

THE DETRIMENTAL CONSEQUENCES OF GENDER DISCRIMINATION IN THE DARK-TRIAD BUREAUCRACY, WITH PARTICULAR EMPHASIS ON THE RESPONSE OF "LOWER-LEVEL BUREAUCRATS"

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Abstract

The topic of this research is The detrimental consequences of gender discrimination in the dark-triad bureaucracy, with particular emphasis on the response of "lower-level bureaucrats" This study investigates the concerns of the general population who have unresolved issues as a result of the negligence of low-level bureaucrats. This study investigates the reasons why municipal bureaucracy's slow operations lead to delays and time loss. This study used a sequential random sample technique to conduct a quantitative study with a victimized population from Multan, which serves as a representation of south Punjab, which makes up a sizable portion of the nation. A structured questionnaire was used as the study tool. The purpose of the current study is to specifically investigate this issue. Its aims are To ascertain how citizens are impacted by the excessive load of managing street level bureaucracy and To be aware of the extent of gender discrimination in the dark-triad bureaucracy. Statistical analysis was used to analyze the data. Systematic tabulation demonstrated the data's organization. According to research, the Pakistani government should revise the criminal code, strictly enforce all relevant laws, verify the actions of local bureaucracy on the ground, and impose punishment sanctions. In order to defend human rights, researchers also advise implementing programmes to raise awareness.

Key Words: Dark-Triad. Narcissism. Machiavellianism .Psychopathy. Street-Level Bureaucracy. Gender- discrimination.

Introduction

Pakistan is a developing country. It requires discipline, trust, and unity to be protected. Sadly, none of the aforementioned characteristics exist. Pakistan has issues with dishonesty, greed, laziness, avoiding hard work, division, and a lack of discipline. Pakistan's largest barrier to obtaining peace and contentment for its population is the presence of unavoidable challenges. The primary issues in Pakistan are bureaucracy and the unstable administration. Growth and development in the country are progressing extremely slowly. There are justifications for it that centre on moral, emotional, psychological, and financial qualities. Moral values have slipped, and the average person doesn't even consider them. The majority of people are affected by the actions of strong and authoritative street-level bureaucratic authorities. Their selfish, opportunistic, and unfaithful behaviour generates prejudice and hostility between the authorities and the native populace. As a result, societal discontent and antisocial behaviour develop. Thus, this study focused on the issue at hand. Its main objective was to identify the underlying reasons why dark trials have an impact on administrative rules. Machiavellianism, sub-clinical

narcissistic personality disorder (narcissism), and sub-clinical anti-social personality disorder are three notably offensive but non-pathological personality types identified by the "dark triad," a psychological theory of personality. Delroy L. Paulhus and Kevin M. Williams released it in 2002. (psychopathy). These personality types are all referred to as "dark" since it is believed that they all possess malicious characteristics. Three unfavourable personality traits are referred to as the "Dark Triad."

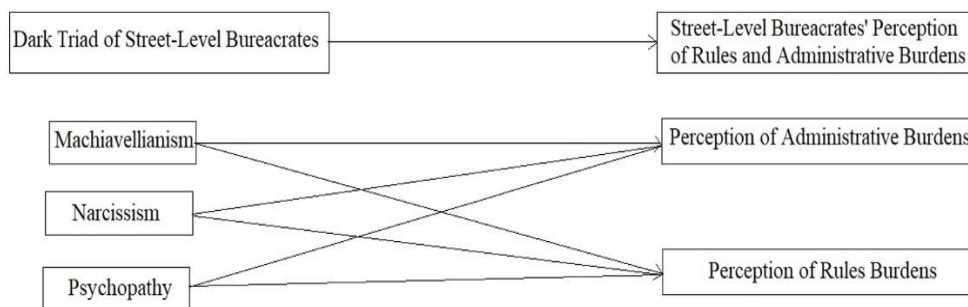
1. [Narcissism](#)
2. Machiavellianism
3. [Psychopathy](#)

Those who have similar traits are evil (Robert, 2011).

