

OFFICE MANAGEMENT SYSTEM AND PROCEDURE

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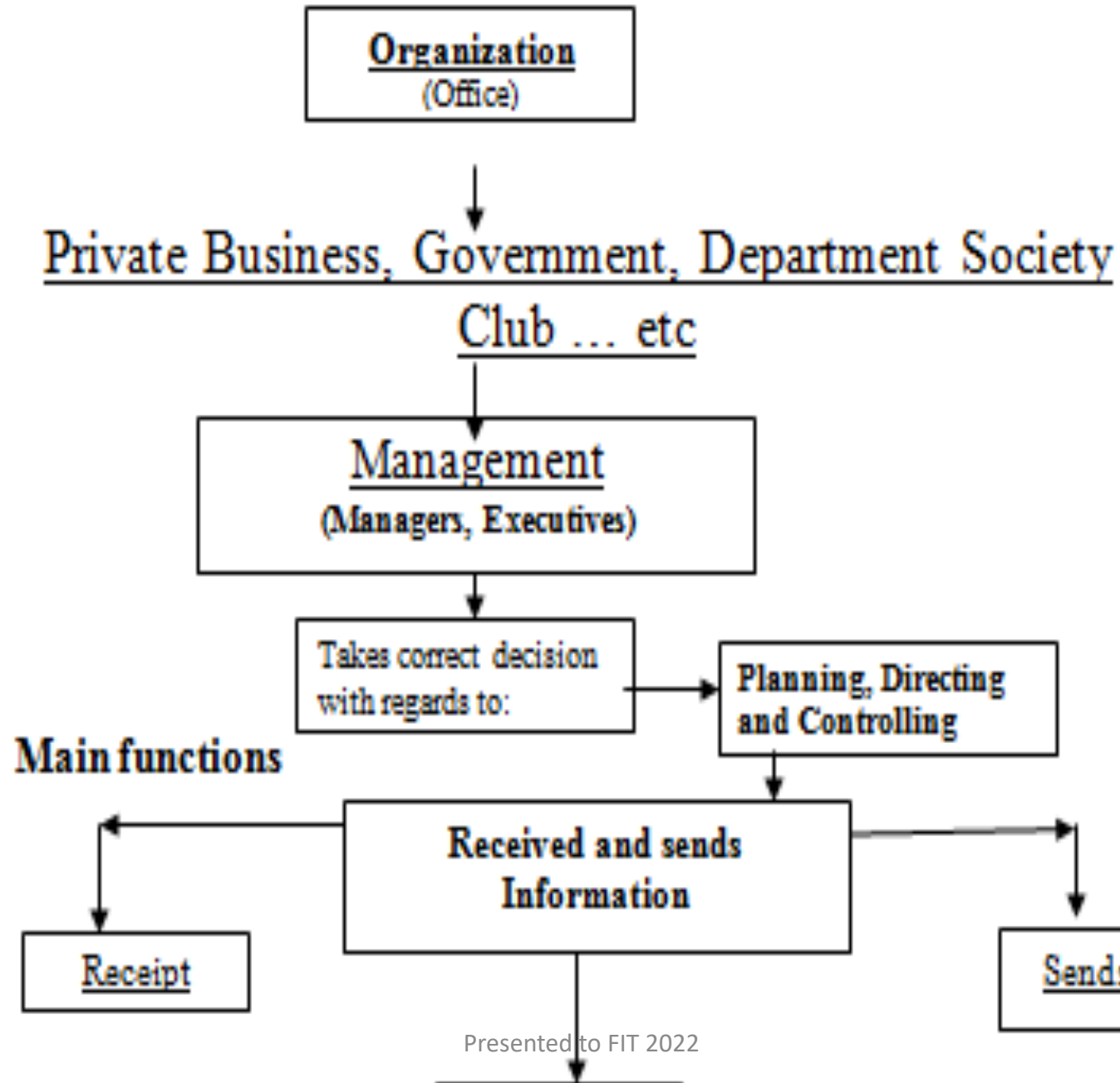
CONCEPTS OF OFFICE PROCEDURE - 1

1. Society has set up a system to process letters from office.
2. Royal Secretariat, Directorate, Dzongkhag, Thromde, Gewog ...etc.
3. Office grows bigger, smaller offices grows.
4. More offices open, less verbatim - every body must write - Action on written papers only.
5. Every action requires file.
6. Mails on different display received-Noting – Drafting – Typing- signature-Dispatch.
7. Personnel doing these works are **clerks**.
8. Flow of work- corrects, communication ...etc.
9. Tons of papers used to make records by the employees.

