

## CHAPTER 2

# PUBLIC ADMINISTRATION, DEMOCRACY, AND BUREAUCRATIC POWER

### KEY POINTS

- A. Public administration has been powerfully influenced by the broader economic, political, and social systems of which it is a part; by past and present political and administrative values; and by changes in contemporary social values. However, conflicting values also create demands and expectations that may need to be resolved through governmental action. When different values conflict, it is more difficult to compromise and reach consensus. Expansion of government bureaucracies has created clearer distinctions among political, social, and administrative values. As greater numbers of interests espouse different and often conflicting values, it becomes less and less likely that all groups in society will share a common set of value preferences. Conflicting interests have traditionally been resolved through political dialogue, political campaigns, competitive elections and priority-setting.
- B. The major values underlying American administrative structures and practices include the separation of politics and administration and the scientific development of administrative “principles” of economy and efficiency in government. Most public employees are hired on the basis of job competence or “merit.” Administrative reform during the past century was founded on these values, which have continued to influence the predominant approaches to conducting public administration. Despite the importance of representative democratic values in the United States, public policy decisions are increasingly made by appointed, rather than elected, officials. This has raised concerns about accountability and the popular control of government bureaucracies. Political values such as representation, participation, and equal access often clash with administrative values such as efficiency, economy, rationality, and expertise (Table 2-1).
- C. The American system combines the political ideals of *liberal democracy* and economic principles of “free-market” capitalism. Values of liberal democracy include *popular sovereignty, limited government, individualism, pluralism*, freedom of expression, respect for *due process of law*, and democratic principles. Limited government is guaranteed by (1) separation of powers, (2) checks and balances, (3) federalism, and (4) judicial review. However, some democratic principles have not been as widely accepted as others. Political conflict over direct participation, “representativeness,” and affirmative action has strained government bureaucracy. One critical debate during the Obama administration has been the scope of government’s regulatory powers over the economy. As we will see in later chapters, the tug-of-war between the major political parties continues in regard to the federal government’s role in regulating and stimulating the economy.

- D. Programs such as affirmative action have made many Americans feel more represented and helped under-represented minorities and women find jobs. The goals of this program are to eliminate discrimination and to recruit employees of public agencies which represent the diverse population they serve.
- E. Democratic representativeness is founded on the concept of legislative representation, though recently more emphasis has been placed on making all political institutions more "representative." The level and scope of participation have generally expanded to include a wider range of individuals and groups affected by public decisions. Similarly, values such as accountability and representativeness have taken on new meanings as groups affected by public decisions have asserted their right to access. Defining clear public preferences and maintaining democratic norms and practices are increasingly difficult due to the diverse population of the United States. Democratic government, in practice, has meant *representative democracy* rather than direct democracy. Our political institutions are designed to be broadly representative of the public, but there is considerable ambiguity regarding how conflicting values should be applied. Administrative processes, though "broadly inclusive," support democratic political values. The representativeness of various groups in the general population (defined ethnically, socially, and demographically) have been emphasized in an attempt to make administrative entities both more responsive and more "democratic." Research suggests that the national government bureaucracy is somewhat more representative of the general population than the private sector or other parts of government. Nonetheless, it is nearly impossible to agree upon and apply a consistent definition of representativeness in a democratic society.
- F. In the American system, political and administrative values are often inconsistent with one another in important respects. For instance, the Framers of the Constitution valued representative government (especially legislatures) and popular elections as mechanisms for effectively controlling government decision makers and preventing them from infringing upon individual rights. In contrast, administrative reformers sought to insulate administrative officeholders from political control; bureaucracies have benefited from centralizing trends that have increased the influence of the executive branch. Another inconsistency lies in respective attitudes regarding the government's ability to act. The Framers deliberately fragmented political accountability, while administrative reformers emphasized centralization and efficiency of government operations. However, the Framers also sought to create a political system that could act when necessary; and the reformers' devotion to seemingly neutral efficiency had political implications.
- G. The tensions between political and administrative values are conceptually illustrated by the normative models of *pluralist democracy* and *administrative efficiency*. *Accountability* of government decision makers to the people requires that institutions are transparent—open to public scrutiny—and responsive to public demands for change. Legislative agencies, such as the Government Accountability Office (GAO), and executive agencies, such as the Office of Management and Budget (OMB), have been given more authority to hold bureaucracies accountable. The prerequisites to deal with highly technical subject matter and maintain information security are common obstacles to bureaucratic accountability.