Despite empirical data showing overlap, the three dark triad qualities are theoretically separate from one another. They are linked to a manipulative, cruel interpersonal approach.

- Narcissism is distinguished by a lack of empathy, grandiosity, pride, and egotism.
- Machiavellianism is defined by a higher degree of self-interest, immorality, and the manipulation and exploitation of others.
- The features of psychopathy include persistent antisocial behaviour, impulsivity, selfishness, callousness, lack of feeling, and remorselessness.

It has been discovered that individuals with high scores on these characteristics are statistically more likely to engage in criminal activity, contribute to societal discontent, and offer serious issues for companies, particularly if they hold leadership positions. Additionally, they are happier with their lives, less likely to have faith in themselves or others, and exhibit fewer traits of empathy, kindness, and compassion (Skeem, 2011).



Impact of Dark Triad on Rules and Administrative Burdens: An empirical analysis of personality traits of Stree-Level Bureacracy

Since there is a greater need for public services when there is population growth, there is frequently a rise in demand for these professions. Despite the fact that demand for these professions varies by region, the job outlook for these occupations is improving in many nations and/or regions where there is population increase (Snodgrass, 2015).



- There is a critical shortage of instructors in the education sector across much of the nation. The demand for teachers in the primary and secondary school sectors is currently very high in many "hot zones." The demand for police officers will increase over the coming years, which is another profession.
- Another type of protective service whose demand is expected to rise over the next ten years is firefighters. It is projected that their career prospects will have improved by 2022.
- The national average annual growth rate for social worker demand: As a result of population growth, social workers are needed across the board in the workforce. The demand for social workers is enormous. Although social work employment is anticipated to increase in order to fulfill the sector's commitment to the public, the national average for growth in all professions is still in place (Snodgrass et al., 2015).

Street-level bureaucracy

"Street-level bureaucracy" refers to the part of a public agency or government institution where civil servants work that has direct contact with members of the general public. Street-level civil servants carry out and/or enforce the actions required by a government's laws and public policies in sectors like safety and security, education, and social services. Examples include police officers, border guards, social workers, and public school teachers. These employees communicate with the public directly, in contrast to civil officials who undertake economic or policy analyses but do not engage with the public. Senior government employees decide on policies, and lower-level bureaucrats act as their points of contact with the general population (Koppell, 2005).

Objectives of Research

1. To ascertain how citizens are impacted by the excessive load of managing street level bureaucracy.
2. To be aware of the extent of gender discrimination in the dark-triad bureaucracy.

Theoretical Foundation

The pioneering theorist Max Weber offered the concept of power and bureaucracy in incredibly detailed terms that are extremely close to contemporary study, so the researcher welcomed Weber's excellent idea of bureaucracy into his study. According to Max Weber's bureaucratic theory, bureaucracy is the foundation for the methodical creation of any organisation and is intended to guarantee effectiveness and economic efficiency. It is the perfect model for management and its administration to clarify the hierarchy of power inside a company. The term "bureaucracy" can apply to both a collection of unelected government employees and an administrative policy-making body. In the past, a bureaucracy was a type of government administration in which non-elected individuals ran various departments. any important

organization today. Bureaucracy is exemplified by the public administration in many jurisdictions and sub-jurisdictions, but it may also be seen in any institution with a centralised hierarchical structure, such as hospitals, academic institutions, commercial businesses, professional societies, social clubs, etc (Dahlström et al, 2022).

Several ideal-typical types of public administration, government, and business were defined by Weber. His ideal-typical bureaucracy, whether it be public or private, is characterized by:

- Strict labor laws;
- A hierarchical structure, recognized chains of command, and a fixed place of action
- The completion of tasks in a timely and dependable manner.
- All judicial rulings and authority outlined and limited by law
- Representatives who have received specialized training in their fields of expertise
- One can develop their career by having technical expertise.
- Organizational policies determine qualifications, not personnel (Kenneth, 2005).



