

Office Administration Department

Key Skills for Office Management (KSOM)



*Extension Program
2019-2022*





Republic of the Philippines

Mountain Province State Polytechnic College

Bontoc, Mountain Province

RESEARCH DEVELOPMENT AND EXTENSION SECTOR

November 12, 2019

ELMER D. PAKIPAC

Director, Extension Unit

Mountain Province State Polytechnic College

Bontoc, Mountain Province

RECEIVED

MPSPC-RECORDS OFFICE

BY: _____

DATE: 13 NOV 2019

Sir:

This is to respectfully transmit to your office the Office Administration Department Extension Program for 2019-2022: **"Key Skills for Office Management"** for your perusal and recommendation for approval.

Thank you very much.

Respectfully yours,

Febie Liza L. Lengwa
FEBIE LIZA L. LENGWA

Extension Coordinator

Office Administration Department

I. CONTEXT OF EXTENSION

Giving back to the community is the main purpose of having an extension program. If you ask an ordinary person who is not related by any means to an institution he/she might not know what this is. Before anything else let's understand first what an extension is. Specifically, this answers what the extension program of the Office Administration Department.

If we talk about the program of extension under office administration department, we refer to this as the respond to the local needs and opportunities of different organization. This refers to knowledge, skills and practices that a community need in order to align with their ultimate concerns in order to address important issues in a community in the field of Office Administration.

In order for the institution to help MPSPC's Major Thrusts are well address through HERITAGE which refers to H – Hearty Approach to Management and Governance, & Transformational Leadership, E – Enriched Academic Programs, R – Relevant Student Services, Development, and Welfare Program, I – International and Local Linkages, T – Technology, Facilities, and Assets Enhancement Program, A – Aggressive Staff Development and Welfare Program, G – Gainful Resource Generation and Enterprise Development Program, & E – Excellent Researches and Relevant Extension Program. Under Excellent Researches and Relevant Extension Program it address the needs of the community.

The Extension Program of the BSOA department which we called the Key Skills for Office Management (KSOM) was anchored on the MPSPC's Major Thrust to provide excellent researches and relevant extension program. The Office Administration Department extension programs aims to imprint Key Skills, Knowledge and Practices to their partner agencies to address the needs of the said agencies. The programs are for the development and enrichment of key skill, knowledge and practices of office workers in the LGU's, Non-government Agencies, Community Organizations, private entities and others. Competitive Office Administration Skills is not only a major challenge in the workplace but presently becoming a strategic issue in the management of organizations in both the public and private sectors. Private and public organizations need to be equipped with skills, knowledge and practices in office administration to keep everyday function of office workers to run smoothly.

With these, the BSOA Department as a departments will thus contribute to the attainment of the MPSPC and Extension Unit Vision Mission Goals and Objectives. Equipped with office administration skills, its faculty members will not only share their skills to the students but to above-said clients as well.

II. PROGRAM DESCRIPTION

The extension program of the Office Management Department is entitled “**Key Skills for Office Management (KSOM)**”, which is driven to continue the activities beyond its timeframe. This program aims to instill knowledge and skills on Office Management thus improving the working techniques of office workers resulting more efficient and effective employee.

Through continuing education with the aid of extension activities being done by the Office Administration Department, this activity is then expected to yield knowledgeable and skillful clients on office management.

A. Goal and Objectives

The Bachelor of Science in Office Administration faculty and student conduct extension activities to the different communities of Mountain Province. This is to instill

on them the knowledge and skills on Office Management thus improving their working procedures resulting more efficient human resource. With this department could:

- Determine Training Needs of the clients related to office management;
- Develop research-based IEC materials;
- Conduct relevant trainings on office protocols;
- Enhance the leadership and organizational skills of the adopted clientele; and
- Undertake other relevant community services geared towards rural development.

