

Evaluation (continued)

- 3) The Word Processing facilities of the Bureau of Communications have been increased. Bureaux and Divisions are being encouraged to consult with the Word Processing Unit to identify the type of documents which this Unit is able to produce for them.

In a period of reduced manning levels, it has not been possible for the Department to envisage increases to the secretarial/clerical establishment. Nonetheless, the above measures have relieved the heavy typing volume to some degree and provided for better continuity of services for an overall improvement in work conditions for the SCY group.

The Report Staff Assignment Section will, in collaboration with Management Services Division, conduct a study of 18 Divisions at Headquarters which have undergone re-organization in the recent past; - carry out analysis based on responses from SCY; - review the SCY officer ratio in light of varying workload and types of work in these Divisions; This will directly affect all employees in the 18 Divisions.

- take future action as determined by results of the study.
- improved utilization of SCY;
- improvement in scheduling workload in Divisions;
- Number of adjustments made in the recruitment activity;

The study revealed that the 18 Divisions appeared to have sufficient secretarial resources to meet their operational requirements. However, in view of the heavy volume of typing and clerical work, the personnel ratio for other secretarial units was relatively low. There was little room left for expansion, thus low morale. Also, heavy overtime was being worked in most of the Divisions studied. Three areas have been taken to improve working conditions for SCY as Headquarters:

- 1) The Personnel Division has established contingency plans during the summer months and festive season, when absences on leave are at their peak, by which bureaux and Divisions can depend for mutual temporary assistance.
- 2) A duty roster has been introduced by the Personnel Division of volunteers for overtime in other Divisions after their normal working hours and for weekend duty.