

A PROJECT REPORT ON

**A STUDY ON THE ROLE OF OFFICE  
ADMINISTRATORS IN STAFF COORDINATION**

SUBMITTED TO



BY

**SALPHA SHARAFUDEEN**

UNDER GUIDANCE OF

**AFRA**

## **DECLARATION**

**I, SALPHA SHARAFUDEEN (OA 0159), hereby declare that the project report entitled “A STUDY ON THE ROLE OF OFFICE ADMINISTRATORS IN STAFF COORDINATION” submitted to IQJITA innovative LLP for the award of DIPLOMA IN OFFICE ADMINISTRATION.**

I also declare that the report contains no material which has been accepted for the award of any other degree or diploma of any university or institution and the best of knowledge and belief, it contains no material previously published by any other person except where due reference Are made in the report.

Place: KOTTAKKAL

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Date: 26/09/2025

## **ACKNOWLEDGEMENTS**

I would like to express my sincere gratitude to all who supported me in completing this project.

I am especially thankful to my supervising teacher for their valuable guidance and support throughout the work. I also appreciate the Head of the Department and all faculty members for providing the necessary facilities and encouragement.

Thanks are due to the library and digital resource Center staff for their assistance, and to all the respondents who contributed valuable data for this study.

I'm grateful to my friends for their help and support, and to my family for their constant motivation. Finally, I thank Almighty God for His blessings that enabled me to complete this project.

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# **CHAPTER 1**

## **INTRODUCTION**

## **1.1 INTRODUCTION**

The role of office administrators in staff coordination is very important because they serve as the link between management and employees, ensuring that work runs smoothly and efficiently.

Their main responsibility is to organize, supervise, and support staff activities so that organizational goals are achieved without confusion or conflict.

Office administrators play a vital role in staff coordination by managing calendars, scheduling meetings, and arranging appointments. They facilitate communication among staff, management, and clients, ensuring seamless collaboration and information flow. Additionally, they assign tasks, track progress, and ensure deadlines are met, while also troubleshooting issues and resolving conflicts. By providing administrative support and maintaining accurate records, office administrators help improve productivity, enhance teamwork, and increase efficiency, ultimately ensuring the smooth operation of the office.

In addition to handling regular and secretarial tasks, office administrators play a crucial role in ensuring that employees work as a cohesive team. The organization's success is greatly influenced by their capacity to efficiently manage staff. Thus, learning about their function in staff coordination is crucial to comprehending how businesses can attain productivity, harmony, and expansion.

## **1.2: STATEMENT OF THE PROBLEM**

- The role of office administrators in staff coordination is crucial for the smooth operation of an organization.
- Inefficient coordination can lead to decreased productivity, communication breakdowns, and increased stress among staff members.
- This study aims to investigate the specific challenges and opportunities in staff coordination and explore how office administrators can optimize their role to improve organizational efficiency and effectiveness.

## **1.3: SIGNIFICANCE OF THE STUDY**

The study on office administrators' roles in staff coordination is important because it emphasizes how important administrative professionals are to Maintaining, productivity, organizational

efficiency, and efficient communication. Organizations can improve employee satisfaction, streamline staff coordination procedures, and pinpoint opportunities for improvement by analyzing their position.

#### **1.4: OBJECTIVES OF THE STUDY**

- To examine the role of office administrators in staff coordination.
- To analyse the methods used by administrators to maintain smooth communication.
- To study the challenges faced in coordinating staff.
- To suggest measures for improving coordination in organizations

#### **1.5: SCOPE OF THE STUDY**

The study focuses only on the role of office administrators in staff coordination. It does not cover technical, financial, or managerial decision-making aspects. The scope is limited to selected organizations in Kottakkal, with emphasis on communication, teamwork, and conflict resolution. The study is limited to a sample of 15 members, including administrators and staff, to understand their views and experiences

#### **1.6: RESEARCH METHODOLOGY**

The study uses a descriptive research methodology. The study will use a mixed-methods approach, combining both quantitative and qualitative.

#### **1.7: AREA OF STUDY**

The area of study is Kottakkal. This area is chosen due to its diverse range of businesses.