B. Extension Framework

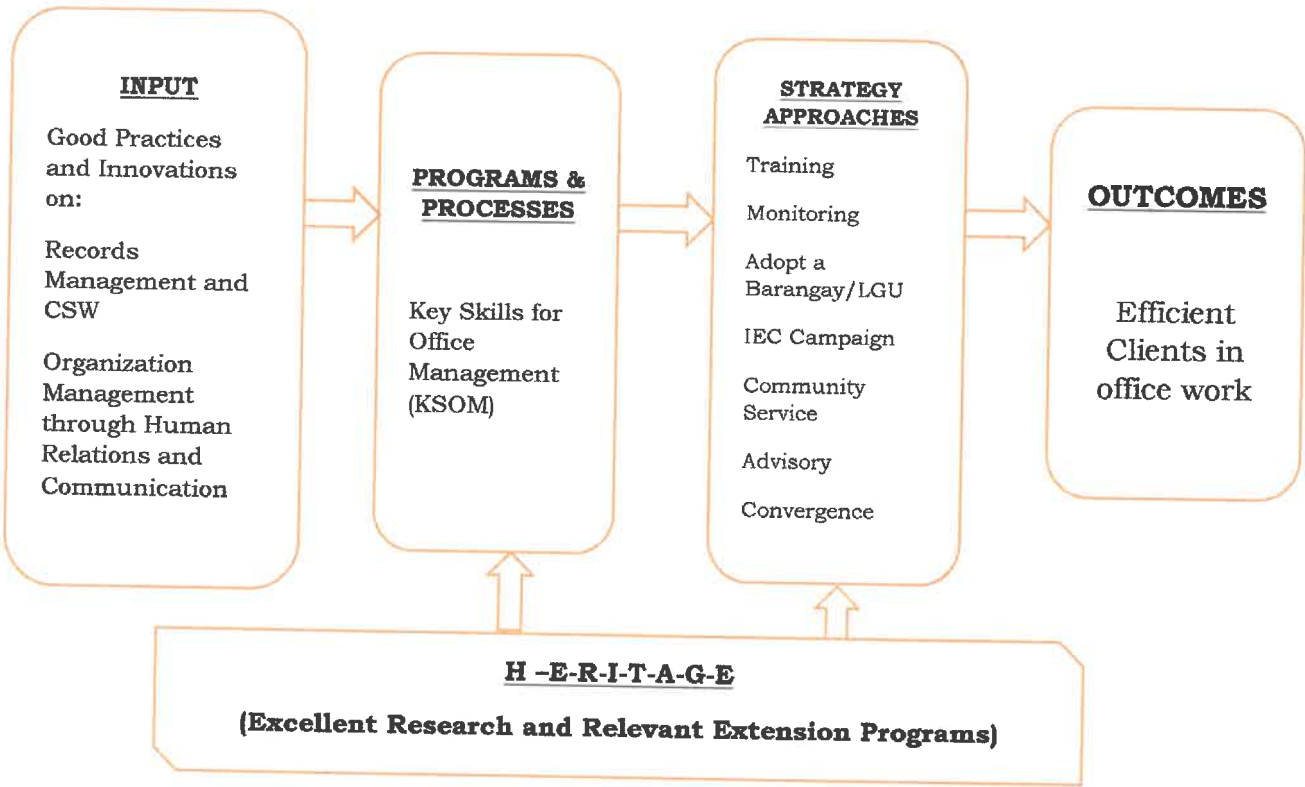


Figure 1. The KSOM extension framework

The Office Administrations extension framework highlights on the Key Skills of Office Management (KSOM) which encompass of Good Practices and Innovations on Records Managements & Completed Staff Works and Organization Management through Human Relations and Communication in order to produce efficient and effective clients in office work. This will be made possible through undertaking different strategy approaches such as: conducting trainings, monitoring, adopting a barangay, IEC Campaign, Community services, advisories and convergence.

C. Strategies

Adopted strategies are as followed:

1. Training – the main agenda is to conduct sessions to discuss matters that the community need
2. Mentoring – through offering assistance during training-workshops
3. Convergence – collaborative activities with other departments/agencies
4. Adopt a Barangay – embracing a certain community to monitor their progress after different strategies were introduces

III. PROGRAM COMPONENTS

- 1. Records Management
 - a. Training on Traditional Records Management (Manual):
 - Filing
 - Indexing
 - Archives
 - b. Electronic Records Management (Automated):
 - Filing
 - Indexing
 - Archives
- 2. CSW & Organization Management through HRC
 - Trainings
 - Advocacy/ies

IV. IMPLEMENTATION PROCESS

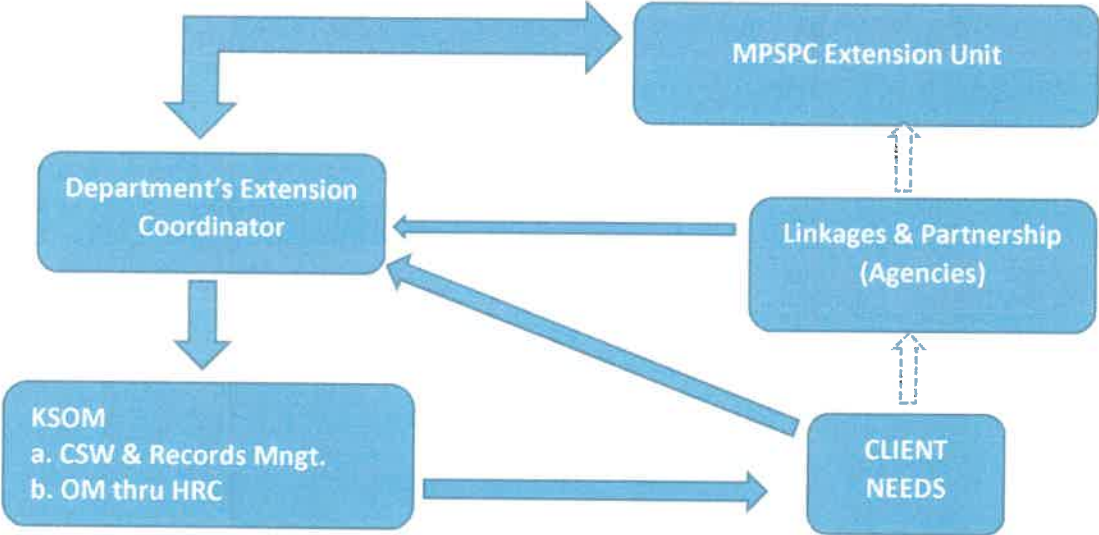


Figure 2. The KSOM Implementation plan

The implementation process of the Office Administration Department starts when there is a need from the clients, either the Extension Unit of the Institution referred it to the Office Administration department or the department itself conducted Training Needs Analysis to partner agencies to detect which areas do partner agencies needed. After that, it will be presented to the clients for which different strategies will be through to aid the said need of the clients.

