

RESEARCH FUNCTION OF PLANNING IN ADMINISTRATIVE WORKS AT MODERN OFFICES

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Abstract:

The paper focuses on the planning function. This is considered a basic function in office administrative management. This article will help readers understand more about the important functions of governance, as well as how to design a sequence of steps to implement the administration function to create a perfect plan. From there, the reader can apply it in real life, which is more helpful in work and study. The study used the SWOT matrix applied in office administrative work planning. The study and application of the SWOT model in identifying strengths and weaknesses will help the organization early identify opportunities and threats to find ways to eliminate them. From there, it will help the organization to better adapt to the changes of the external environment. On the other hand, helping members in the organization can stick together to create and promote the strength of the collective. As a result, the members will work together to set out long-term development strategies for the organization, bring about strong development and solve the organizational tasks effectively. Through this study, the author also proposes a planning process in office administration, which helps formulate and standardize the basic stages in the work planning of the administrator. Clearly planning administrative tasks is considered a golden key to organize the identification of goals and strategies to bring about success in governance and create a scientific and effective management style for organization.

Key words: Planning, planning functions, office planning, administrative office administration, public administration

JEL classification: M5, Z1

1. INTRODUCTION

Today, in the context of economic and cultural globalization, the focus on administration is an urgent and important task, in order to build a modern, dynamic and effective state administration. reducing troubles, an administration system that serves the principle and purpose, from which to build, develop and perfect the administration. Planning (Planning) is a function that paves the way for the office. Planning is very important, helping the office predict and gather activities and tasks arranged in a certain order to achieve the set goals. The operation of any unit agency needs information. Information is the basis for leaders to make timely, accurate decisions. But to achieve the overall goals of the agency, the plans must be connected into a complete planning system that fits and supports each other. The leader cannot collect and process all the information on his own, but needs helpdesk - the office. The office is a "window" which is a "filter" of information because all incoming or outgoing information is collected, processed and delivered at the office. Understanding the importance of office planning, the author has researched to apply the SWOT matrix applied to office administrative work planning to identify strengths, weaknesses, opportunities and challenges. in the process of planning the content of the administrator. From there, it helps to outline the organization's development plans and orientations, anticipate the input resources to improve the efficiency of the management and support the administrators in making decisions. Thereby, the author has built a planning process in office administration, helping to formulate and standardize the steps and basic steps in the work planning of the administrator, from there. Help optimize the operations of the administrator.

2. GENERAL THEORY OF OFFICE PLANNING FUNCTIONS AND STUDIES RELATED TO ADMINISTRATIVE MANAGEMENT

Office administration includes daily tasks such as managing documents, files and documents; reception work, shuttle and reception guests; arrange work schedule, meeting schedule; ensure good facilities, equipment, working facilities for the organization. Besides, office administrative staff is also responsible for resolving conflicts between individuals, reconciling relationships within the organization. In addition, office workers also have the duty to guide and inspect the subordinate departments of the agency to properly perform their functions and tasks, ensuring the information requirements for leadership and management (1).

Planning is a function of governance that includes activities that define goals for the future and the appropriate means to accomplish those goals. The outcome of the plan is a plan - that is, a written document that clearly identifies the sequence of activities that the company or organization will perform (2).

Planning is the process of defining organizational goals and the best way to achieve those goals. Thus, the planning work in the above sense must include simultaneously two processes of determining goals (what needs to be done?); Identify the path to the goal (how to do it).

Planning is one of the most fundamental and meaningful activities of managers. The concept of planning in general is understood to be the outline and improvement of ideas and projects. Planning is highly strategic and with the development of the organization, the role of this activity is increasingly important. It is the backbone that governs all activities and cultures of an organization. However, a recent study in Harvard Business Review (HBR) shows that only 11% of big company leaders are happy that strategic planning is worth the effort. This figure does not indicate that the planning of US CEOs is not really effective. In fact in recent decades, there has been a change in the skills and planning methods of US business leaders. This article would like to generalize these two ways for readers to have an overview of how American leaders plan. The ultimate purpose of planning is to set specific goals and methods. In 4 administrative functions, it can be said that Planning is the most important function, because we cannot conduct work without knowing what we want to achieve and what to do to achieve those goals.