#### **1.8: SAMPLE SIZE**

The sample size for this study is 15 respondents, which includes office administrators and staff members from selected organizations in Kottakkal.

#### **1.9: SOURCE OF DATA**

- The study uses both primary and secondary data.

- Primary data is collected questionnaire was used to collect primary data from respondents.
- secondary data is gathered from published sources like articles, internet, book etc...

#### **1.10: PERIOD OF STUDY**

The period covering for the completion of this study is 21 days.

#### **1.11: TOOLS FOR DATA COLLECTION**

Here using a well structured questionnaire for collecting the required data for the analysis of data. Questionnaire including questions which can full fill and the main objectives of the study.

#### **1.12: LIMITATIONS OF THE STUDY**

- Sample size was restricted to the selected area.
- The study was carried out only among the peoples of Kottakkal area.
- Time available for study is limited and very short.
- Accuracy of study is purely based on the information given by the respondent.



# **CHAPTER 2**

## **REVIEW OF LITERATURE**

## REVIEW OF LITERATURE

**Henry Fayol** (1916) A pioneer of modern management, emphasized staff coordination as one of his 14 principles of management. Defined “coordination” as a crucial managerial function of all organizational activities and efforts to ensure smooth, efficient, and successful operation towards common goals. Effective coordination minimizes conflict, avoids duplication of efforts, and promotes teamwork by aligning individual tasks with the overall objectives of the organization.

**Barnard** (1938) staff coordination is the primary managerial function and the secret to organisational efficiency, according to his seminal essay *The Functions of the Executive*. According to him, organisations are cooperative structures in which coordinating individual efforts with shared objectives is essential to the success of group activities. Three key components are necessary for good coordination a well-defined shared goal, an effective communication system, and the willingness of individuals to collaborate.

**Richard March and Herbert A. Simon** (1958) explained that staff coordination happens through decision-making, communication, and rules. They said it is not only about authority but also about reducing confusion and helping teamwork. Using procedures, hierarchies, and communication, organizations guide staff with limited knowledge to achieve common goals.

**Robbins and Judge** (2017), in *Organizational Behaviour*, highlight staff coordination through management functions, teamwork, culture, communication, and HR practices. They stress that effective coordination improves performance, fosters cooperation, and ensures organizational goals are achieved through planned and organized group efforts.

**J. Richard Hackman** (2002), in his book *Leading Teams: Setting the Stage for Great Performances*, developed a framework for team effectiveness that highlights the conditions

needed for strong staff coordination. He identified five essential factors: having a Real Team with clear membership, a Compelling Direction that motivates effort, an Enabling Structure that supports effective work, a Supportive Context with resources and recognition, and Expert Coaching to guide performance. According to Hackman, when these five factors are in place, teams coordinate better, overcome challenges, and achieve high performance.

## **CHAPTER 3**

### **THEORETICAL FRAMEWORK**

## **THEORETICAL FRAMEWORK**

### **3.1: Introduction**

Office administration is the process of managing, organizing, and controlling the day-to-day activities of an office. It includes planning, supervising staff, maintaining records, managing communication, and ensuring smooth workflow. In short, it is the backbone of every organization that keeps operations running effectively.

Office administrators play a vital role in ensuring the efficient operation of an office, allowing other staff members to focus on their core responsibilities. They are often the first point of contact for visitors, clients, and colleagues, and are responsible for creating a positive and productive work environment.

### **3.2: Role of Office Administrators**

- Office administrators act as the backbone of an organization. They manage day-to-day activities, facilitate communication between departments, and provide support for decision-making. Their key roles include:
- Communication Management: Ensuring proper flow of information between staff and management.
- Task Delegation: Assigning duties and responsibilities to staff according to their skills.
- Problem-Solving: Resolving conflicts and addressing issues that may hinder teamwork.
- Record Keeping: Maintaining accurate documents and data for organizational reference.
- Resource Management: Overseeing the use of office materials, time, and workforce efficiently.

- Staff Support: Motivating, guiding, and training staff to enhance performance.