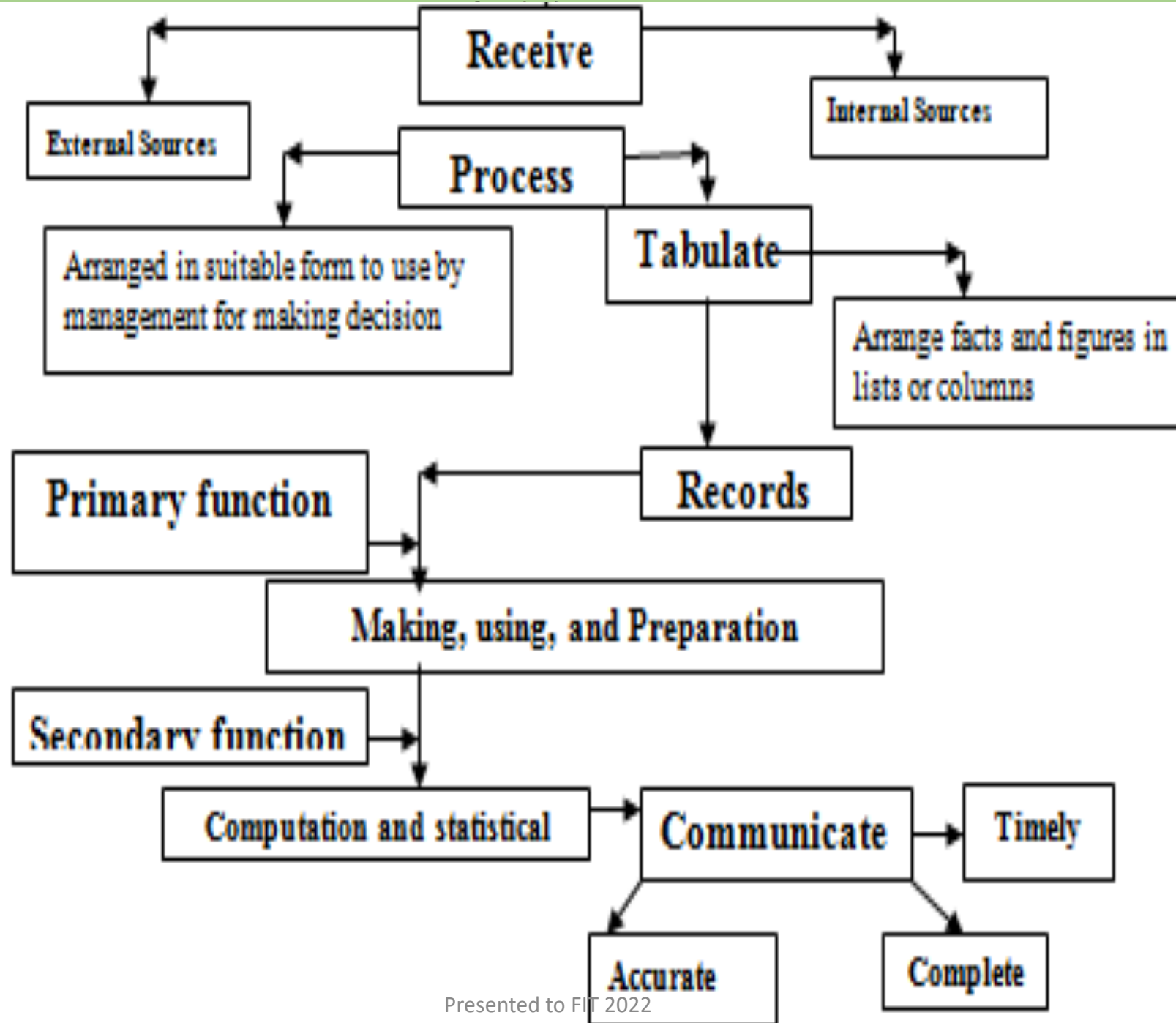
CONCEPTS OF OFFICE PROCEDURE - 2

10. Government, Semi-Government, Business organization ... etc are the bodies.
11. The premises where they sit and work is called **office**.
12. The system they follow to work is called **Procedure**.
13. The Head(s) manage, direct, control and plan be called **Management**.
14. Lowest setup of office to highest like, U.N is almost the same.
15. Percentage of total populations of the country and working people (Employee).
16. Every employee has a part to play in the office – bad or good.
17. No overestimate of importance.