In fact, planning plays a very important role in the business as well as the operation of any other organization. Without poor planning or planning will lead us to heavy failures. Typically, Ford was in the process of launching the Edsel in September 1957. Because of the lack of careful planning, the company went on to make mistakes. That is the name of the model does not attract customers, the time of the market is not appropriate (at that time new models were often sold in November every year), bad design, there are many technical problems. The price is too high while customers are targeting cheaper cars, and above all, over-promotion of the car without a market survey. As a result, the Edsel only lasted for four years (from 1957 to 1960) with sales of 60,000 units in the first year, less than 30% of expectations. Another typical case is P&G (Procter and Gamble) - the world's leading group of personal care products - that has made false judgments in planning the number of sub-brands of a brand. They think that the more choices for customers, the higher the sales will be. They launched 52 sub-brands of just one Crest toothpaste and 31 sub-brands of a dandruff Head & Shoulders (4). Because they have not carefully researched the development plan and strategy for the product, they have pushed their customers against the adversity completely confused by a series of products. As a result, the Crest only accounted for 15% of the US market share of toothpaste, left behind by Colgate. Therefore, in office work, mastering the principles and planning plan selection is extremely important.

3. THE BASIC ROLES OF PLANNING FOR ADMINISTRATORS IN OFFICE ADMINISTRATION

In terms of science, the plan is considered a specific action plan, and planning is the process of organizing the preparation and implementation of specific plans that have been proposed.

Planning is a process in which an administrator identifies and selects an organization's goals and outlines the actions needed to achieve its goals. Planning is a content and is the most important function of management. Because of this, the plan is tied to the selection and implementation of the future operational programs of an organization, of an enterprise. Planning is also the choice of reasonable approaches to predetermined goals. The plan is to identify goals and decide the best way to achieve your goals.

Planning the plan will help increase the manager's ability to succeed in order to analyze and anticipate opportunities, challenges, difficulties and advantages in the process of achieving goals. Since then, there is a solution to grasp opportunities and limit risks. Through it, will orient the organization's activities, unify thoughts and actions, focusing on key tasks and objectives in each period. This is the basis for the decentralization, the task of implementing the coordination of elements and departments in the organization to actively create tasks and tasks for departments and members in the organization, helping develop declare operational and inspection activities and adjust (goals, activities).

The basic roles of planning for managers include:

First, Planning helps create systematic thinking to predict governance situations. In governance, Planning will help determine the direction of both businesses, companies, and organizations. The administrator - then the captain - must figure out many options to cope with many different situations, because of the uncertainty, the turning of the possibilities is obvious and inevitable. Therefore, careful planning and depth - that is systematic - is something that cannot be overlooked (1).

Secondly, planning helps to coordinate all efforts of the organization in the process of achieving goals. Planning shows measures to enable maximum exploitation of the enterprise's strengths, take advantage of business opportunities, limit risks for businesses. The planning is dominated by the collective creativity and affection. Decisions made by planning must receive the agreement and smoothness of most members of the organization. Thus, the goals of the organization are achieved.

Third, planning helps focus on goals that avoid waste. Planning should provide a package of measures to enable maximum exploitation of the strength of the business to achieve the goal. Once focusing on the goals, businesses can complete the work with the lowest level of risk and risk possible. Because planning is preparing the organization for better operation in the future.

Fourth, planning will create cooperation and coordination between individuals and departments within the organization. Although planning is the work of individuals (administrators), the goal of this stage is to coordinate the human resources and resources of the whole enterprise in the working process. The work of running the business of a business is always a headache for managers. Each individual, every part of the organization has its own functions and operations, operating in a specific area of expertise, but all are responsible for creating the overall performance of the business. Now, when planning well, managers will know how to coordinate individuals and departments, eliminate internal conflicts, attacks that have long been a threat to the company, tighten The relationship between individuals - individuals, individuals - organizations and this department with the other, makes the work smooth (5).