### **3.3: Staff Coordination**

Staff coordination is the process of uniting efforts, aligning tasks, and harmonizing the activities of employees to achieve common objectives. It ensures that everyone works together without duplication of work or conflict. Good coordination reduces misunderstandings, improves teamwork, and increases productivity.

Office administrators are the central link between management and employees in any organization. Their role extends beyond handling paperwork and office systems they are responsible for creating harmony, ensuring proper communication, and coordinating the efforts of staff toward organizational goals. Staff coordination is a vital aspect of administration because it ensures that all employees work in unity, without duplication of effort, misunderstandings, or conflict.

### **3.4: Advantages of Office Administrators in Staff Coordination**

- Efficient Communication – They act as a bridge between management and employees, reducing misunderstandings.
- Better Teamwork – By aligning staff duties, they ensure smooth collaboration across departments.
- Conflict Resolution – Administrators help settle disputes quickly to maintain workplace harmony.
- Improved Productivity – Proper coordination minimizes duplication of work and delays.
- Resource Management – Administrators allocate time, staff, and materials effectively.
- Accountability & Monitoring – They track progress, ensuring deadlines and quality standards are met.

### **3.5: Disadvantages of Office Administrators in Staff Coordination**

- Over-dependence – Too much reliance on administrators may reduce employees' independence.
- Risk of Miscommunication – If administrators misinterpret instructions, it may affect the entire workflow.

- Authority Conflicts – Employees may feel administrators interfere in their tasks or micromanage.
- Bureaucratic Delays – Excessive procedures through administration can slow decision-making.
- Stress & Workload – Administrators managing multiple staff members may face stress and burnout.

### **3.6: Work of Office Administration**

The main responsibilities of office administration include:

- Planning & Organizing – Arranging office activities, meetings, schedules, and resources.
- Communication – Acting as a bridge between management and employees.
- Record Keeping – Maintaining files, documents, accounts, and office data.
- Supervision – Monitoring the work of employees to ensure tasks are completed.
- Resource Management – Managing office materials, finance, and manpower efficiently.
- Problem Solving – Handling staff issues, customer complaints, and workplace challenges.
- Supporting Management – Assisting in decision-making and policy implementation.

### **3.7: Types of Staff Coordination**

1. Vertical Coordination: Occurs between different levels of management – top, middle, and lower. Ensures that instructions, policies, and decisions flow downward, and feedback flows upward. Office administrators act as mediators between managers and employees.
2. Horizontal Coordination: Happens between employees or departments at the same level. Prevents duplication of work and overlapping duties. Encourages teamwork across departments such as finance, HR, and sales.
3. Internal Coordination: Within the organization, among employees, teams, and departments. Office administrators ensure smooth cooperation between all internal units. Focuses on workflow, resource sharing, and achieving internal goals.

4. External Coordination: Between the organization and outside stakeholders. Administrators often handle communication, documentation, and reporting. Maintains the company's reputation and external relationships.
5. Procedural Coordination: Ensures that all staff follow the rules, procedures, and policies of the organization. Administrators make sure processes are consistent and standardized. Reduces errors and ensures compliance.
6. Functional Coordination: Between different functions or departments such as HR, production, finance, and marketing. Administrators link the functions so they work together without conflict. Helps in achieving departmental as well as organizational goals.

Office administrators play an important role in coordination at the workplace by making sure all staff work together smoothly to achieve goals. They act as the main link of communication, passing information clearly between management and employees. Administrators share work by giving tasks based on staff skills, balancing duties, and checking progress to keep productivity. They also build teamwork by arranging meetings and connecting departments to avoid repeated work. In addition, they solve conflicts among staff and create a friendly work atmosphere.

For every organisation to run smoothly, office administrators play a critical role in worker collaboration. Office administrators act as a liaison between management and staff, facilitating efficient communication, task distribution, and cooperative achievement of organisational objectives. Their capacity to organise, coordinate, and oversee tasks promotes collaboration, lessens conflict, and boosts productivity at work.