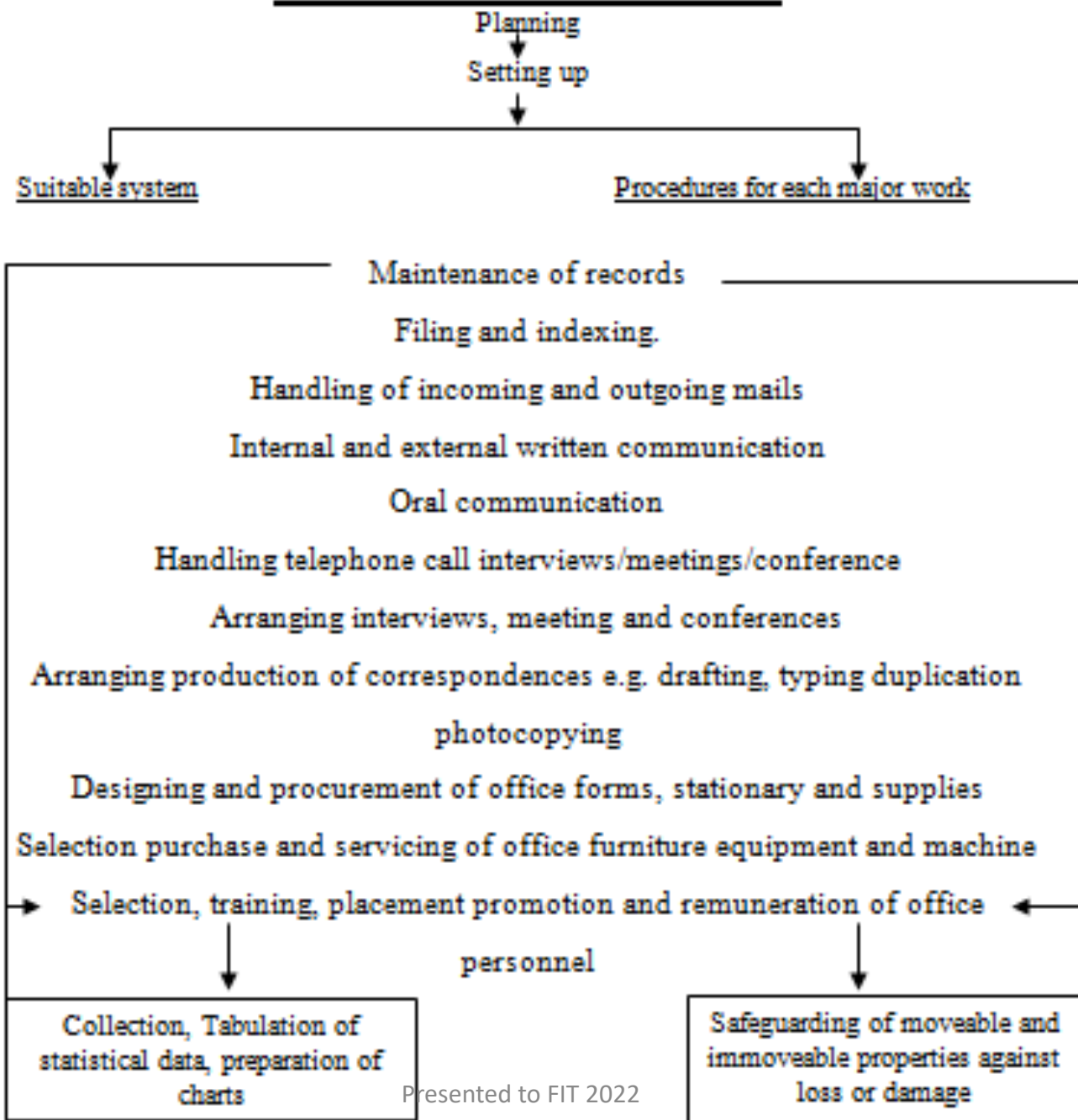
FUNCTION OF AN OFFICE



To be Continued ..



Routine work of an office



Introduction

ORGANIZATION



Goal



Should achieve goal if not, then ineffective
organization



Should have resources to achieve goal



Only a Leader or Manager can guide to achieve goal



Formal organization's role of managers is clear cut



Managers of all organizations have some basic
responsibility to help others to achieve goal



Helping you to understand how managers succeed in
this task is the subject of this office management

OFFICE ORGANIZATION

- *Organization refers to the process of establishing relationship between group of workers, their functions and work environment.*
- To work as team to achieve a goal.
- Large number of staff work together. So, they must be organized to do work with maximum efficiency and economy.

