It is rather difficult to explain in words the exact meaning of the term office management. As a public servant you must acquire working knowledge of the several jobs you are called upon to do in your official capacity. If you are recently promoted to a higher post or when you are transferred to a new post, your first task should be to acquaint yourself with the duties and responsibilities of the post. Self-confidence develops progressively as you acquire technical competency in your work and you accept more problems.

Secondly, you should know the officers in your office, little more intimately. As a public servant you should be prepared to meet cheerfully and capably, whatever comes to you during the day. In short, you should develop such attitudes that will enable you to face any situation – however unexpected, unwanted or disturbing, squarely and with confidence. For this purpose, mere mechanical action is not sufficient. Your actioris must reflected to find a solution.