

Subject: Business Studies

Class: JSS1

Term: First Term

Week 6

Topic: The Departments in an Office/Organization

Lesson Objectives:

By the end of this lesson, students should be able to:

1. Identify different departments in an organization.
 2. State the major functions of each department.
 3. Explain how departments work together for organizational success.
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Introduction:

An organization, whether public or private, is made up of various departments. Each department handles a specific role or responsibility that contributes to the overall goal of the organization. Understanding these departments and their roles helps students appreciate the structure and workflow in real business environments.

1. Different Departments in an Organization:

Below are some common departments in a standard organization:

1. **Administration Department**
2. **Human Resources (HR) Department**
3. **Accounts/Finance Department**
4. **Marketing/Sales Department**
5. **Production/Operations Department**
6. **Purchasing/Procurement Department**
7. **Customer Service Department**

8. ICT (Information and Communication Technology) Department

2. Functions of the Various Departments:

Department	Functions
Administration	<ul style="list-style-type: none">- Coordinates the activities of all departments.- Manages records, mails, meetings, and general office duties.
Human Resources (HR)	<ul style="list-style-type: none">- Recruits, trains, and manages staff.- Handles employee welfare, discipline, and performance.
Accounts/Finance	<ul style="list-style-type: none">- Keeps financial records.- Prepares budgets, pays salaries, and handles all financial transactions.
Marketing/Sales	<ul style="list-style-type: none">- Promotes and sells the organization's products or services.- Conducts market research and advertisements.
Production/Operations	<ul style="list-style-type: none">- Oversees the manufacturing of goods or delivery of services.- Ensures quality control and efficient processes.
Purchasing/Procurement	<ul style="list-style-type: none">- Buys goods and services needed by the organization.- Ensures cost-effectiveness and quality in purchases.
Customer Service	<ul style="list-style-type: none">- Attends to customers' complaints and inquiries.- Ensures customer satisfaction and loyalty.
ICT Department	<ul style="list-style-type: none">- Manages computer systems, internet, and internal communication.- Handles software, data management, and technical issues.

Conclusion:

Each department in an organization plays a unique role, but they all work toward a common goal — the success and growth of the organization. Cooperation, communication, and efficiency among departments are essential.