Factors involving Organization

Organization

Framework of the Organization

1. Personnel or Workers

1. Works to be distributed according to qualification, experience and training, what works are to be given to whom.

2. Equipment/Furniture

2. Depending on the requirement, tools, equipments and furniture must be provided.

3. Office Work

3. Works are to be decided, and then divided among the staff.

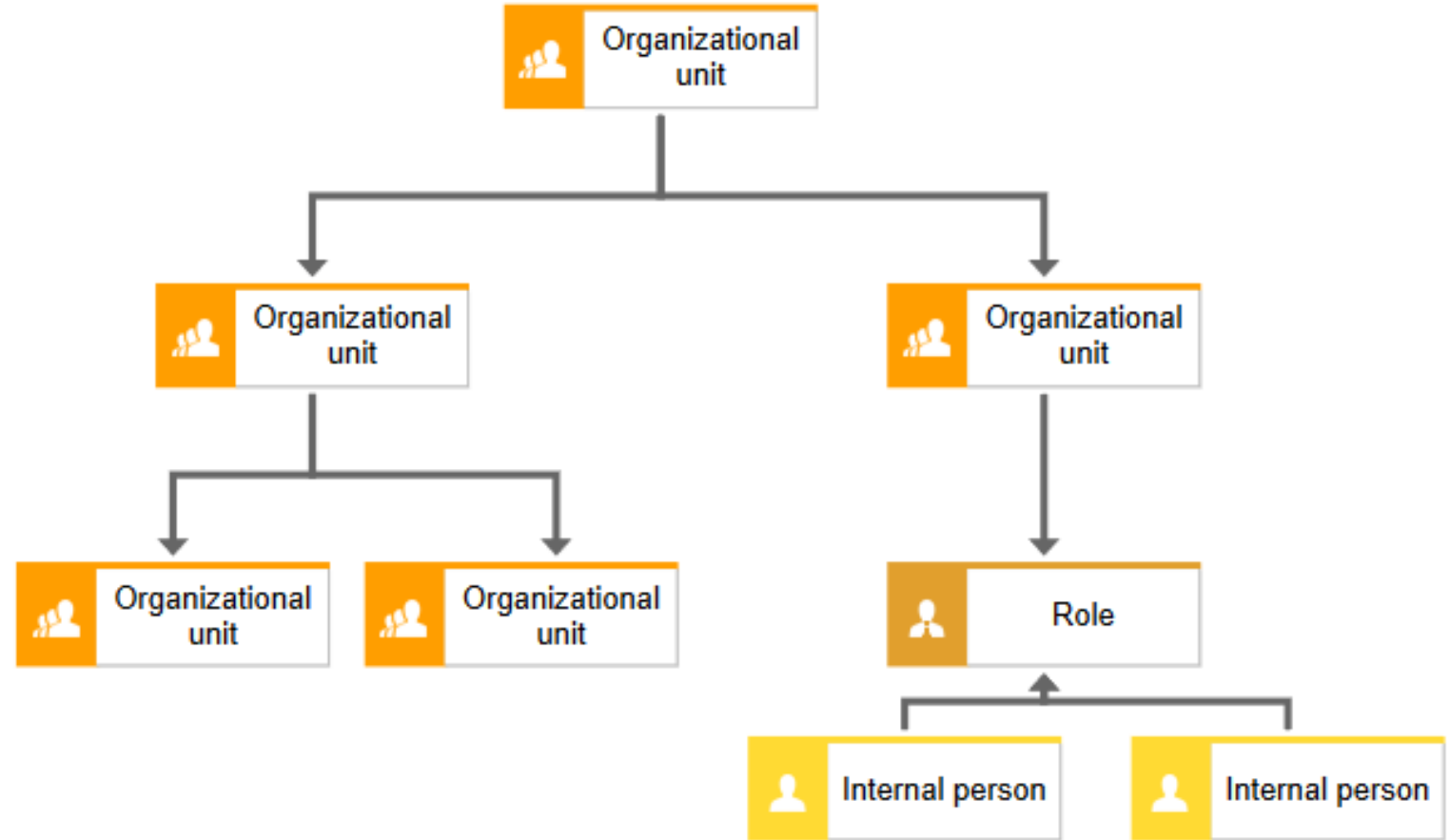
4. Relationship

4. Relationship between different units, sections, division and departments should be decided and established.

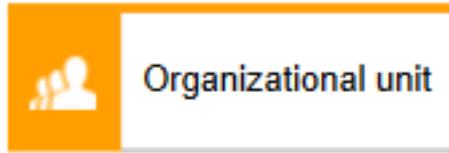
5. Work Environment

5. Proper accommodation, working system, working condition.

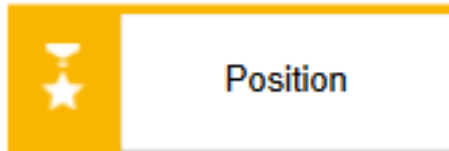
Organization Chart



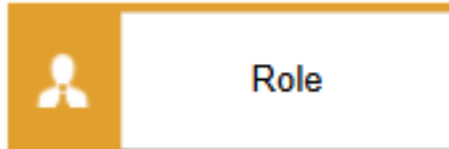
- An organizational chart is a diagram that visually conveys a company's internal structure by detailing the roles, responsibilities, and relationships between individuals within an entity. ...



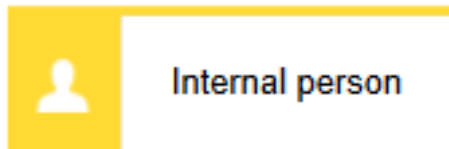
Organizational unit: Unit in an organizational hierarchy, e.g., department or location. It can be used to show which organizational units are superior to others and it can be assigned to roles and persons.



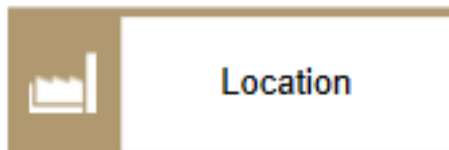
Position: The smallest organizational unit in a company is a position. It is assigned to employees (persons).



Role: Defines tasks, properties, and privileges of a person. It is independent of a specific person. A role can be assigned to multiple persons.



Person: Specific person who assumes a role and can be assigned to an organizational unit. A person usually represents an existing employee within the organization.



