

PENANG SANGAM HIGH SCHOOL
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LESSON NOTES AND ACTIVITY 13

Year/Level: 11 Subjects: Office Technology

STRAND	OT 11.3 Office Administration
SUB-STRAND	OT 11.3.1 Office Roles and Functions
LEARNING OUTCOME	<ul style="list-style-type: none">• Identify and explain the seven areas of operations.• Distinguish between organizational policies and procedures

AREAS OF OPERATIONS

All employees will be expected to do what they are qualified and trained to do in order to achieve their personal goals and that of the organisation. There are seven areas of operations necessary for an organisation to be effective.

- **Goal Setting** – The goals of the organisation should be made clear to all personnel so that each person works towards the same goals.
- **Unity of functions** – include five functions within an organisation:
 - ✓ Production of goods or services
 - ✓ Marketing goods or services
 - ✓ Controlling finance
 - ✓ Human resources management
 - ✓ Administration management
- **Work Assignment** – All personnel will have assigned tasks which will match their qualification, ability and skill.
- **Chain of command** – clearly sets out who reports to whom in the organization.
- **Unity of command** – All employees will receive orders from and be responsible to only one supervisor. This is to avoid confusion and promote an effective completion of tasks.
- **Authority commensurate with responsibility** – When one is given the responsibility of doing a specific task, one should also be given the authority needed to complete the task. For example if A is given the task to photocopy documents then she should also be given access to use the photocopy machine.
- **Span of control** – Each supervisor should control a specific number of workers, depending on:
 - ✓ the nature of work performed
 - ✓ the ability of the supervisor
 - ✓ the nature and number of his/her responsibilities

- ✓ The position of the supervisor in the hierarchy.

Organizational Policies and Procedures

Organizational policies are decisions which are made by the management as to which operations need to be carried out and why they are being carried out.

Organizational procedures are the steps to take in order to perform operations. This will also include the workers who have to perform these operations.

Results of having well-planned procedures are:	Results of NOT having well-planned procedures are:
▪ Less duplication of work	▪ Creation of stress, frustration and exhaustion
▪ Minimum supervision is required	▪ Impatience with customers
▪ Improved quality of work	▪ Inability to meet deadlines

Activity

Refer to the notes and answer the questions below:

1. In order for any organisation to be effective there are _____ areas of operation.
2. Differentiate between **Organizational policies** and **Organizational procedures**

Essay writing

All employees are expected to do what they are qualified and trained for in order to achieve the organisation goal.

With reference to the above statement, discuss two tasks involved in each of the following areas of operation in an office:

- ♣ Span of control
- ♣ Unity of functions
- ♣ Work assignment
- ♣ Unity of command

THE END ☺