

Subject: Business studies

Class: J SS 1

Topic: Departments in an office/Organization

Week: Week 5

Learning Objectives:

- i.** Meaning of departments in an office
- ii.** List the various types of department in an organization.
- iii.** Explain the functions of the various departments in an office.

Meaning of department in an organization

Department is a division of a large organization. It can also be seen as one of the sections in a large organization that is concerned with a particular area of work. A small organization can also be divided into various departments but the number of department would be small unlike the large organization. Each department is headed by a **Departmental Manager**. Under the departmental managers are; deputy/assistant managers, supervisors, clerical staff, secretarial staff, etc.

- i. General Manager:** The general manager is one of the decision-makers in the organization. He makes decisions based on the information given to him by the departmental managers. He is always current with everything in the organization and is accessible.
- ii. Departmental Manager:** He/she is the head of the department. He/she controls and coordinates the staff as well as the activities of his department. He reports to the General Manager on all the activities within his department.

Types of departments in an organization

The following are some departments in an organization. They are;

1. Administrative department
2. Personnel department
3. Accounts department
4. Sales department
5. Marketing department

6. planning department
7. Purchasing department
8. Production department
9. Transport department.

Function of the various departments in an organization.

- 1. Administrative department:** this is the main department in any organization. It is the life wire of any organization. The administrative department is headed by an **administrative manager or administrator**. In the school setting the workers include the following: the principal, secretary, bursar, typists, clerks, receptionist and messengers. They are responsible for;
 - a) Coordinating and directing the affairs of the organization.
 - b) Organizing meetings and preparing the minutes of such meetings.
 - c) Filing office documents (mails, correspondence, memos and letters).
 - d) Providing general support to visitors.
 - e) Approving office requisition
 - f) Making sure all the equipment in the organization is well maintained
- 2. Personnel department:** The department deals with all staff matters such as welfare, recruitment, promotion and sanction. This department is headed by a **Personnel Manager or Human Resource Manager**. They are responsible for;
 - a) Catering for the welfare of the workers.
 - b) Helping with the recruitment of staff, sometimes through advertisements.
 - c) Organizing trainings for staff and newly employed staff.
 - d) Ensuring the physical and social well-being of all employees
 - e) Keeping records of staff on promotion, transfer and termination.
- 3. Accounts department:** This department records and reports the cash flow transactions of an organization. All monetary matters are referred to them. This department is headed by a **chief accountant or chief finance officer**. In schools they are called "**Bursars**". They handle all payments including school fees. They are responsible for ;
 - a. Keeping accounting and financial records of the business.
 - b. Taking care of the organization's bank and cash account.
 - c. Preparing salaries for employees of the organization.

- d. Preparing and implementing budget for the organization.
- e. Handling tax matters for the organization.

4. Sales department: this department is headed by a **sales manager**, and may sometime be under the marketing department. They are responsible for;

- a. Informing customers of goods that are available for sale.
- b. Constantly checking the market to know the needs and desires of customers and consumers.
- c. Keeping records of all sales and sales expenses.
- d. Selling goods and services to customers.
- e. Keeping records of goods produced
- f. Relating the needs of customers to production department

5. Production Department: This department handles the processing of raw materials into finished goods or products. This department is headed by a **production manager**. This department deals with the following:

- a. Processing of raw materials into finish goods or products
- b. Supervising the production processes
- c. Working with purchasing department to produce goods needed by customers
- d. Maintaining and properly handling the machinery and equipment for production
- e. Scheduling production activities in an organization

6. Purchase Department: This department is in charge of buying all materials and equipment needed in the organization. Materials and equipment like stationery, office furniture, raw materials, consumable items or other essential goods needed in the organization. The departmental head is called the **purchasing manager**. Functions of the department are:

- a. Purchase of raw materials, machinery, equipment and stationery
- b. Sending inquiry letters to suppliers for quotation
- c. Buying the best quality of goods for the organization at the most favorable prices.
- d. Ensuring that goods bought are received and stored until they are needed

7. Transport Department: This department is responsible for the movement of goods and people in the organization. The departmental head is called **Transport Manager**. Functions of the transport department are:

- a. Movement of goods and people in the organization from one place to another

- b. Maintenance, repair and replacement of vehicles

Allocating drivers to various departments and sections

- c. Supervision of drivers.

8. Planning Department: Planning department is also called the **Research and Development Department**. In some organizations the department is headed by a **Business Development Manager**. Planning department work out the best ways to improve the future performance of an organization. They think ahead of time in order to make sure that the organization improves in whatever business they are into. Their functions are:

- a. Carrying out research to find out new investment areas
- b. Identifying new products the organization can produce.
- c. Identifying various sources of raw materials that will be added to improve the existing ones.

Government Establishment: The nature of offices in government establishments is different from that of private business organizations. In government establishments departments and offices are called **ministries and parastatals**. The head of each ministry is called a **Minister at the federal level and called Commissioner at the State level**. In the school setting, the principal is the head of the whole school, assisted by vice-principals (administration and academics), head of department, teaching and non-teaching staff.

Assignment:

- 1) What is the difference between sales department and purchasing department?
- 2) List four responsibilities of the marketing department.