

# PENANG SANGAM HIGH SCHOOL

## YEAR 9

### OFFICE TECHNOLOGY

#### WORKSHEET 12

#### LESSON NOTES AND ACTIVITY

<b>STRAND</b>	OT 9.3 Office Administration
<b>SUB-STRAND</b>	OT 9.3.1 Office Roles and Functions
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Define the term office</li><li>• Explain the primary function of an office.</li><li>• Identify and describe the roles of an office.</li></ul>

#### 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.

#### Primary Function of an Office

The primary function of a business is the purpose with which it is in existence. This may include the provision of services or the manufacture of goods.

An office supports the goals of the organisation and each specific department.

#### Roles of an Office

An office performs three important roles. Each role has office functions that are formulated to support the primary goals of the business.

**Controlling role** –an office controls operations connected with budgets, stock, finance and human resource management. For example:

- controls operation
- controls finance
- controls stock
- manages Human Resources

**Complementary role** – an office complements other activities of the business, for example,

- Orders supplies
- Pays wages
- Advertises products
- Prepare Accounts

**Secondary role** – support the primary concern of the business which may be either the manufacture of goods or the provision of services, for example:

- process data
- produces documents
- storage and retrieval of data
- attend to visitors/customers/clients

### **Activity**

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

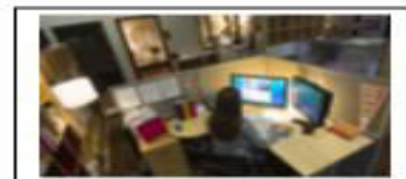
1. Bella is an Administrative Personnel in the Pine Wood Company. There are five staff that works under her. They are responsible for the workers shift; manage the finance and the monthly stock for the organisation.



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 😊