- H. Point/Counterpoint: Attempts to separate politics and administration dominated all major approaches to public administration until the mid-twentieth century and continue to play an important role in political debates today. Pluralist democracy and administrative efficiency have always been difficult to reconcile. Arguments for pluralist democracy include: (1) dispersal and division of power decentralizes governmental policymaking; (2) executive power (or any concentration of power) is suspect; (3) power is given to politicians, interest groups, and citizens; (4) political bargaining and accommodation are considered to be at the heart of the democratic process; and (5) individuals and political actors are assumed to determine their own interests. Arguments for administrative efficiency are: (1) power needs to be centralized and concentrated for effective governmental policymaking; (2) emphasis is placed on centralizing power in the hands of the chief executive (for the sake of accountability); (3) power is granted to experts and professional bureaucrats; (4) politics should be kept out of administration; and (5) emphasis should be placed on technical or scientific rationality.
- I. Citizen participation in administrative decisions is not new; however, it has significantly broadened to include larger groups of citizens, notably (but not exclusively) the urban poor and minorities. Forms of participation include: attending open meetings, serving on advisory boards, testifying at hearings, and organizing to support or protest government actions. Specific instances of citizen participation vary; a great deal of citizen activity takes place at the local level, making it a key mechanism in promoting decentralization. Citizen participation involves regulatory activities, such as planning and zoning, as well as the distribution of funding to community development programs and recreation facilities. Laws facilitating bureaucratic accountability (in addition to legislative oversight and chief executive controls) and encouraging citizen participation include: *freedom of information (FOI) laws*, *sunshine (open meeting) laws*, and *sunset laws*. The degree of meaningful participation also varies significantly, from direct control to tokenism or nonparticipation. Constraints on participation include: uncertainties about who participates and to what extent; the possibility of *co-optation*; clear inequalities of economic and political power; and inadequate citizen expertise, access, and time. Still, citizen participation in both electoral and administrative processes is an established feature of American government.
- J. Another dimension of democratic administration is bureaucratic representativeness, which seeks to represent citizens' interests on a broad all-encompassing basis. Democratic representativeness is founded on concepts of legislative representation, although recently more emphasis has been placed on making all political institutions more "representative." Defining clear public preferences and maintaining democratic norms and practices are increasingly difficult within a complex society. Democratic government, in practice, has meant representative democracy rather than direct democracy. American political institutions are designed to be broadly representative of the public, but there is considerable ambiguity in interpreting how this principle should be applied. Administrative processes, although "broadly inclusive," support democratic political values. The representativeness of various groups in the general population (defined ethnically, socially, and demographically) has received considerable emphasis in the attempt to make administrative entities both more responsive and more democratic. Research has suggested that the national government bureaucracy is somewhat more

representative of the general population than are other parts of government. Nonetheless, it is nearly impossible to agree upon, and apply, a consistent definition of representativeness in a democratic society. Moreover, it is confounded by bureaucracy's history of serving narrow clienteles with specialized interests. This discord in bureaucratic representativeness is further complicated with other characteristics of bureaucracy, such as the exercise of bureaucratic discretion, and the idea of insulating administrative personnel from direct political pressures.

- K. Similarly, another dimension, bureaucratic responsiveness, is an ambiguous and fluid concept as judgments about the degree of responsiveness vary according to how well the observer's interests are being served. Government cannot respond equally to every societal interest; some interests clearly are treated more favorably than others. Other constraints on bureaucratic responsiveness include access to decision makers, financial and administrative ability to respond, and the reasonableness of public expectations about the capacity of government to respond.
- L. An additional dimension is that as our government strengthens, the liberty of individual citizens may be threatened. This can occur with overzealous initiatives that cause the machinery of government to hastily grow stronger without regard for support from a clear majority, as happened after 9/11/01 with the controversial *USA PATRIOT Act*. A continuing problem for democratic government is that increasingly strong bureaucratic machinery can be used to infringe upon individual civil rights and liberties, even when there are strong democratic institutions and popular support for such government power.
- M. The political environment of American public administration is characterized by the absence of an effective central coordinator of policy making, considerable administrative discretion, ambiguous allocations of decision-making power leading to conflicts over power distributions, and the need and the opportunity for administrators to be politically active both in making and carrying out policies and in protecting their jurisdiction over particular policy areas. This gives individual administrators considerable authority, or discretion, in public policy making. Bureaucracy develops a "momentum," which enables it to bring continuity to its work but also places it beyond the complete control of top executives.
- N. Administrative agencies function within a governmental system that lacks centralized power, thus political power that directs them is widely dispersed. The lack of cohesive political majorities within both houses of Congress results in unclear legislative mandates placed on agencies. The political environment of bureaucratic power is typically "fuzzy." Generally, formal definitions of agency power or responsibility are not likely to reveal the full scope of actual power or influence. Also the amount of independence an agency has in any specific situation is heavily influenced by the power relationships with other political actors and institutions. Additionally, the acquisition and exercise of power for a bureaucracy (i.e. *bureaucratic imperialism*) is frequently characterized by conflicts among agencies over program jurisdiction, i.e. "turf."
- O. Bureaucratic power can be consolidated through expertise and political support. The collective expertise an agency may have on the programs for which it is responsible give