Office managers help to foster a positive work atmosphere by attending to employee needs, enforcing rules, and fostering teamwork among co-workers. They reduce duplication of effort, enhance resource utilisation, and preserve employee harmony through efficient coordination. Office managers are essential to preserving the harmony and efficiency of an organisation. Their abilities in problem-solving, communication, and coordination not only improve employee relationships but also contribute to the organization's overall performance. Efficient administrators leading a well-coordinated workforce eventually result in increased productivity, job satisfaction, and the accomplishment of institutional goals.

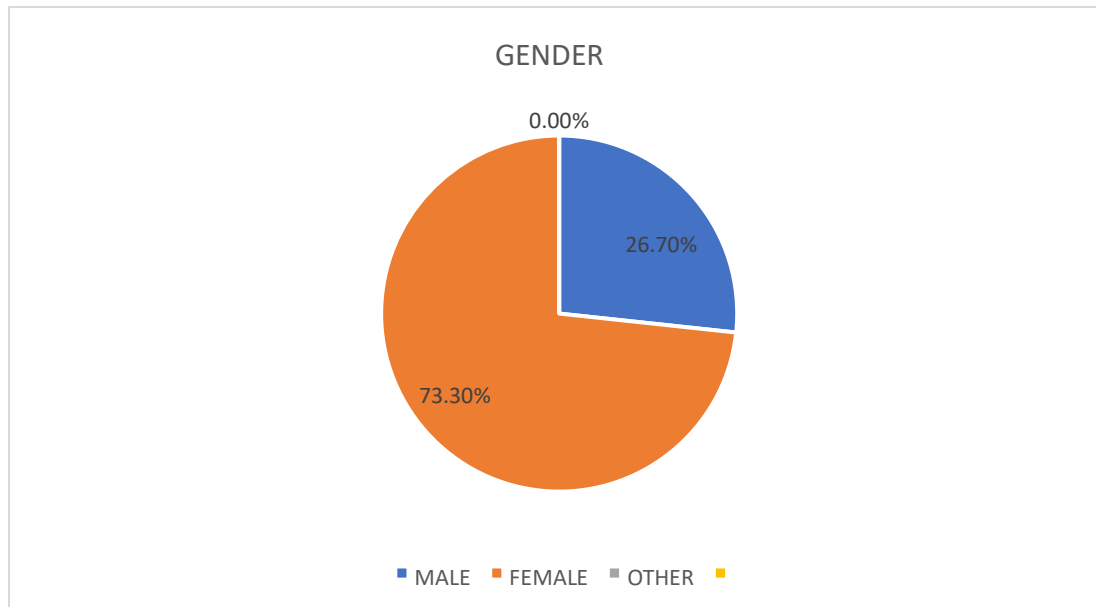
# **CHAPTER 4**

## **DATA ANALYSIS AND INTERPRETATION**



**TABLE 4.1 BASIS OF GENDER**

<b>OPTION</b>	<b>COUNT</b>	<b>PERCENTAGE%</b>
MALE	4	26.7%
FEMALE	11	73.3%
OTHER	0	0.0%
TOTAL	15	100%

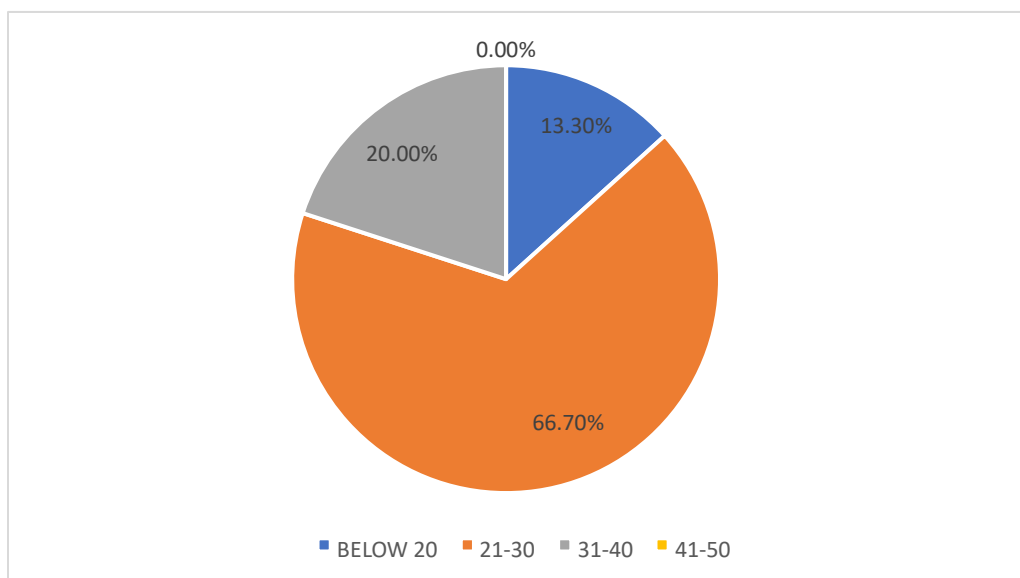


### INTERPRETATION

From The Table and figures shows, 26.7% responders are male category and 73.3% responders are female.

**TABLE 4.2 AGE WISE**

OPTION	COUNT	PERCENTAGE%
BELOW 20	2	13.3%
21-30	10	66.7%
31-40	3	20.0%
41-50	0	0.0%
TOTAL	15	100%

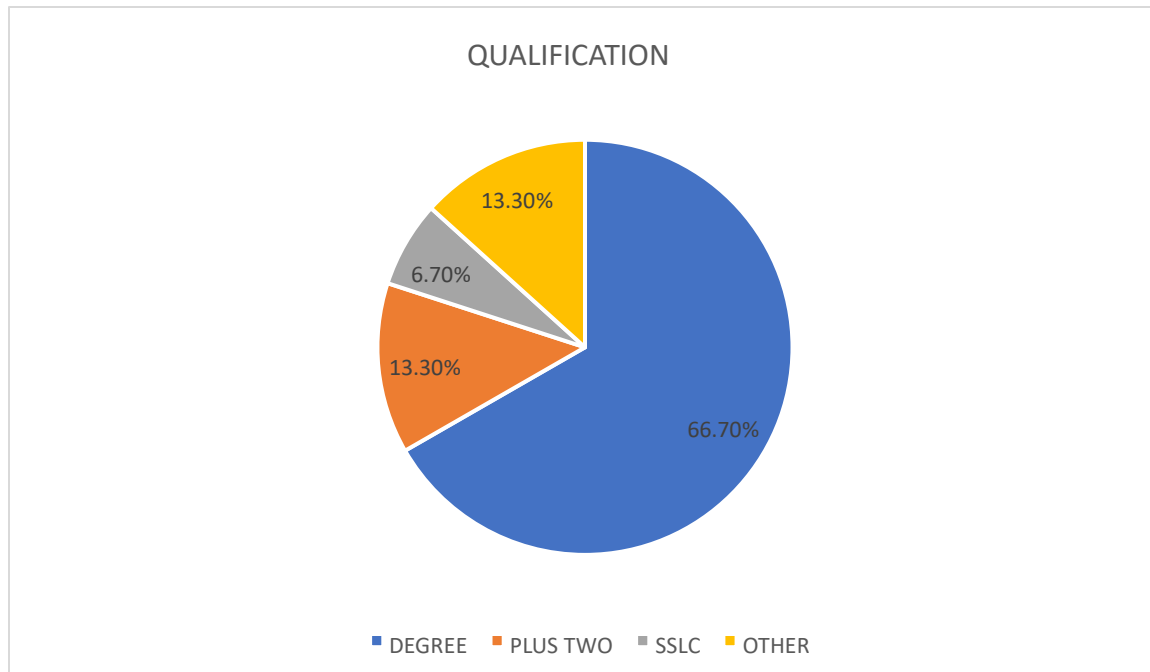


### INTERPRETATION

From The Table and figures shows,13.3% Responders are Below 20, 66.7% Responders are 21-30, and 20.0% Responders are 41-50.