Location: A Location can be a factory, a building, or also an office or an individual workstation in a room. Location refers to a

OFFICE ACCOMMODATIONS

- Suitable and sufficient accommodation for staff with equipment is important and must be provided.
- Head of Agency should see the requirement for present and future. He may also see other factors to affect efficiency while allotting accommodation.
- Guidelines for allotting office accommodation are as follows:
 1. Convenient location of the office building;
 2. Size and Shape of the office accommodation;
 3. Lighting & Ventilation; and
 4. Convenience and amenities to customer and staff

WORKING CONDITION

- Efficiency is affected directly or indirectly by the working condition.
- Efficiency depends not only on qualification, training or aptitude, but also on willingness and capacity.
- Office work is brainwork. So, working condition must be good to body and mental vigor.
- Physical discomfort lowers efficiency and becomes fatigue and strain.
- But cheerful environment increases them.
- Certain factors of good working conditions are:
 1. Sanitation
 2. Lighting
 3. Room temperature
 4. Ventilation

OFFICE FURNITURE

- Suitable furniture is required to do all types of paper works which are clerical works.
- Speedy and efficient work needs good furniture for each staff.
- Some furniture such as Filing cabinet/rack, stationery cupboard, small shelf, Desk, Table and chairs, Bookshelf, Computer/typing table
- Types of furniture and number vary from office to office and depending upon nature of work for smooth functioning.

Handling of Incoming Mails

In a big organization, a large number of mails may come regularly. So as a systematic procedure should be followed in handling the incoming mails. The following procedure may apply in handling incoming mail.

1. Receipt of the mail
2. Opening of mail
3. Scrutiny of mail
4. Date-stamping of mail
5. Recording of mail
6. Sorting and distribution of mail
7. Follow-up of mail

DIARY REGISTER

| Date of Receipt | Diary No./ Serial No. | Letter No. & date | From Whom Received | Short Subject | Division/ Person marked to | Receivers Signature |
|-----------------|-----------------------|-------------------|--------------------|---------------|----------------------------|---------------------|
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Handling of Outgoing Mails

- Prompt dealing in mail calls for a systematic procedure for handling outgoing mail. The following procedure may be adopted.
 1. Drafting of mail
 2. Typing of mail
 3. Comparing
 4. Signing and Referencing
 5. Folding and Inserting
 6. Addressing
 7. Sealing
 8. Weighing
 9. Stamping
 10. Recording of outgoing mail
 11. despatching