Fifth, through planning will increase flexibility and adapt to changes in the external environment. It can be said that in addition to customer factors, many other factors affect the success of businesses. So the Planning process determines the survival of the business before the constant fluctuations of adverse factors. Consideration must be given to the significant deviation between planning and practice so that there is a plan to adjust, making the plan feasible, but it should avoid arbitrary and continuous changes leading to the risk of failing to achieve the item Deficit and failure are certain (2).

The benefits of planning are expressed through the following model.

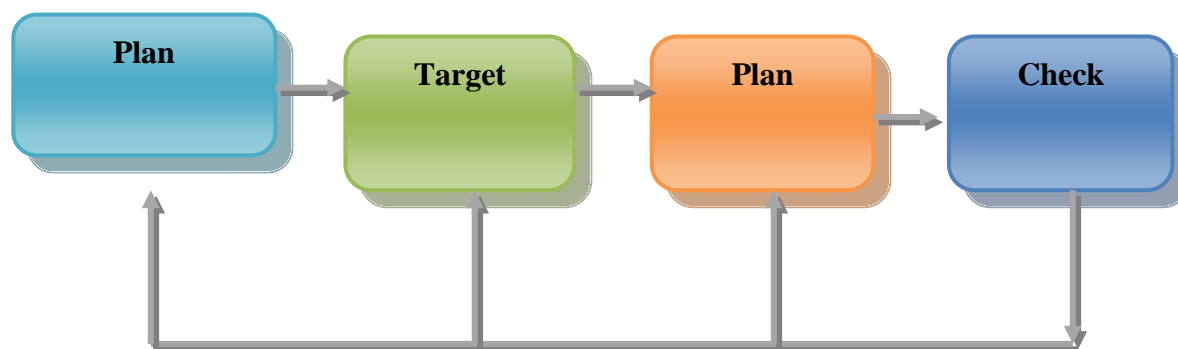


Figure no. 1. Relationship between planning function in planning

Source: Author's proposal

4. SWOT MATRIX IN OFFICE JOB PLANNING

The SWOT matrix is a very useful tool for capturing and making decisions in any situation with any agency or organization. The SWOT tool component includes:

- + Strengths (Strengths): are agents within agencies, organizations, businesses that are positive or beneficial to help them achieve their goals in setting up their development plans.
- + Weaknesses: are agents inside agencies, organizations, businesses that are negative or cause difficulties in achieving the organization's objectives.
- + Opportunities: Opportunities outside agencies, organizations and businesses (business, social, government, ..) are positive or beneficial to help achieve the goals of the team. function.
- + Theats (Theats): are agents outside agencies, organizations, businesses (business, social, government, ..) that are negative or cause difficulties in achieving goals organization's.

Table no. 1. SWOT model in office job planning

SWOT ANALYSIS	POSITIVE / INCOME In achieving goals	NEGATIVE / HARMFUL In achieving goals
INNER PARTNER (Fact, factors, ... arise from within the organization)	STRENGTH Need to be maintained, use them as foundation, leverage	WEAKNESS Need to be repaired, replaced or terminated
EXTERNAL WORKERS (The truth, factors, ... arise from the surrounding environment)	OPPORTUNITY Need to take advantage, prioritize, catch in time, build and develop on these opportunities	RISK These risks need to be included in the plan to develop organizational, prevention and management options