**TABLE 4.3 EDUCATION QUALIFICATION**

OPTION	COUNT	PERCENTAGE%
DEGREE	10	66.7%
PLUS TWO	2	13.3%
SSLC	1	6.7%
OTHER	2	13.3%
TOTAL	15	100%

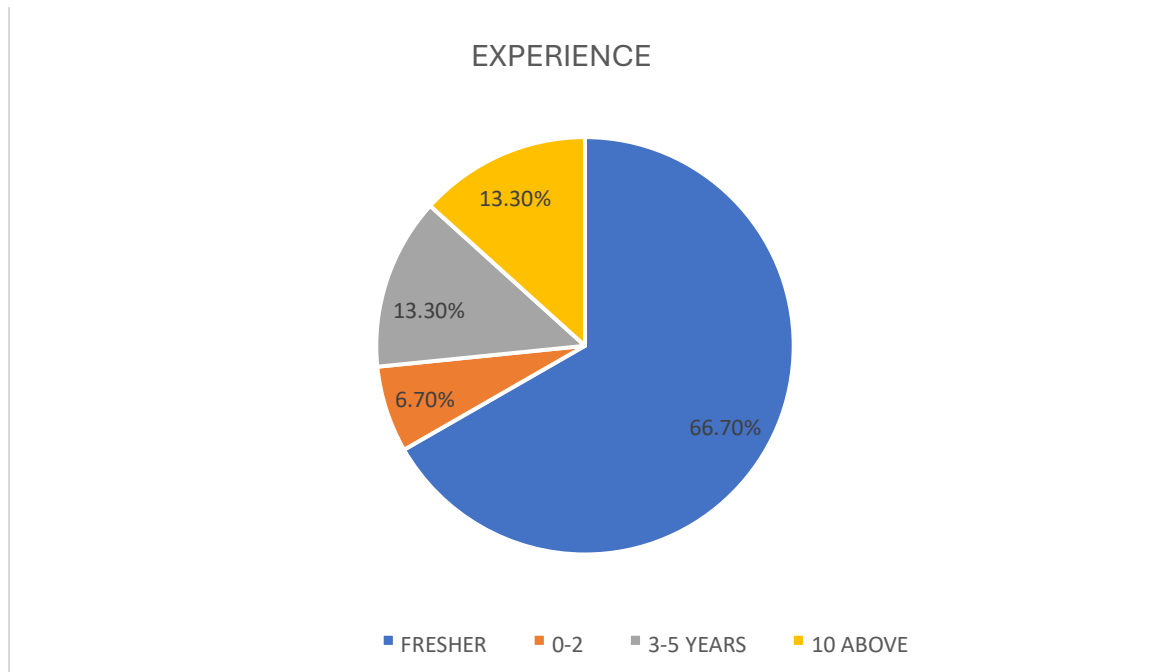


### INTERPREDATION

From The Table and figures shows,66.7% responders are degree,13.3% responders are plus two,6.7% responders are SSLC and 13.3% responders are other.

