Abstract

This paper analyses changes occurred within paradigms in bureaucratic organizations, aiming at proving the quality of the services offered to the citizens. The post-bureaucratic paradigm implies a course change that questions from the own conception the figure of the «public servant» and grants the major importance to the employees, it considers the influence and the importance of the institutions and its relation with the social conventions that imprints a characteristic identity to each particular bureaucratic organization, for that reason the contributions of the sociological theory are examined to understand the entailment between the social action and the social conventions and institutions, to illustrate the importance of the social conventions on which the daily operation of the bureaucracy rests; in order to propose related research projects.

Keywords

Social conventions, institutions, bureaucracy, pos-bureaucratic paradigm.