Source: Analysis by the author

The application of the SWOT model in office work planning will help the organization have more tools to refer to in developing its development plans and strategies. Through this, help leaders appreciate the strengths and weaknesses of the available resources. This is a very useful method to help the organization promote its effectiveness when implementing strategic planning, decision making as well as planning in the process of organizational development. This will contribute to saving time and cost: when things need to be done, it will help shorten the time for preparation and implementation. At that time, people were active in the work that they were assigned. Help improve the relationship between people in the unit: everyone in the unit must work together to work together to work towards common goals, helping each other to achieve high results at work. In addition, staff at the agency often improve their understanding to gain experience and make suggestions to leaders, helping them set the best goals and plans in agency development, increasing the likelihood of achieving desired results with clear goals. This approach will create positive

effects to overcome the way of groping, arbitrary, passive response at agencies and businesses in the current period. Thereby, it will help leaders to be proactive in recognizing opportunities and responding to uncertain factors, events occurring in the process of operation, helping them have a test basis for love. Figure of performing tasks with clear standards, assessing the true results of activities and contributions of each department and individual in the organization.

5. PROPOSING PLANNING PROCESS IN OFFICE ADMINISTRATION

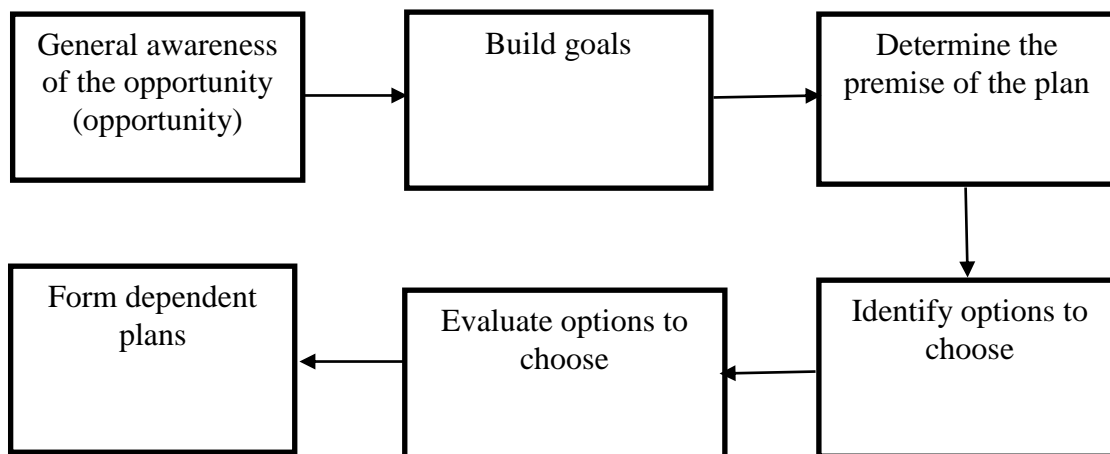


Figure no. 2. Planning process in office administration

Source: Author's proposal

Step 1: General awareness of the opportunity (opportunity): need to carry out specific tasks:

- Collect information
- Analysis of general information
- Results of previous activities
- Experience in the past
- Factors and conditions are available

Step 2: Build goals: To plan the first stage, it is necessary to identify the problem:

- ☐ What is the plan to solve?
- ☐ What goal is reached?
- ☐ Why choose that target?
- ☐ How to do it?
- ☐ Who does it? Ever done?
- ☐ Where to perform?
- ☐ Identify options to choose

Step 3: Determine the premise of the plan. In order to determine the objectives in order of priority, at the same time determine the guidelines and solutions to implement, besides preparing the contingency plans with the corresponding objectives and solutions.

Step 4: Identify options to choose: List some options, and raise the strengths, weaknesses and necessary conditions when choosing each option. The organization's office prepared to consult the draft plan, outlining many issues that should be focused on obtaining comments on each plan (when necessary and can direct pilot implementation to prove to implementation capacity of each option), outlined the strengths and weaknesses of each option, to finally discuss to select the optimal plan.