an agency power and influence because the agency will gain: (1) a monopoly on information in the subject area, which makes their expertise indispensable in any decision making pertaining to that subject; (2) a pattern of increasing reliance on bureaucratic experts for technical advice; and (3) increasing control by experts of bureaucratic decisions. Political support comes from the legislature (most commonly in the form of a committee or subcommittee), from the executive branch, and from constituent and clientele *interest groups*, and of course, the general public. An agency must control its programmatic responsibilities while simultaneously maintaining adequate political support for its operations. Recent healthcare reforms show how support has wavered between experts (doctors, nurses, and insurance agencies), administrators and politicians.

- P. Bureaucracies and the committee systems of the U.S. Congress are similar in the way they manage their political alliances. Both share similarities like a division of labor, organization according to function, and expertise and specialization within these smaller units. This structure gives influence to smaller, more specialized lower-level units during the legislative and policy-making processes. A *subsystem* or *iron triangle* is an informal alliance between members of an agency, a congressional committee or subcommittee, and an interest group that has policy preferences pertaining to the alliance. The combined bureaucratic expertise, congressional leverage, and interest group lobbying capabilities give the subsystem great influence and power. An issue network exists when there are open and fluid groupings of various political actors attempting to influence policy outcomes. It is less concrete than a subsystem because it is usually not as permanent and does not function in an organized or controlled way.
- Q. *Bureaucratic accountability* implies that (1) political entities are not beyond the control of others in a checks-and-balances system or beyond reach of the consent of the governed and, (2) to the extent that such entities exercise delegated authority and discretion, they also have the responsibility to adhere to the will of the governed. It is difficult to explicitly define accountability because political conflict over the criteria for accountability ensures less than complete adherence to whatever standards prevail at a particular time. However, bureaucracy and all other institutions of government can be accountable only to officials or to institutions outside themselves. The president can take many actions against bureaucracy to control and hold it accountable. Also, Congress can practice legislative oversight and look into details of bureaucratic activities with the many tools afforded to it for this purpose, although legislative oversight has become less effective in recent years. Bureaucracies are also held legally accountable to courts, because courts can define the acceptable legal boundaries of governmental behavior. The media and the general public are also able to informally hold bureaucracies accountable.
- R. The recent mortgage crisis and economic recession caused many citizens to lose faith in government organizations, such as the Federal National Mortgage Association (Fannie Mae), the Federal Home Loan Mortgages Corporation (known as Freddie Mac), the Pension Benefit Guarantee Corporation (PBGC), and the Securities and Exchange Commission (SEC) as they were at the center of the scandal. The question of whom these organizations are accountable to is under congressional review and much public

debate. Abuses of power by these organizations have left the public questioning and criticizing the accountability and leadership of public agencies.