**TABLE 4.4 YEARS OF EXPERIENCE**

OPTION	COUNT	PERCENTAGE%
FRESHER	10	66.7%
0-2	1	6.7%
3-5	2	13.3%
10 ABOVE	2	13.3%
TOTAL	15	100%

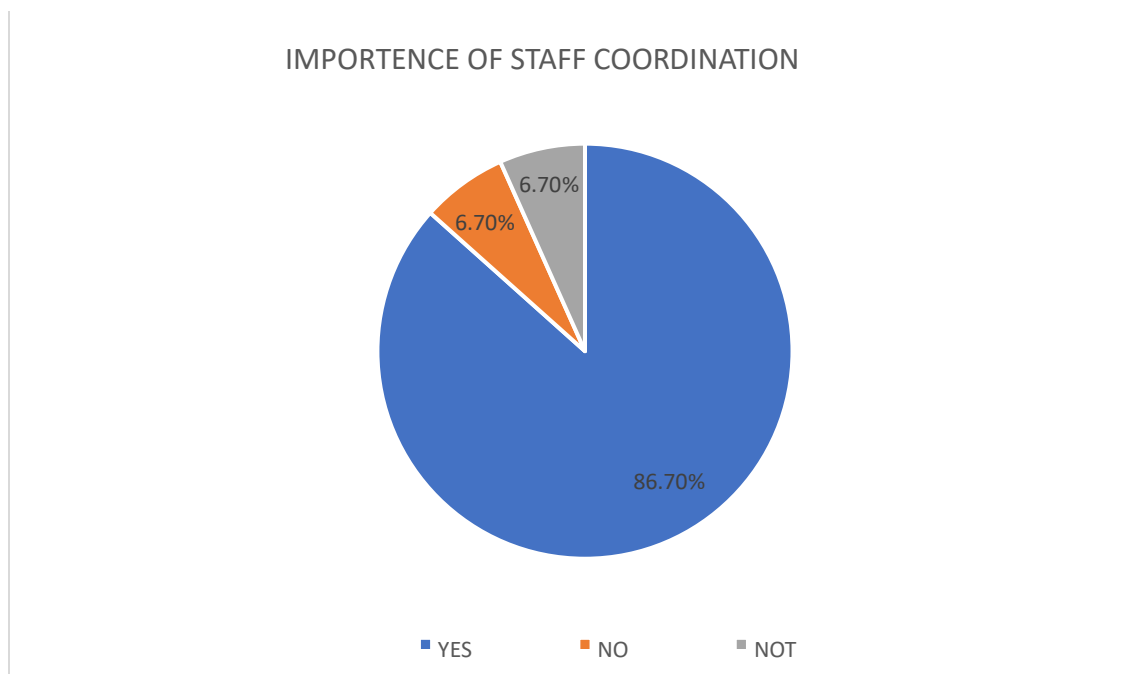


### INTERPRETATION

From The Table and figures shows,66.7% Responders are fresher,6.7% responders are 0-2,13.3% responders are 3-5 and 13.3% responders are 10 above.