DESPATCH REGISTER

| Date of Despatch | Despatch No. / Serial No. | To Whom Sent | Short Subject | Letter No. & Date | Postage | Total & Daily Balance |
|---------------------|------------------------------|-----------------|---------------|----------------------|---------|--------------------------|
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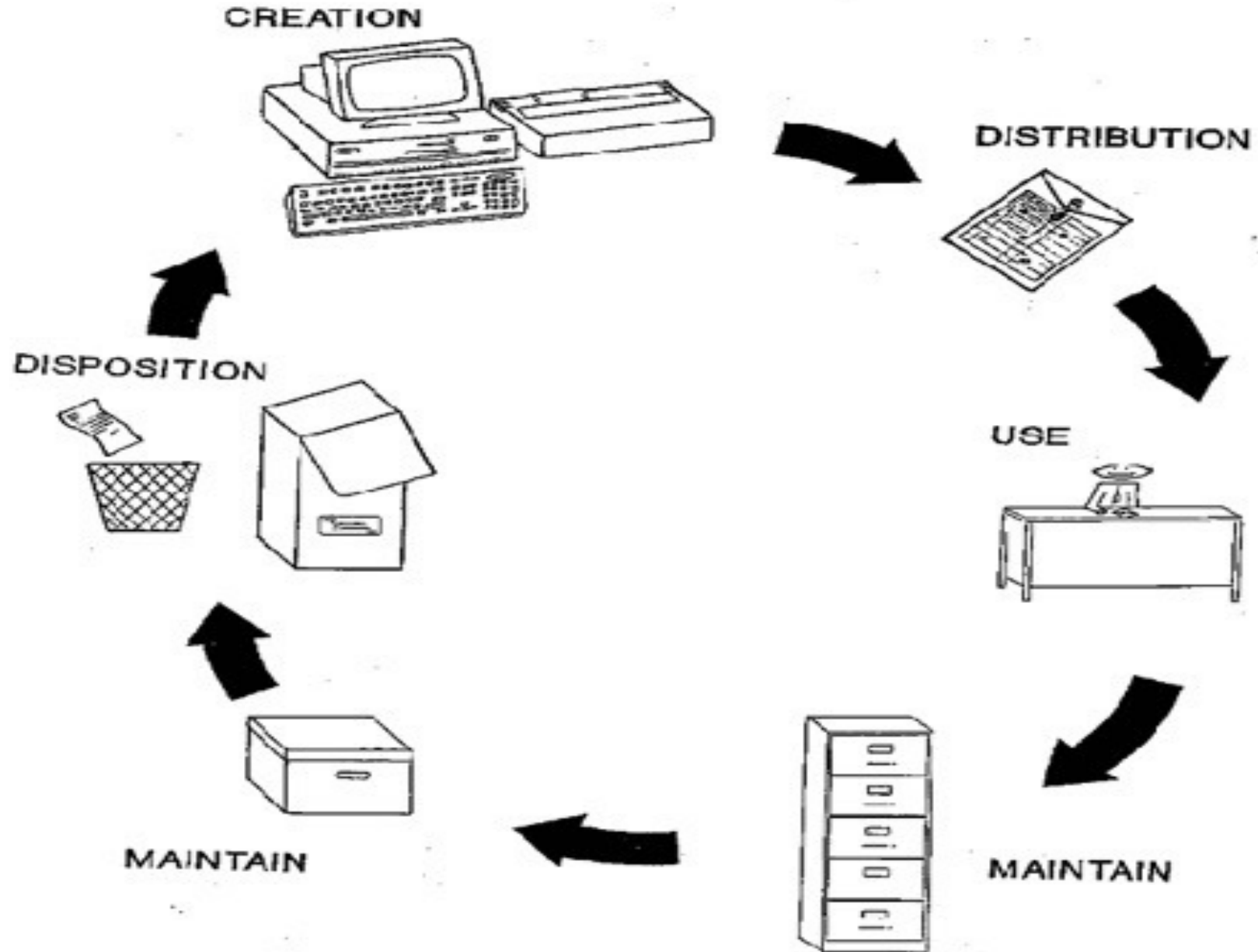
Assigning of Number of Letter

- The outgoing letters shall bear numbers which would facilitate easy reference.
- The letter number shall be assigned as
- Dept/Location/Division/File/Year/Despatch Number

RECORDS & RECORD MANAGEMENT

- Office works are concerned with records.
- Records are all types of written documents/Books/Registers.
- Making, using and preservation of records are primary functions.
- Receive, process, prepare, preserve and communicate to authority.
- Value of record depend how quickly it is prepared, found and put to use it.
- So, record management is important work of office management.
- Such processed written records should be maintained in a systematic way to find them out quickly whenever needed.

Life Cycle of a Record



MEANING OF FILING

- To keep the papers (office copy and the incoming letters, etc) in the folder concern;
- The way or system papers are arranged in the folder;
- System of arranging folder in the cupboard, rack or cabined etc.;
- Classification of folder;
- File numbering system in the office etc.
- Filing is the systematic arrangement and preservation of official correspondences in such a way that it is promptly available when required for reference.

PURPOSE OF FILING

- We need to continuously refer the previously prepared documents which are met by filing system.
- The system may be centralized or decentralized.
- The good system will have the following merits:
 1. They should be kept in suitable equipment;
 2. Always be up-to-date;
 3. It should be tidy;
 4. Easy to handle; and
 5. It should be flexible.

OBJECTIVES OF FILING

- There are mainly four main objectives:
 1. Filing keeps the records intact, that is, they are saved from destruction and mutilation.
 2. It is the sources where information are readily available as and when required.
 3. It helps the administration to see the previous decisions for determining the future policies.
 4. It preserves a systematic and continuous record of the process which has been achieved by the Government.