Empirical Reviews

According to literature-based research, those who claim to be highly engaged in the dark triad (D.T.) notion are more likely to engage in counterproductive work behaviours (C.W.B.)



(O'Boyle et al., 2012). Psychopaths, for instance, harm individuals in order to further their objectives. Psychopaths may engage in destructive behaviour to divert attention from the task at hand (Boddy, 2006). In the same way that extreme self-love, exaggeration of one's own virtue, and attention seeking are categorised as narcissism. These characters exploit other people while they are in a relationship with them. People with strong self-esteem are more vulnerable to ego-threat than those with low self-esteem. People with big egos are therefore more likely to become angry and violent. While Machiavellianism is linked to inaction, dishonesty, indifference, and immoral actions (Campbell et al, 2009).

According to Liesbet Hooghe (2011), Weber thought that it was the most reasonable and effective way to organise human activity, acting as the key to rational-legal power and being crucial to the modern world. He also thought it was the primary vehicle for the continuous rationalisation of Western civilization. Weber also believed that bureaucracy posed a threat to individual freedom, leading to a "polar night of cold blackness" in which people were confined to a soulless "iron cage" of bureaucratic, rule-based, and logical control. The critique of society's bureaucratization by Weber is one of his writings that has persisted the longest. The hierarchically organised civil service of the Continental model is referred to as a "Weberian bureaucracy" or "Weberian civil service."

According to Jaweria (2019), the bureaucracy no longer possesses the ability, effectiveness, and competency that came with the colonial past. Because there has been little research and the training environment is shallow, the majority of bureaucrats in place today are unable to understand the nature of poverty, social polarization, ethnicity, and other significant issues such as divisiveness, a loss of law and order, and a decline in the economy. The goals of training and professional advancement have been entirely defeated by the purpose of recruiting competent and intellectually qualified officials to successfully manage the country's issues. The politicization of bureaucracy undermined this institution in a number of ways. The preference for officers by the current administration has resulted in institutional decay, partisanship, bureaucratic camaraderie, arbitrary decision-making, corruption scandals, a kickback culture, white-collar crime, and a lack of accountability. Channeled corruption made the problem worse. A bureau-political connection provided bureaucrats with a dominant and important role in determining policy at the federal and provincial levels. It rendered them unaccountable due to the absence of the necessary checks and balances. In order to further the vested interests of the elite class, official policies are still produced at the expense of the public treasury and the large debt incurred from both domestic and foreign loans.

Research Methods

First-hand surveys were undertaken as part of the research, as well as the use of structured questionnaires with closed-ended questions as a technique of inquiry in order to gather data for quantitative research. The study's universe, Multan City, was selected, and the researcher used cluster and feasible sampling procedures. The researcher focused on six well-known residential areas of the city where important government institutions were located. The researcher gathered information from the Gulgashat branch of Habib Bank Limited, the FIA Office, the



administrative staff of the Government College for Women, Shah Ruken e Alam Colony, Boson Road (NADRA Office), and finally, the researcher gathered information from Nister Hospital's outpatients. The researcher rejected the survey responses that were nearly identical and chose the ones that stood out as frequent, representative, and distinctive. There were 150 responders total.

Cluster Sampling Representation

S.No	Area of Sample	frequency
01	Habib Bank Gugashat branch	25
02	MEMCO office Khanewal road	25
03	FIA office at Shalimar Colony	25
04	NADRA Office at Boson Road	25
05	Out Door Patients Department , Nister Hospital	25
06	Government College for Women , Shah Ruken Alam Colony	25
Total		150

Data Analysis

The researcher gathered a sample of 150 inhabitants for the present study who were having trouble paying their bills, extending the due date for payments, reporting crimes on the street, maintaining drainage systems, and coping with daily difficulties. First, the researcher established five categories for the respondents' private data, including age, gender, education, employment, and names (if they provided them, which were not given). The tables below display these specifics.

