

PENANG SANGAM HIGH SCHOOL

YEAR 11

OFFICE TECHNOLOGY

WORKSHEET 12

LESSON NOTES AND ACTIVITY

STRAND	OT 11.3 Office Administration
SUB-STRAND	OT 11.3.1 Office Roles and Functions
LEARNING OUTCOME	<ul style="list-style-type: none">• define an office• identify and explain three major roles of an organization• Explain the functions of an office

ROLES OF AN OFFICE

An **office** refers to any space or area of a building whereby people use office equipment, stationary, information and other resources to provide administrative services needed to support the primary function of a business.

An office has three major roles in an organization:

1. Secondary Role:

The office supports the primary concern of the business, which is either the manufacturing of goods or the provision of services.

2. Complementary Role:

Without its services the business cannot survive. The office complements or completes other activities of the business which included:

- Ordering supplies,
- Paying wages,
- Communicating with customers and provide goods or services to customers.

3. Controlling Role:

The office controls or maintains the operations connected with budgets, stock, finance, and human resources management and workers welfare.

Functions of an Office

Office functions support the goal of the organization and each specific department. Office operations are the tasks that are performed in order to carry out the office functions.

Office Function	support	Business Function
Managing Staff		Human Resource Management
Communicating with customers		Marketing goods and services
Managing Finance		Controlling Finance
Processing Data		Production of goods and services

Activity

Read the following case studies and identify which primary concern of the business they belong to.

1. Bella is an Administrative Personnel in the Pine Wood Company. There are five staff that works under her. They are responsible for the workers shift; manage the finance and the monthly stock for the organisation.



2. With all new products advertised, welfare of the staff and the organisation, the documentations on ordering of supplies and payment of workers are the responsibility of the accounts department.



3. The Administration department staff worked tirelessly in the night trying to balance the company financial transactions, analysing, reporting and process all documentation ready for the manager tomorrow.



1. _____

2. _____

3. _____

THE END 😊