- S. The documentary film, *The Most Dangerous Man in America: Daniel Ellsberg and the Pentagon Papers* follows Pentagon analyst Daniel Ellsberg and explores events leading to the publication of the *Pentagon Papers*, which exposed top-secret military history of U.S. involvement in Vietnam from 1945 to 1967. The *Pentagon Papers* revealed that the United States had escalated and expanded the Vietnam War by bombing Cambodia and Laos, raiding North Vietnam, and conducting attacks—none of which had been reported to the American public. The papers further revealed that each administration from Truman to Johnson had purposefully neglected to share its full intentions behind actions in Vietnam, compromising the U.S. account of the war, as well as eroding the public support for the Vietnam War. Ellsberg was eventually charged for his actions as the source of the leak, but all charges were dropped. Ellsberg continued his career as a political analyst. There is a growing perception that government should do more to protect individual privacy and ensure that individual records and files are fair and accurate. What basic issues are involved in this debate, and how might such privacy guarantees be instituted?
- T. Concern over keeping government accountable has transformed into concern about document safety and privacy with the growth of the Internet. The Website *WikiLeaks* published several U.S. military documents that have been seen as a threat to military and public safety. With the growth of the Internet, hackers, and potential terror plots, the public has shifted its concerns towards making certain government documents public. Compare the *Pentagon Papers* with current incidents of the release of classified information, such as the WikiLeaks case. How are they similar? How are they different? How has recent laws and the 24-hour news cycle effected this? Students can watch a video called *The WikiLeaks Documentary—Full Version* on *YouTube*, where further discussion of WikiLeaks can be found.
- U. Consumer privacy and protection has been expanded under the Obama administration with the creation of the *Bureau of Consumer Protection (BCP)* to protect buyers from unfair, deceptive, and fraudulent business practices. Although many are in favor of the BCP, others also feel that government monitoring of business and credit unnecessarily expands the reach of the federal government.
- V. *Empowerment* is a management and citizen participation strategy that stresses internal agency communication and gives employees the discretion to make decisions within boundaries set by management. Its purpose is to become both more productive and satisfy customer demands. For this strategy to succeed, employees must be well-trained, capable of independent decision making, and monitored.
- W. Administrative agencies must be capable of delivering services to satisfy public demands placed on them. These demands have escalated following September 11, 2001, Hurricane Katrina, and the *Deepwater Horizon* British Petroleum (BP) oil spill in the Gulf of Mexico, with the need for comprehensive planning to minimize the impact of natural and man-made disasters and prevent the actions of known domestic and international terrorist groups. The oil spill in the Gulf of Mexico was coined "Obama's Hurricane

Katrina" in recognition of the need for the president to respond swiftly to minimize any further damage. Crisis response is a difficult balancing act for politicians, especially because of differing opinions about the role of the federal government in society.

- X. The goals of public administration often present major dilemmas for democracy, especially when administrative agencies are the primary policy makers due to authority delegated by elected representatives. New forms of indirect public administration activity are being used more widely to maintain accountability and increase the participation of formerly excluded groups. Among the key issues associated with American public administration are open access to information about government activities and protection for the public against government intrusion on individual privacy. Paradoxically, public administrators are responsible for administering laws, such as the Freedom of Information and PATRIOT Acts, and interpreting regulations covering other sensitive issues.

### **DISCUSSION QUESTIONS**

1. What are the basic democratic values that underlie our society? How have they changed in recent years? How have these changes affected public attitudes toward democratic government and public administration?
2. Discuss the political values central to "liberal democracy." In your judgment, which elements stand out as most important? Why? Has the constitutional principle of limited government been lost? Why or why not?
3. Discuss the key problems and issues associated with the value of "representation" in governmental decision making, including the need for efficient, rational, and neutral policy making by government officials.
4. What is the importance of "citizen participation" as a basic component of democratic administration? Identify and discuss various forms of citizen participation that have been employed over the past three decades to increase access and representation.
5. What steps can be taken to secure and perhaps increase governmental accountability to the people? In your opinion, how effective is each of the devices likely to be? Why?
6. Compare the role played by each of the following in keeping public administration accountable to the public and to elected officials: (a) freedom of information laws, (b) sunshine laws, and (c) sunset laws.
7. In Anytown, U.S.A., a citizens' group is clashing with the city government over the imminent zoning of a large plot of vacant land. (a) Imagine that you are a bureaucrat. At what level of participation would you want the citizens to engage? Why? (b) Imagine that you are an elected official. What level of citizen participation do you favor? Why? (c) Imagine that you are a member of the citizens' group. What level of participation would you want? Why?

8. Discuss how an administrative agency seeking to maximize its political support should manage its clientele group relations. To whom should it look for support? What can it offer to supporters? What should it try to avoid?
9. How do bureaucratic and legislative specializations contribute to the phenomenon of subsystem politics? Explain the power of subsystem politics and how they contribute to the "iron triangle" of mutual responsiveness among administrative agencies, congressional subcommittees, and interest groups.
10. Can bureaucrats and bureaucracies be made accountable? If so, to what extent and to whom? By what means? Why are there no clear-cut answers to these questions? Discuss.