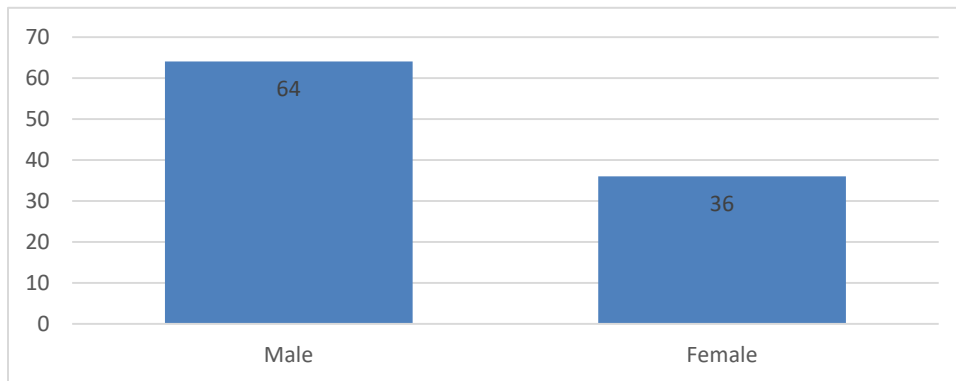
Table

Distribution of Respondent Regarding Gender

S.No	Category	Depending on	Frequency	Percentage
		Gender		
01	Male		95	64.0
02	Female		54	36.0
Total			150	100

(Source: Primary Data)

Graph



The table shows that the researcher collected information from 54 women and 95 men. This information shows that men are more likely than women to handle duties outside the home. because men are expected to work and earn, whereas women are responsible for household maintenance Therefore, the division of labor in Pakistan's patriarchal society is accurately represented by this table. On average, 53 women report working outside the home, which is common. Graphics are displayed.

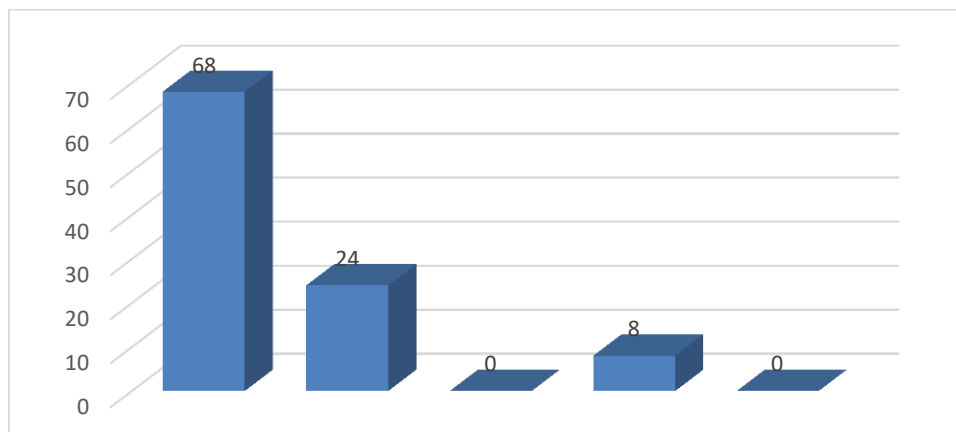
Table

Distribution of Respondents' Opinions about the Customers lose interest and their business suffers as a result of the delay solution

Categories	Frequency	Percent
Strongly Agree	102	68.0
Agree	36	24.0
Neutral	0	0.00
Disagree	12	8.0
Strongly Disagree	0	0.00
Total	150	100.0

(Source: Primary Data)

Graph



The researcher can easily draw the conclusion that a sizable portion of respondents (68%) strongly agreed that their most valuable and important work had stopped as a result of time consumption caused by delaying the achievement of necessary goals, which caused clients to lose interest and their business to suffer. Distributed in the table are the respondents' views on clients' losing interest and how the delayed solution affects their business. Furthermore, only 8% of respondents disagreed with the statement that local government organizations were acting carelessly and slowly, while 24% did.

