

# FACTORS OF SUCCESS FOR SUPERVISORS: A CASE OF SMALL OFFICE

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## ABSTRACT

Factors of success are critical factors that need to be focus on the everyday management. The modern office management is very busy and needs a real practical way to increase both speed and quality of job assignment and services. Office management is one of the most important functions of university. Not only for the students and faculty members, but also for the staff members. Better management provides staff members with many kinds of opportunities for success and advancement. Successful in office management often reflects the level of satisfaction of staff members in the office. The objective of this research was to investigate feelings towards office management as well as the important factors of success that affected the positive or negative feelings from the staff's perspectives. This study employed the qualitative research method which aimed to obtain the findings of an in-depth interview from two major perspectives namely: male and female staff. Each group would consist of 12 individuals and each group would set up to participate in a small focus group to tell their opinion about office management and provide their insight information together with valuable comments of how to improve the office management. The finding of the study revealed that the majority of informants expressed the positive feelings towards the office management and most of them had a highly positive comments of the opportunity for advancement. However, there were some suggestions such as improvement of effective communications, collaboration with other offices in the university, and training opportunities.

**Keyword:** Supervisors, Satisfaction, Small Office, Factors of Success

## Introduction

Factor of success is vital concept that companies must understand if they want to remain competitive and grow in Today, in the world of globalization. Most of factor of success may not be a big complexed plan that hard to understand, but an easy concept that easily to grab. In fact, for office manager, there is no need for a complexed plan. First, many suggestions from the findings state that it is vital to keep the factor of success of the office manager simple and concrete as well as to have resources allocation early. Second, it is vital to speak the same language. In order to be high effective organization, everybody in the office and units need to understand the same vision, same goals, and same strategic plan. Third, the factor of success and key actions must be delivering at the right time and the right way. Fifth, it is vital to keep monitoring performance. Track the success of everybody in the office on the real time is now easy with modern information technology. Finally, it is vital for office management to take vital leadership to implement the strategy with sufficient resources and effective management ways to implement the strategic plan.

Factors of success are considered as critical factors that need to be focus on the everyday management and everyday monitoring. The modern office management is actually very busy, hectic, and needs a real practical way to increase both speed and quality of job assignment and services. In fact, office management as well as office manager is one of the most important functions of university. They are essentials for not only for the students and faculty members, but also for the staff members. Better office management provides staff members with many kinds of opportunities for success and advancement. Successful in office

management often reflects the level of satisfaction of staff members in the office. Therefore, it is important to surveying the level of satisfaction of staff in the office.

### Research Methodology

Fig. 1 the Process of Research



### Research Methodology

The purpose of this research study was to study feelings towards office management as well as the important factors of success that affected the positive or negative feelings from the staff's perspectives. This study utilized mainly the qualitative research method which aimed to obtain the findings of an in-depth interview from two major perspectives namely: male and female staff. Each group would consist of 12 individuals and each group would set up to participate in a small focus group to explain their opinions and comments about office management and provide their insight information together with valuable comments of how to improve the office management in the sustainable way.

### Findings

Form the qualitative research technique, the findings were the important of five skill set that office manager of high education organizations must have in order to implement daily management successfully. First, the office manager must be an all-around effective leadership because it is critical for the management of the office of higher education organization in order leads the office effectively. Therefore, office manager must find ways to improve leadership skills and implement his or her leadership skills on a daily basic to lead and to enhance the level of understanding of staff. Second, it is vital for office manager to take prudent risk in many occasions and different opportunities. The office manager must have this skill polished and be able to take both careful risk and many times risk with improvised information. Third, the office manager must be an innovative thinker. The office manager must think fast and move fast. Be able to solve problems with new ways and different ways that both faster and cheaper. Develop a positive atmosphere that accept a brainstorming of new ways of generating ideas, new ways of thinking, and new ways of solving problems. Fourth, it is vital office manager to attend regular training to understand about high service quality technique and be able to provide such a service to customers to their highest level of satisfaction. Fifth, the office manager must have people skill and communication skill. Why? It is always vital to polish both people skill and communication skills since the office manager need to use these skills on a daily basis both with customers and with our own staff. In addition, the finding of the study revealed that the majority of informants expressed the positive feelings towards the office management performance and most of them had a highly positive comments of the opportunity for

advancement. However, there were some suggestions such as there is a real need for improvement of effective communications, collaboration with other offices in the university, and training opportunities for staff members in the future.

### **Suggestions**

In the world of constant changing and intense competition, office managers need to train themselves as well as provide the training programs for their staff in terms of leadership, prudent risk taking, and innovative thinking skills. It is a requirement to upgrade the ability to provide services, securing important resources for overall goals of plan. It is also important for office managers to search for new key success such as ability to open opportunity, ability to connect your team with useful resources and most importantly ability to advocate for high productivity and high performance of the organization.

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