

**PENANG SANGAM HIGH SCHOOL**  
**P.O.BOX 44, RAKIRAKI**

**LESSON NOTES AND ACTIVITY 14**

**Year/Level: 11      Subjects: Office Technology**

<b>STRAND</b>	OT 11.3 Office Administration
<b>SUB-STRAND</b>	OT 11.3.1 Office Roles and Functions
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Define value system and its components</li><li>• Explain the structure of an organization</li></ul>

**VALUE SYSTEM AND ORGANIZATION STRUCTURE**

**Value System**

The value system of the founders and those at the helm of affairs has important bearing on the choice of business, the mission and the objectives of the organization, business policies and practices. (***The founder, controller, owner or boss controls the affairs of the business in terms of the mission and the objectives of the organization, business policies and practices***)

**Vision** means the ability to think about the future with imagination and wisdom. Vision is an important factor in achieving the objectives of the organization.

The **mission** is the medium through which objectives are achieved.

**Quality assurance**

*Quality assurance* can be defined as "part of *quality* management focused on providing confidence that *quality* requirements will be fulfilled." The confidence provided by *quality assurance* is twofold—internally to management and externally to customers, government agencies, regulators, certifiers, and third parties.

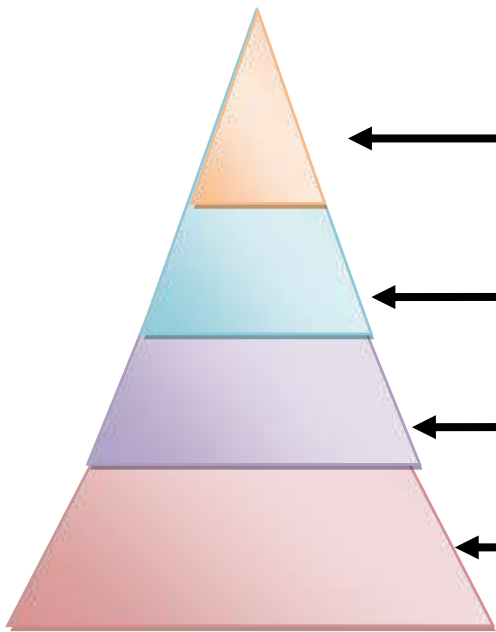
**Office Procedures Manual**

An office procedures manual outlines the general procedures and policies that govern the way in which the office is managed. It will generally describe in detail the responsibilities and duties of a specific position, especially in an office where there may be a variety of personnel performing similar tasks.

**Structure of an Organisation**

All workers in an organization need to know what levels of management there are in the hierarchical structure of an organization; who is responsible for which department and its functional operations and how each position fits into this structure.

The management structure of a large organization is based on three levels; top management, middle management and operation management. The hierarchical pyramid shows the three different levels. The fourth level is comprised of the workforce of the organization.



Organizational hierarchical pyramid

**Top management** consists of the chairperson, the managing director and general managers, who specialize in areas such as finance, production and marketing. They make decisions on company goals and policies.

**Middle Management** consists of managers supervisors. They develop departmental goals and policies in line with organizational goals.

**Operating Management** consists of supervisors who put management's plans into action and are the link between the higher levels of management and the workforce.

**Department Operations (Workforce)** is the level where all other personnel perform functions. They form the base on which the whole organization operates.

### Activity

1. What is a value system?

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2. Differentiate between **mission** and **vision**

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3. Identify and explain three levels of management in an organization.

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THE END 😊