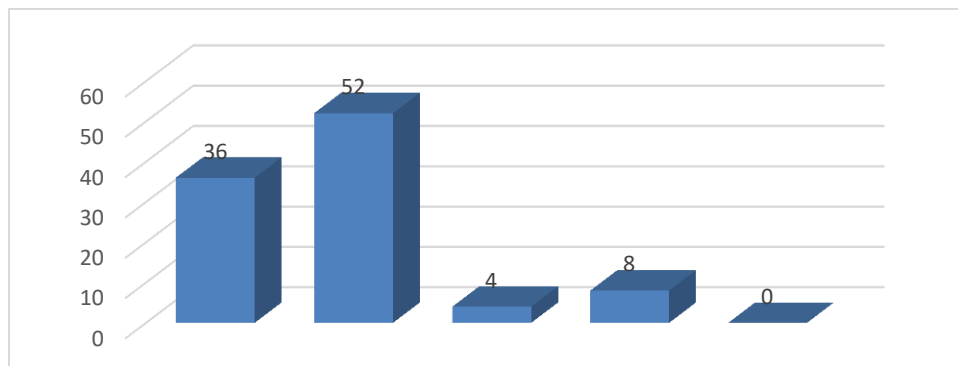
Table

Distribution of Respondents' Opinions about the problems exhibit anxiety, hostility, and prejudice

Categories	Frequency	Percent
Strongly Agree	54	36.0
Agree	78	52.0
Neutral	6	4.0
Disagree	12	8.0
Strongly Disagree	0	0.00
Total	150	100.0

(Source: Primary Data)

Graph



Local bureaucratic organizations, according to Table, exhibit prejudice, anxiety, and hostility against those who experience challenges. It is evident that a sizeable percentage of respondents (52%) are dealing with stress, hostility, and prejudice as a result of the uncooperative actions of neighborhood junior officials. 36% of respondents allegedly stated that poor performance by staff employees has a negative impact on them. 8% of respondents were pleased with the way bureaucratic personnel carried out their responsibilities, while 4% were ambivalent. This table shows that the majority of respondents are dealing with worry, animosity, and prejudice.

Table

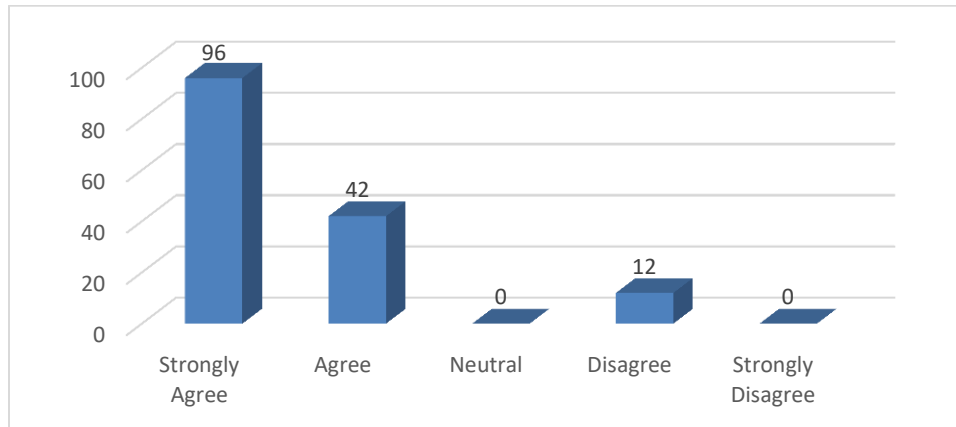
Distribution of respondents to the question of whether low-level bureaucrats were helpful to female customers

Categories	Frequency	Percent
Strongly Agree	96	64.0

Agree	42	28.0
Neutral	0	0.00
Disagree	12	8.0
Strongly Disagree	0	0.00
Total	150	100.0

(Source: Primary Data)

Graph



Regarding respondents' perceptions of how helpful low-level bureaucrats were to female clients, consider Table Table demonstrates how poorly bureaucrats treat men and how they regard women as weak beings and a second-class gender. Because women are weaker and have a lower tolerance for adversity than men, men have a softer attitude toward them. Employers view women favourably and are understanding of their problems. According to the data sample respondents, 64% strongly agreed that women are treated well in offices, and 28% more respondents also agreed, as indicated in the table. Just 8% of respondents disagreed, in contrast to this phenomenon. Women are less likely than men to feel misery.

