerous levels, and federal government employees had too much job securities and were becoming very inefficient. The system alienates the ordinary citizen from the government. In a bureaucratic society, the flow of information is not clear and departments are organized in a very confusing manner.

Although there are some arguments that bureaucracy is inevitable and is a necessary evil, several counter-arguments have been presented that portray bureaucracy size of government as being the biggest driver to bureaucratic tendencies. Anti-bureaucracy advocates have consistently called for the reduction of the federal government in order to improve the efficiency in service delivery (Griffin & Moorhead, 2014). As a response to the criticisms and in an effort to improve the image of the government, successive presidents have tried to institute reforms by ensuring that only the best-qualified individuals get the government jobs.