A. Research for Training Needs, Identification of Community Needs, Problems and Resources

A study be prepared, reviewed and approved that aims to determine the training needs, problems and resources of the community which will serve as baseline information in the conceptualizing of training design for extension services. Assessment can be done by the Office Administration faculty with the help of the research and extension units. Results will be translated into a workable program or project responsive to the needs or concerns.

B. Setting Objectives

The BSOA formulate objectives to guide the organizers and trainers in order to do their job effectively and efficiently.

C. Linkages and Partnership

After determining the needs of the partner clientele, the Office Administration Department will collaborate with other departments and the concerned clientele for partnership in addressing the identified needs specially in sharing of expertise and resources.

A Memorandum of Agreement (MOA) is prepared to be signed by the college president and the Barangay Chairman. The MOA will contain the roles and extent of participation of the involved parties.

D. Identification of Trainers/Resources Person/Facilitators/Facilities

Faculty members who are knowledgeable in the identified topics are committed to do the task. They are competent in communication skills and in designing the different topics to suit the needs of the clientele.

E. Implementation of Projects and Activities

The implementation will be done after the activity design was approved by the concerned authorities with the partner clientele. The resource speakers will be informed about the schedules of the activities and notices will be given to the concerned clientele. Learning materials should be prepared and developed by the faculty involved.

F. Monitoring and Evaluation

Monitoring will be conducted every after the activity and follow up will be done to determine the performance and status of the beneficiaries.

G. Impact Assessment

At the end of the program, a study will be conducted to determine the impact if there was a change or improvement of the barangay after the training conducted. Assessment will be done one year after the implementation.

H. Packaging and Submission of Outputs

Terminal reports shall be prepared and a copy of the report will be submitted to the extension office of the college.

IV. MONITORING AND EVALUATION

Table 1. Extension Program Monitoring and Evaluation Checklist

Program Title: KSOM					
Program Components	Activities	Extension Service Delivery	Pre-work: Administrative Forms	Implementation Results Monitoring Tools	Outcome Evaluation Tools
Records Management	Training on Traditional Records Management (Manual): -Filing -Indexing -Archives	a. Training b. Mentoring	TNA, Activity Design (already adopted a Barangay)	Terminal Report (Evaluation, Registration sheet & the like) Feedback Form	Pre-/Post Success Story Field monitoring Sustainability Plan
	Electronic Records Management (Automated): -Filing -Indexing -Archives	a. Training b. Mentoring	TNA, Activity Design (already adopted a Barangay)	Terminal Report (Evaluation, Registration sheet & the like) Feedback Form	Pre-/Post Success Story Field monitoring Sustainability Plan
CSW & Organization Management through HRC	-Training -Advocacy	a. Mentoring b. Advocacy c. IEC-Campaign	TNA, Activity Design	Terminal Report Feedback Form	Pre-/Post Success Story Field monitoring

Table 2. Activity /Training Guide


Session	Session Title	Learning Objectives	Delivery Method	Assessment	Person Responsible	Resources Needed
1	Seminar on Records Management – Manual	Recalling and applying effective techniques on manual filling, indexing and archives	Mentoring /Training		BSOA Faculty	Laptop Projector Bond paper Ballpen/pencil
2	Seminar on Records Management – Automated	Introduction of Automated Filling with the use of Technology	Mentoring/ Training		BSOA Faculty	Laptop Projector Bond paper Ballpen/pencil
3	Seminar – Workshop on Completed Staff Work	Updates on modern office procedures to actual discuss situation in the office	Mentoring/ Training		BSOA Faculty	Laptop Projector Bond paper Ballpen/pencil
4	Seminar on Organization Management through Human Relations and Communication	Develop work effectively and independently in multi-disciplinary and multi-cultural team	Mentoring		BSOA Faculty	Laptop Projector Bond paper Ballpen/Pencil

VI. RECOMMENDATION AND APPROVAL

Prepared by:


FEBIE LIZA L. LENGWA
Extension Coordinator, BSOA Department

Noted:


LIBERTY A. BUDLONG
Chairperson, BSOA Department

Reviewed:


ELMER D. PAKIPAC
Director, Extension Unit

VILMA C. SAPIL
Coordinator, Learning and Development

Recommending Approval:


ANNIE GRAIL F. EKID
Vice President for RDE

Approved:


REXTON F. CHAKAS
SUC President III



Mountain Province State Polytechnic College
EXTENSION UNIT
2616 Bontoc, Mountain Province



This briefier is developed by the Office Administration Department
in collaboration with the Extension Unit.