Hypothesis testing

H1: The gender of respondents, impact on their experience of low bureaucracy having anxiety, hostility and prejudice

H2: the gender of respondents, impact on their experience of officer's adverse attitude on their health

Group Statistics

	Gender;	N	Mean	Std. Deviation	Std. Error Mean
Q:6 Do people with problems exhibit anxiety, hostility, and prejudice?	Male	96	1.94	.971	.099
	Female	54	1.67	.476	.065
Q:8 Due to repeated visits to the office and the officer's adverse attitude, have clients experienced negative impacts on their health?	Male	96	1.81	.812	.083
	Female	54	1.56	.502	.068

	t	df	Sig. (2-tailed)
people with problems exhibit anxiety, hostility, and prejudice?	Equal variances assumed	148	.057
	Equal variances not assumed	145.789	.024
repeated visits to the office and the officer's adverse attitude, have clients experienced negative impacts on their health?	Equal variances assumed	148	.037
	Equal variances not assumed	146.644	.018

The significant results show that gender of respondent is important in their experiences with low level bureaucracy. The statistically significant findings indicate that respondents' encounters with low-level bureaucracy are influenced by their gender. The first table shows that male respondents with personality issues were more affected by low bureaucracy's stress, antagonism, and discrimination. The other hypothesis is the same. The negative bureaucratic behavior had a greater impact on the health of men.

- Because men are better at handling difficulties than female clients, they suffered more from anxiety, hostility, and discrimination as a result of street-level dark triad bureaucrats. However, women suffered less as a result of men.



- The frequent office visits cause suffering and misery for both male and female clients. However, male clients suffer more than female clients do.
- Testing the hypothesis revealed that men's health has more serious negative effects than women's health when health status is compared by gender.
- The delayed operation of low-level bureaucracy negatively affects the health of clients.

Key findings

- Interacting with low-level bureaucrats to help with official tasks is incredibly difficult, and employers are uncooperative.
- Bureaucratic employees do not help clients who have problems, and it is emphasised that work done in accordance with the law must take a long time.
- A governance framework that is completely ineffective and careless has a detrimental influence on significant client obligations.
- When staff members act badly and issues take a long time to address, customers become disinterested, give up on their plans, and change their priorities.
- People who are struggling display worry, hostility, and discrimination.
- Because the client visited the same office often, his costs increased.
- Due to frequent visits to the office and the officer's unfavorable attitude, clients' health worsens.
- People become rude, irritated, and unhappy as a result of barriers and employers' attitudes.
The physical resources of customers are depleted by red tape.
- Lower-level employees make disparaging remarks about elderly and low-income customers.
- Customers who are ill and have major medical conditions, such as high blood sugar, high blood pressure, or heart problems, are at risk because they must travel farther and wait longer at government facilities.
- Customers suffer several difficulties because the government doesn't care about weather extremes or electrical issues like load shedding.
- The resources available to bureaucrats are plentiful.
- Bureaucrats are unable to offer each person their complete attention owing to their tremendous workload, which makes them feel superior to them when they must wait a long time. Because they believe they are better than the average person, bureaucrats are greedy and favour ease, which causes them to be arrogant and complacent. The pressure of their work drives bureaucrats to arrogance.
- The public's trust in bureaucrats is something they want to show off.
- Bureaucrats' activities show that they have more than enough money to cover their expenses.
- Customers should complain to the government rather than officials. .