### **MULTIPLE-CHOICE QUESTIONS**

1. Which of the following is not a basic device for ensuring limited government under the Constitution?
  - a. Separation of powers
  - b. Judicial review
  - c. Federalism
  - d. Presidential pardon powerANS: D
2. The theory of pluralism assumes that
  - a. groups have equal power in the political process.
  - b. the public interest results from bargaining and competition.
  - c. individual interests are subordinate to group concerns.
  - d. groups are a necessary evil in politics.ANS: B
3. Which of the following is a value of democracy not shared in principle by most people?
  - a. Majority rule
  - b. Participatory democracy
  - c. Universal, or near-universal, right to vote
  - d. Free exchange of political ideasANS: B
4. Which of the following groups believes in the dichotomy between politics and administration?
  - a. The Framers of the Constitution
  - b. Labor union officials
  - c. Reformers in the late 1800s
  - d. Supporters of affirmative actionANS: C
5. Which of the following statements is not true?
  - a. Access to decision makers is unevenly distributed in the population.
  - b. Voting usually does not confer policy mandates.



- c. Money and organization are important sources of political influence.
- d. The "public interest" is clearly defined, or at least easily definable.

ANS: D

6. Which of the following is not a value shared by administrative reformers?
- a. Political loyalty tests for government employment
  - b. Development of a "science" of administration
  - c. Faith in statistical evaluations of work performance
  - d. Economy and efficiency in government

ANS: A

7. Efforts to "reinvent government" have emphasized all of the following *except*
- a. cutting "red tape".
  - b. putting customers first.
  - c. empowering employees to achieve results.
  - d. increased regulation.

ANS: D

8. Which of the following values did the framers of the Constitution seem to emphasize most?
- a. Achieving efficient government performance
  - b. Preventing concentrations of political power
  - c. Relying on chief executives to resolve conflicts
  - d. Distrust of the political process

ANS: B

9. Democratic political values have varied over time but generally include all of the following *except*
- a. citizen participation in policy making.
  - b. holding government accountable to citizens.
  - c. an independent judiciary.
  - d. legislative compromise and administrative discretion.
  - e. regular and free elections.

ANS: D

10. Studies of citizen participation tend to confirm all of the following statements *except*
- a. there is considerable social diversity among participants.
  - b. many participants speak for other government agencies.
  - c. organized interests are well represented.
  - d. participants tend to be well educated and affluent.

ANS: A

11. Which of the following is not an impediment to citizen efforts to make bureaucracy more accountable?
- a. Limits on expertise
  - b. Limits on access
  - c. Limits on time
  - d. Limits on dedication

ANS: D

12. In the area of individual privacy, state governments have shown the greatest interest in enacting
- a. Freedom of Information laws.
  - b. fair credit-reporting acts.
  - c. privacy acts.
  - d. sunshine laws.

ANS: B

13. Elections are one example of what type of check and balance?
- a. Administrative efficiency
  - b. Community control
  - c. Freedom of information
  - d. Political accountability
  - e. None of the above

ANS: D

14. Which of the following is distinctly a legislative tool for increasing bureaucratic accountability?
- a. Freedom of Information laws
  - b. Sunshine laws
  - c. Sunset laws
  - d. All of the above

ANS: C

15. Two major approaches to representation are
- a. trustee role and legislator role.
  - b. delegate role and administrator role.
  - c. democratic and bureaucratic.
  - d. delegate role and trustee role.

ANS: D

16. The concept of government as a guarantor of rights and liberties contradicts which of the following values?
- a. Political neutrality
  - b. Pluralism
  - c. Individualism
  - d. Limited government

ANS: D

17. Which of the following is a result of the knowledge explosion?
- a. Government employees are hired on the basis of "merit"
  - b. Managers make more informed decisions
  - c. Specialists have less power than generalists
  - d. Decision-making power is concentrated in a few top executives.

ANS: B

18. Which of the following is not an example of citizen participation in public administration?
- a. Attending open meetings
  - b. Writing complaint letters to a representative regarding actions the administration has taken
  - c. Serving on Advisory Boards
  - d. Organizing protests and movements against the actions of the administration
  - e. None of the above

ANS: E

19. The idea that the public trusts that their interests will be faithfully served by the actions of their representatives is called
- a. the Delegate Role.
  - b. the Trustee Role.
  - c. none of the above.

