

PENANG SANGAM HIGH SCHOOL
P.O.BOX 44, RAKIRAKI
LESSON NOTES WEEK 24

Year/Level: 12

Subject: Office Technology

Strand : 3	WORK ROUTINE
Sub Strand : 3.1	OFFICE ADMINISTRATION
Content Learning Outcome	At the end of this chapter, students should be able to <ul style="list-style-type: none">• discuss the procedures that will enable effective work routine

Planning and organizing work routine

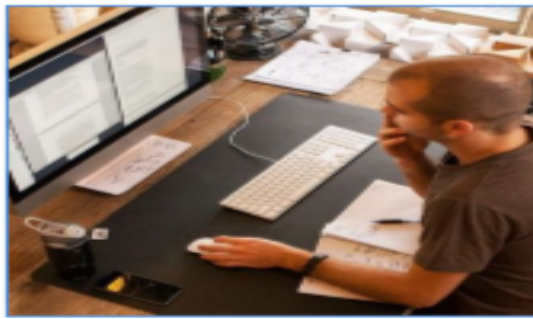
- In almost every productive activity in life, we have a plan.
- You will plan a holiday, plan your weekend, plan what food you need when you go shopping.
- Even though you may not formally write the plans down (create a work instruction), you will follow a basic plan in every activity you are involved in during a day.
- Whilst planning in your head is alright for your personal activities, it is generally not satisfactory in the workplace.
- This can be for a number of reasons but particularly relates to efficiency, safety and cost effectiveness.
- Planning is also essential regardless of your job role or responsibilities because as a worker you are part of a group or team.
- This might be a small team of two, or a large team such as a company or an organization. It is very rare for someone to work completely alone.
- Even in the most isolated of situations where you may be physically alone there is still a work plan, a communication process and an emergency response process.

The following will help you to improve the planning and organization of your work routine and help you to work more effectively.

- 1. Personalize your work-station.** This is when you know where your items of use are.



- 2. Organize your workspace.** Arrange your work tools around you for ease of use. This can be achieved if you divide the surface of your desk into the **three** work areas.
 - i. Primary work area** – is the **distance from elbow to hand** when sitting at your desk. Use this area to place the items you use most often, so that they are within easy reach. Examples are the computer keyboard, your 'to do today' list, diary, pen and pencil holder, telephone, teledex, and notepad.



- ii. **Secondary work area** – is the **distance within the reach of your arm**. Use this area to place the items you use fairly often, but not all the time, for example, customer files, ruler, stapler, hole-punch, telephone directories.
- iii. **Reference work area** – is **out of reach of your arm** at the back of your desk. Use this area to place those items which you use the least, such as a dictionary, reference manuals, calculator and sticky tape.

Place your chair in a position which is most comfortable for your particular height and shape so that you are not sitting awkwardly or using too much muscular effort for relatively easy tasks.



3. **Improve your time management** by organizing your daily work routine through:

4. **Goal planning.** Work out your work goals from your job specification linked to the organization goals.

Short-term goals – days, weeks, months

Medium-term goals – one to two years

Long-term goals – three to five years

If one of your tasks is to type out the financial report, this is obviously linked to the financial goals of the company and your report must be finished before the end of the financial year. If typing the sales report is one of your responsibilities and the monthly sales meeting is to be held next week, your report must be finished in good time for the meeting. These 'deadlines' should be written down on some kind of time schedule.

5. Time schedules.

There are many systems of paper-based time schedules which will help you to plan your work goals and manage time.

The **golden rule** is to **write everything down and cross it out when it is completed** (tasks, telephone messages, reminders). You think you won't forget, but you do! **WRITE IT DOWN.**

Completing 'to do today' lists.

- You should list the tasks which you have to do today. Work out which are the most important. You may have to type a report and have it finished by 2 pm (this is urgent).
 - There may be items of stationery which you need to order (this is fairly important) and copies of letters which you need to file away (this is not very important). Think of all the tasks you have to do today and write them down. This will ensure that you don't forget to do something which has to be done today. You could keep a note in the diary/tickler file but also, it is a good idea to have a pre-printed form which you keep for this specific purpose on your desk.
 - You can buy 'to do' pads from the stationers or you can make one up yourself quite easily. As you think of tasks you have to do tomorrow, jot them down on your 'to do' list ready for when you come into work the next day.
4. **Diary/tickler file.** Place any documents which require urgent attention in the diary/tickler file. You will take them out first thing in the morning as you should do every day.
 5. **Time logs.** You should then work out how long each of today's tasks should take to complete, what time you should commence the task and when you hope to complete it.

6. Prioritisation. Prioritise your tasks.

Urgent tasks: These need to be done immediately. Complete them at the beginning of the day while you are still fresh.

Important tasks: These need to be done before the end of the day.

Low priority tasks: These may be completed when you have finished the first two priorities.

Activity

1. State the three procedures of improving work routine.

2. Explain the three work areas in organizing your workspace.

3. i) What is goal planning? ii) Explain the three types of goals.

4. What is time log?

5. i) What is prioritization? ii) Explain how you can prioritize your tasks.