- The purpose of this study is to look into how the Dark Triad has affected laws and regulations that directly affect the common populace. This investigation made it abundantly clear that the general public had a detrimental impact. Because of this, there is street-level bureaucracy that fosters bias, hostility, and fear. Because bureaucratic staff are unable to assist customers with issues, and it is stressed that work done in accordance with the law must take a long time, an utterly inept and careless governance structure has a negative influence on significant client duties. Customers lose interest, abandon their plans, and rearrange their priorities when staff members behave improperly and problems take a long time to resolve.

5.3 Conclusion

The purpose of this study is to look into how the Dark Triad has affected laws and regulations that directly affect the common populace. This investigation made it abundantly clear that the general public had a detrimental impact. Because of this, there is street-level bureaucracy that fosters bias, hostility, and fear. Because bureaucratic staff are unable to assist customers with issues, and it is stressed that work done in accordance with the law must take a long time, an utterly inept and careless governance structure has a negative influence on significant client duties. Customers lose interest, abandon their plans, and rearrange their priorities when staff members behave improperly and problems take a long time to resolve. The client made more journeys to the same office, which increased his expenditure. Clients' health deteriorates as a result of frequent trips to the office and the officer's negative attitude. Staff employees at lower levels disparage elderly and low-income clientele. Customers who are unwell or have serious medical concerns, such as diabetes, hypertension, or heart issues, are at risk since they must travel farther and wait longer to access government facilities. Customers face a number of challenges as a result of the government's disregard for weather extremes or electrical problems like load shedding.

Gender discrimination is a serious issue as well. Because they are perceived as being weaker and less vital than males, officials are sympathetic to their plight and assist them in finding solutions. Clients that visit the office frequently suffer tremendously as a result. Customers' health is directly impacted by slow institutions, which is bad for individuals who are already ill, such as those with diabetes, high blood pressure, or heart disease. The researcher's data initially included a category for gender, with 36% of the sample being female and 64% of the sample being male. This was done because women had to deal with the same issue of waiting in line and suffering extreme temperatures.

In the study, there are two predetermined groups of participants. As a result, the independent sample t-test is a good contender for supporting the hypothesis. A statistical procedure known as the independent sample t-test is performed. The mean of two samples collected from the same population could be the same when applying the independent sample t-test. The sample mean, however, may change if samples are taken from two different populations. In this case, it is used to establish whether or not the means of two populations are similar and to draw conclusions about them. Instead of officials, the government is the target of customer complaints. It is



simpler to hold bureaucrats accountable when the FIA and NAB are strengthened. Governmental organisations should get in touch with beneficiaries after delivery to confirm that they haven't been sought after or bribed in order to reduce corruption and bribery. The existing judicial system holds municipal officials who behave unlawfully in front of the public accountable. In the event that it is unlawful to remain silent in the face of injustice, citizens speak out against local bureaucratic power. In the event that it is unlawful to remain silent in the face of injustice, citizens speak out against local bureaucratic power. Institutions with a lot of power can oppose proposed punishments and act as a check on local bureaucracy.

Suggestions

- The government should ensure equal access to justice for all citizens without discrimination.
- Infractions committed in front of the public are punishable under the existing legal system by municipal officials.
- The current justice system holds municipal officials accountable for their disrespectful actions toward the populace.
- Senior officials should implement the young bureaucrats' checks and balances system.
- A junior employer should be reprimanded and required to pay a fine if they handle a consumer unfairly.
- Provide legitimacy to human rights organizations
- Encourage people to write down their concerns.
- The government should be neutral and attentive to the concerns of the populace.
- Why if refusing to speak out against injustice is against the law, then citizens must speak out against regional bureaucratic authorities.
- Organizations with a lot of clout can block punishment proposals and serve as a check on local bureaucracy.
- Post-delivery communications from government agencies confirming that recipients were not contacted or offered bribes in exchange for assistance in reducing corruption and bribery.
- Strengthening the FIA and NAB helps hold bureaucrats accountable.

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