ANS: B

20. Political Scientist Francis Rourke suggests that the influence of experts rests on.
- a. increasing control by experts of bureaucratic discretion.
  - b. a pattern of increasing reliance on bureaucratic experts for technical advice.
  - c. a monopoly of information in the subject area.
  - d. all of the above.
  - e. A and C only.

ANS: D

21. Example(s) of a powerful subsystem is
- a. the "Highway lobby".
  - b. the medical industrial complex.
  - c. the 9/11 Commission.
  - d. A and B only.
  - e. all of the above.

ANS: D

22. Accountability during the decision-making process within a public administration entity may conflict with
- a. equity.
  - b. contradictory goals.
  - c. labor specialization.
  - d. all of the above.
  - e. none of the above.

ANS: D

23. The Health Care and Education Reconciliation Act of 2010 addressed
- a. comprehensive health care and student loan reform.
  - b. stricter guidelines for doctors and teachers.
  - c. requirements for schools to cover on-site injuries.
  - d. all of the above.
  - e. none of the above.

ANS: A

24. Affirmative action, in terms of public administration allows for
- women and minorities to seek employment in public service.
  - employees of public agencies to be more representative.
  - employees to keep their jobs for the long term.
  - A and B only.
  - all of the above.
- ANS: D

### TRUE-FALSE QUESTIONS

1. Demands for job specialization that result from technological change are likely to reinforce the contemporary trend toward representativeness in job hiring.  
ANS: F
2. Emphasis on "economy and efficiency" in government suggests how values of one social institution—in this case, business—can influence the way government affairs are conducted.  
ANS: T
3. Individualism cannot be reconciled with pluralism.  
ANS: F
4. Changes in the concept of "representativeness" clash most directly with the traditional concept of majority rule.  
ANS: T
5. Bureaucracy, which was designed to carry out laws passed by legislatures, has suffered from the "tilt" of power toward the executive branch.  
ANS: F
6. Conflict between the chief executive direction and the legislative direction of a bureaucracy is likely in American government but unlikely in parliamentary systems.  
ANS: T
7. Government leaders can substantially disturb, but not substantially control, the behavior of public bureaucracies and bureaucrats.  
ANS: T
8. Because of the fragmentation of governmental power, bureaucratic accountability is enforced through multiple channels.  
ANS: T
9. Citizen participation is an established feature of American public administration.  
ANS: T

10. Regarding presidential elections, close elections may be ambiguous in their policy meaning, but landslide victories always carry with them clear policy implications.

ANS: F

11. The 1966 Freedom of Information Act was passed by Congress in response to citizen concerns about improving access to hard-to-get information.

ANS: T

12. The *Pentagon Papers* exposed top-secret military history of U.S. involvement in Vietnam from 1945 to 1967.

ANS: T

13. "Grassroots" government is almost always more democratic than a larger, more complex governmental arrangement.

ANS: F

14. The fact that bureaucratic decision making involves considerable discretion makes it less likely that bureaucratic predictability will increase.

ANS: T

15. Among the drawbacks of citizen participation are the possibilities of co-optation and power transfers to self-perpetuating local cliques.

ANS: T

16. The Freedom of Information Act (FOIA) of 1966 was used as a means of exposing mismanagement and succeeded in enhancing agency accountability.

ANS: F

17. Co-optation is an approach to citizen participation or management that stresses customer satisfaction, examines relationships among existing management processes, seeks to improve internal agency communications, and responds to valid customer demands.

ANS: F

18. The conflict between professionalism and participation/representation is a dilemma that troubles public administration within a democratic government.

ANS: T

19. One reason bureaucratic power is often "fuzzy" is due to an unclear relationship with the varying political environment that directs it.

ANS: T

20. Political interests in the legislature and in the executive branch are frequently in conflict with one another making it, at best, difficult to enforce accountability.

ANS: T

21. Subsystem politics in America is built around interest groups and government officials who lack common interests and policy preferences.

ANS: F

22. Many citizens feel at ease with the Website WikiLeaks and feel as if it helps monitor the military in a positive way.

ANS: F

23. The Bureau of Consumer Protection was created to protect consumers and buyers from unfair, deceptive, and fraudulent business practices.

ANS: T

24. Today, many fear that democratic values are endangered by government actions that take place without popular control and consent.

ANS: T