FILING SYSTEM

- Smaller organisations will follow a centralized filing system;
- Larger organisations having more working divisions may follow decentralized filing system;
- Standard filing pattern shall be followed:
 - All files dealing with important subjects – SPF
 - All subjects concerning administrative matters – ADM
 - All subjects concerning personnel administration – PER
 - Files dealing with accounts matters – ACC
- After subject, two digit number shall be given which indicate the subject number.
- The year in which the file is being operated shall be indicated by the last two digit of the year.

CLASSIFICATION OF FILING

1. **Alphabetical Filing** is used where names of correspondents are important and files are arranged accordingly.
2. **Numerical Filing** is given by numbers and is used by the office where the numbers of files or correspondents are numerous.
3. **Alpha-Numerical Filing** is a combination of the alphabetical and numerical methods.
4. **Geographical Filing** is an arrangement of files according to geographical areas.
5. **Subject Filing** is used in case of subject or content more important than the names of customers or geographical area of business.

NUMBERING OF FILES

- Common Format for File Numbering
- No.Dept/~~Location~~/Division/File/Year (for all Government offices)
- Letter Numbering is same as file numbering but includes Despatch Number along with date of issue
- No.Dept/~~Location~~/Division/File/Year/Despatch No.
- Example of a Dept (RIM):
- No.RIM/DMD/PUR-11/2021-2022/10 dated 8.7.2021

OPENING AND CLOSING OF FILES

- Financial year-wise (1st July to 30th June);
- By In-charge of Administration only;
- Before opening, ensure no duplication and subject is important and clear;
- May open second volume of a file within a financial year, if there are more than 150 pages with same number of file;
- Important file only can continue next financial year;
- Paper punched serially from bottom to top.
- Opening means to give a title for grouping.

INDEXING

- It means to indicate or to point out location of information, files or records;
- In book, we refer index to find out which chapter or which page the topic will be found;
- Alphabetically arranged filing need no indexing;
- Numerically arranged filing need separate index;

FILE INDEX

| Serial No. | File/Record | Subject | Date of Opening | Date of Closing |
|------------|-------------|---------|-----------------|-----------------|
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PAST RECORD INDEX

| Serial No. | Subject | File/Record | Date of Closing | Preservation Period |
|------------|---------|-------------|-----------------|---------------------|
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PRESERVATION OF RECORDS

- Records are the written evidence of all activities of an office;
- They are the vital source of information;
- Administration use them for present action and take future Policy decision;
- So, they should be maintained and preserved properly and safely;
- Ensure adequate measure for proper maintenance and safe custody, against loss, misplacement, mishandling, defacing, mutilation etc.,

Preservation Period (from date of closing)

- | | |
|---|-------------------------------|
| 1. Diary and Despatch Register | 60 months |
| 2. Messenger book | 60 months |
| 3. Records pertaining to purchase of stores & materials - | (As per fin. Manual) |
| 4. Advertisement for Recruitment | 36 months |
| 5. Applications for employment (not selected) | 24 months |
| 6. Application for employment(selected) | Transfer to PF |
| 7. Appointment order file | To be preserved indefinitely. |
| 8. Transfer order files | 60 months |
| 9. Personnel Information returns | 48 months |
| 10. Casual leave records | 24 months |

Preservation Period (from date of closing)

| | |
|---|----------------------------|
| 11. Personal files | 10 years after retirement. |
| 12. Tour Reports | 48 months |
| 13. Records & Correspondence regarding training | 60 months |
| 14. Project documents (not continuing) | 60 months |
| 15. Evaluation reports | To be archived |
| 16. Correspondence regarding organizational changes | 60 months |

Disposal of old Files and Records

- As essential feature of good filing system is the capacity to dispose of old files and records;
- More and more new files are created;
- They occupy precious limited office space;
- So, no space available after some years for keeping new files there;
- Regular disposal of old files/records are necessary to make space available for new files and records.

ASSESSMENT – QUIZ