

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

LESSON NOTES AND ACTIVITY 14

Year/Level: 9 Subjects: Office Technology

STRAND	OT 9.3 Office Administration
SUB-STRAND	OT 9.3.1 Office Roles and Functions
LEARNING OUTCOME	<ul style="list-style-type: none">Identify and explain the seven areas of operations.

AREAS OF OPERATIONS OF AN ORGANIZATION

- Any organisation will have well-planned arrangement of operation.
- In order to achieve a smooth flowing operation of everyday tasks, proper preparation is required.
- 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 o
 - 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 receives 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.

7. 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.

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. _____ – clearly sets out who reports to whom in the organization.
3. The goals of the organisation should not be made clear to all personnel so that each person works towards the same goals.
 - a. True
 - b. False
4. All personnel will have assigned tasks which will match their qualification, ability and skill.
 - a. True
 - b. False
5. What is required to achieve a smooth flowing operation of everyday tasks?

THE END 😊