

**LECTURE** : **2**

**TOPIC** : **TASK ANALYSIS**

**AIM** : **TO IDENTIFY AND ANALYSE TASK**

## **LEARNING OUTCOMES**

After completing this chapter, you should be able to:

- i) Identify task requirement;
- ii) Analyse task requirement.

## **TOPIC OUTLINE**

- 1.1 Planning and prioritizing
- 1.2 Dealing with paperwork effectively
- 1.3 Managing deadlines
- 1.4 Delegation

### **1.1 Planning and Prioritizing**

1. Learning to differentiate amongst the different kinds of task at work effectively.
2. Some jobs absolutely have to be done, e.g., cooking and washing up and there are some which you do not have to do, you do because you want too.
3. You have to identify your job objectives that normally take priority during the working day and week as tasks that absolutely must be achieved.
4. Your most valuable planning tools such as calendar, diary, address book and to do list.
5. The five steps to success in an action plan;
  - Write down your goal
  - Work out (and write out)
  - Arrange the tasks in sequence
  - Make a list of the resources you will need to complete the tasks
  - Develop a timeline for each of the tasks.

### **1.2 Dealing with Paperwork Effectively**

1. To be effective you need to reduce the amount of paperwork that you have to deal with to give you more time to spend talking to people.
2. If the piece of paper you have picked up requires relatively quick action (e.g, dictating a reply or making a phone call), do it there and then.
3. If you cannot do it there and then, put into the bring forward system or a note in your to do list.
4. Do not keep any paper unless it is absolutely necessary.

### **1.3 Managing Datelines**

1. You need to take into account the needs and problems when agreeing to deadlines.
2. Set realistic deadlines.
3. Be sensible and delegate as much as you can to your subordinates.
4. Never use words like 'as soon as possible'. Always give people a specific date and time with a reason for the deadline.
5. If you have a problem, let those who are concerned know well in advance.
6. Identify how much time you need to spend on a particular task.
7. Never leave it to the last minute.

### **1.4 Delegation**

1. Definition

The process by which a person or group who possesses authority transfers part of that authority to subordinates or a group of subordinates.

2. Why managers delegates?

- a. There is not enough time to handle personally all the tasks.
- b. Some rules and new techniques are so complicates that need to delegate to specialists.
- c. To train subordinates for greater work loads and higher levels of responsibility.

3. Advantages of delegation

- a. Helps build subordinates' confidence in their abilities.
- b. Subordinates able to take on more responsibility from higher level managers. Prepare themselves for promotion.
- c. Leads to better quality decision.
- d. Decision making is speeded up.

4. Barriers to effective delegation

1. Many managers are reluctant to delegate. They feel that they can do the work better than their subordinates.
2. Delegation is not implemented due to a failure in organization.
3. Some subordinates want to escape extra responsibility. They refuse to accept delegation because they fear criticism.
4. Lack of incentives, when subordinates do extra work or under greater pressure.