Step 5: Evaluate options to choose: Based on the criteria:

- + Units directly implementing the plan.
- + Superiors, co-managers and some equivalent units.
- + Scientists, experienced people.
- Discussion through the draft office administrative plan

- Rewrite the complete plan after collecting comments
- Submit to the higher level for approval

Step 6: Form dependent plans

- Prepare documents to issue including: plan, appendices if available, instructions for implementation.
- Develop a propaganda plan, information on plan documents and means for implementation.
- Estimated plan for implementing the plan.
- Expected agencies and departments to implement.
- The Office submits to the leaders for approval and promulgates the plan together with the above documents to facilitate the implementation of the plan.

6. CONDUCT WORK PLANNING FOR AGENCIES AND ORGANIZATIONS TO ACHIEVE COMMON GOALS

Plan the year plan

Source of information from year to year planning includes:

- From the company's strategy.
- From participating projects
- From the company's goals and department objectives assigned by the company.
- From tasks according to function department functions.

Contents of the annual work plan:

- Content of work objectives.
- Execution time.
- The importance of the work (to help the department can focus on any task and evaluate the end of year work).

Plan the month plan

Source of monthly planning information

- The work in the year plan.
- Jobs last month existed.
- New jobs generated by the company.

Content of the monthly plan

- Important jobs in the month
- Part of specific tasks include: content of work, implementation time, implementer.
- The work has not been determined calendar (but must be done in the month or do next month).

Planning week plans

Information source for week planning:

- Jobs in the monthly plan.
- Jobs in the previous week have not been completed
- New jobs generated by the company.
- Content of the week plan
- Important jobs in the week
- Part of specific tasks include: content of work, implementation time, implementer, note (requires results).
- The work has not been determined calendar (but must do it in the week or work in the next week).

6. CONCLUSIONS

It can be said that planning is one of the management functions and the foundation of governance activities. Planning describes a person's ability to predict intellect for the actions needed

to achieve a goal, and to devise a corresponding plan or policy. By clearly defining office tasks as well as plans to be implemented, managers can clearly grasp the content of the work to assign tasks to members, making it possible for the organization to achieve the goal.

Thereby, the departments and members will focus their attention on achieving this goal and thus unify all interaction activities across departments throughout the organization. Planning establishes the basis and direction for the implementation of organizational, leadership and inspection functions. Help administrators proactively cope with all changes related to internal organization as well as external environmental impacts. Since then, it helps minimize the uncertainties of the future, focusing on activities to target and minimize costs to increase efficiency. Besides the great role for agencies, organizations, planning is an effective tool in coordinating efforts of members in a business. Planning tells the direction of the business. Thanks to planning, an organization can develop a spirit of teamwork. When everyone in the collective acts together and knows what they want to achieve, the result will be higher. Therefore, to achieve high efficiency in the management work at administrative agencies, it is necessary to have suitable solutions. In particular, it is necessary to continue to effectively implement the working regulations of each agency and organization, improve the working regime, enhance the responsibilities of the heads of administrative agencies. Develop regulations and processes to manage the process of task performance of each department and mass organization in the performance of tasks, ensuring the management and evaluation of the completion of tasks by each official. There are measures to promote planning work: strictly implement work assignment tasks and responsible people to avoid the situation of implementation of coping and forms. Hold discussions and propaganda about the importance of planning to all cadres and civil servants. Define clear objectives and implementation plans for each specific work content to attract people to implement: when the goals and plans are clear, it will attract all members of the organization, creating motivation to motivate them to devote and try their best for the work, bringing high efficiency in management. This paper has systematized the basic theories of planning, and analyzed the importance of planning to help agencies and organizations to be aware and strategic in devising ways. administer your unit appropriately. The study also proposed the SWOT matrix in office work planning, helping managers to be aware of strengths, opportunities and challenges, from which appropriate development plans and directions are proposed. Proposing planning process in office administration, helping managers to grasp specific operations to plan and develop appropriate strategies. In the near future, the researcher will continue to develop his paper in the direction of understanding how to implement office work planning in agencies and organizations to get insights, assessments and words. then find management solutions for agencies and organizations in the context of the strong development of the current technological revolution.

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