

PERMANENT REFERENCE

**AN ANALITICAL STUDY ON
OFFICE MANAGEMENT SYSTEM OF
GOVERNMENT ORGANIZATIONS IN
VAVUNIYA DIVISIONAL SECRETARY'S
DIVISION**



501.4060068DS493
RAM

(PR)

MR. GOBALAGRISHNAN RAMESHKUMAR



Project Report
Library - EUSL

**DEPARTMENT OF COMMERCE
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY
SRILANKA
2000**

CONTENTS

Acknowledgement	i
Abstract	ii
List of tables	iii & iv
List of figures	v & vi
I Introduction	01
II Literature Review	05
III Data Presentation	26
IV Data Analysis	49
V Recommendations	62
Appendix I : Questionnaire	68
Appendix II : Check list	72
List of References	73

ABSTRACT

The main purpose of a Social Welfare State is to look after the needs of the citizens and to promote their welfare. It is of paramount importance that in the pursuit of this objective there should be no avoidable delay. At the same time those who are responsible for the conduct of this business have to ensure that just and impartial treatment is meted out to one and all and that public property and public money are managed with efficiency, care, and prudence. Obviously it is necessary to maintain systematic records of not only what is done but also why it is done. An office system must attempt to balance these conflicting considerations of speed and safety.

Every rule and step in the procedure must serve a definite worthwhile purpose and seek to achieve objectives in the shortest possible way, in the quickest possible time and with the least possible cost, consistent with efficiency.

Apart from the traditional task of maintenance of law and order and collection of taxes, the government today has to play a major part in national development and in the operation of various projects for rapid economic growth. No government in power can achieve its goals unless the various offices of government are run efficiently. The pre-requisite for this efficiency is a properly organized office procedure based on a proper office system. In recent years there has been growing inefficiency in office procedures resulting in considerable delays in dealing with correspondence and consequent adverse criticism from the public.

In this research study, a methodology, which is appropriate for government organizations to determine their office management systems, is recommended. I hope this study should be helpful in developing an office management system efficiently and effectively to those interested parties who want to provide an efficient service to the public as well as to the nation.