**TABLE 4.5 IMPOTENCE OF STAFF COORDINATION**

OPTION	COUNT	PERCENTAGE%
YES	13	86.7%
NO	1	6.7%
NOT	1	6.7%
TOTAL	15	100%

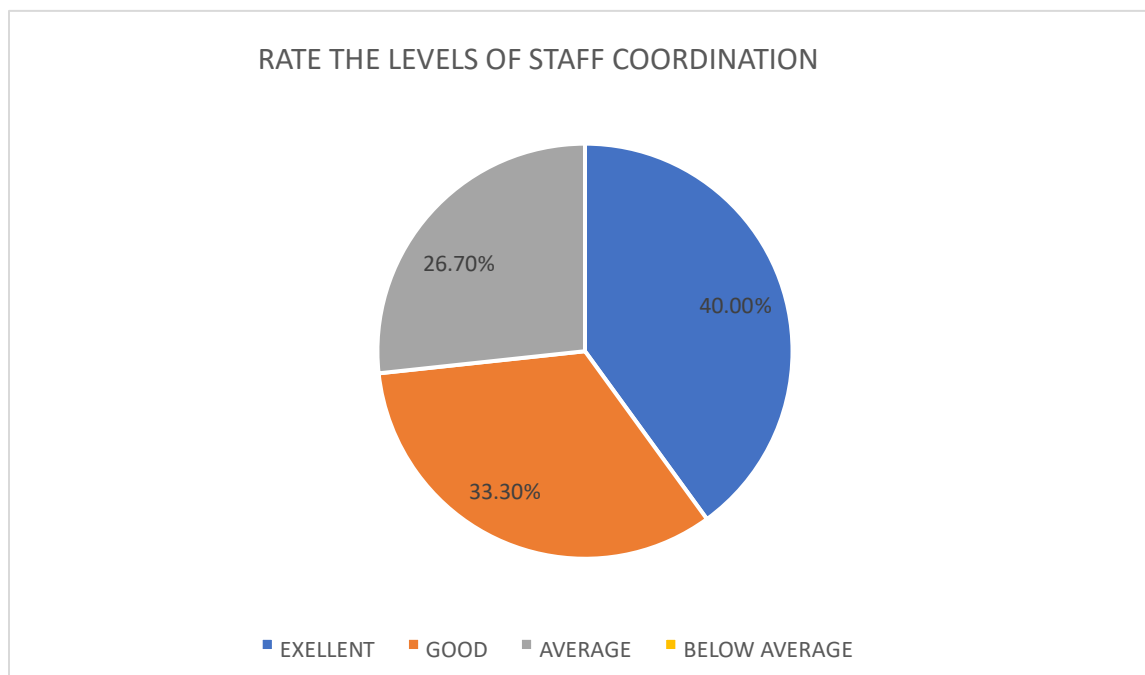


### INTERPRETATION

From The Table and figures shows,86.7% Responders are yes,6.7% responders are no, and 6.7% responders are not.

**TABLE 4.6 RATE THE LEVELS OF STAFF COORDINATION**

OPTION	COUNT	PERCENTAGE%
EXCELLENT	6	40.0%
GOOD	5	33.3%
AVERAGE	4	26.7%
TOTAL	15	100%



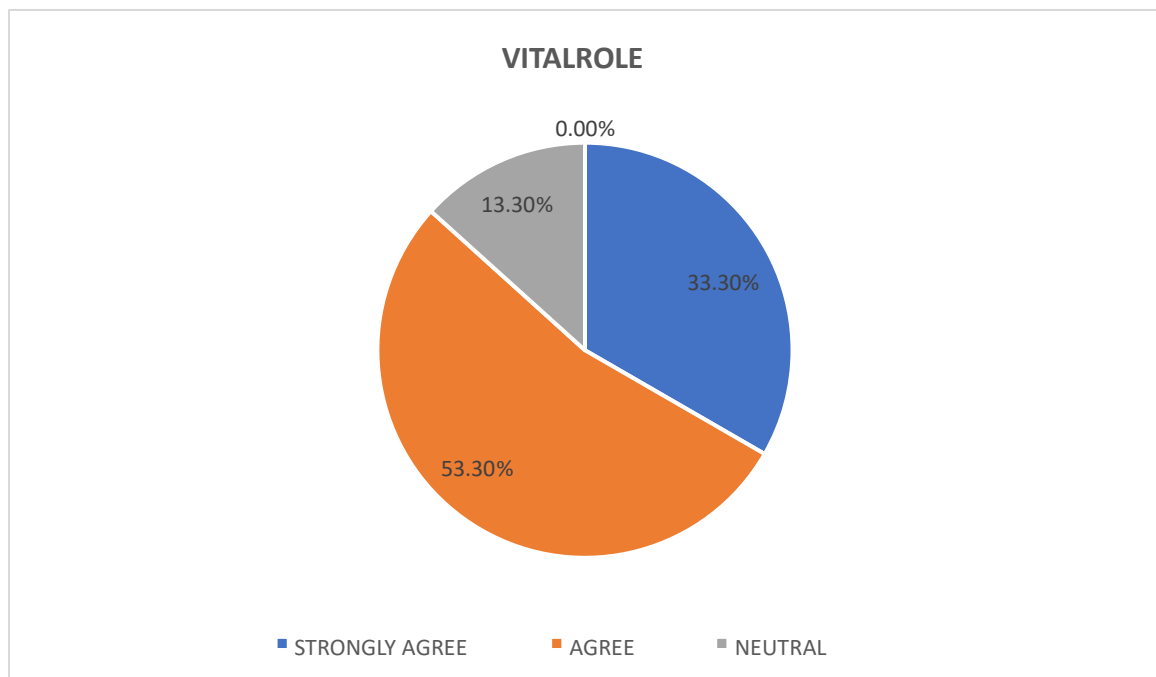
### INTERPRETATION

From The Table and figures shows,40.0% responders are excellent, 33.3% responders are good, and 26.7% responders are average.

**TABLE 4.7 VITAL ROLE IN MAINTAINING STAFF COORDINATION**

OPTION	COUNT	PERCENTAGE%
STRONGLY AGREE	5	33.3%
AGREE	8	53.3%
NEUTRAL	2	13.3%

DISAGREE	0	0.0%
TOTAL	15	100%



## INTERPRETATION

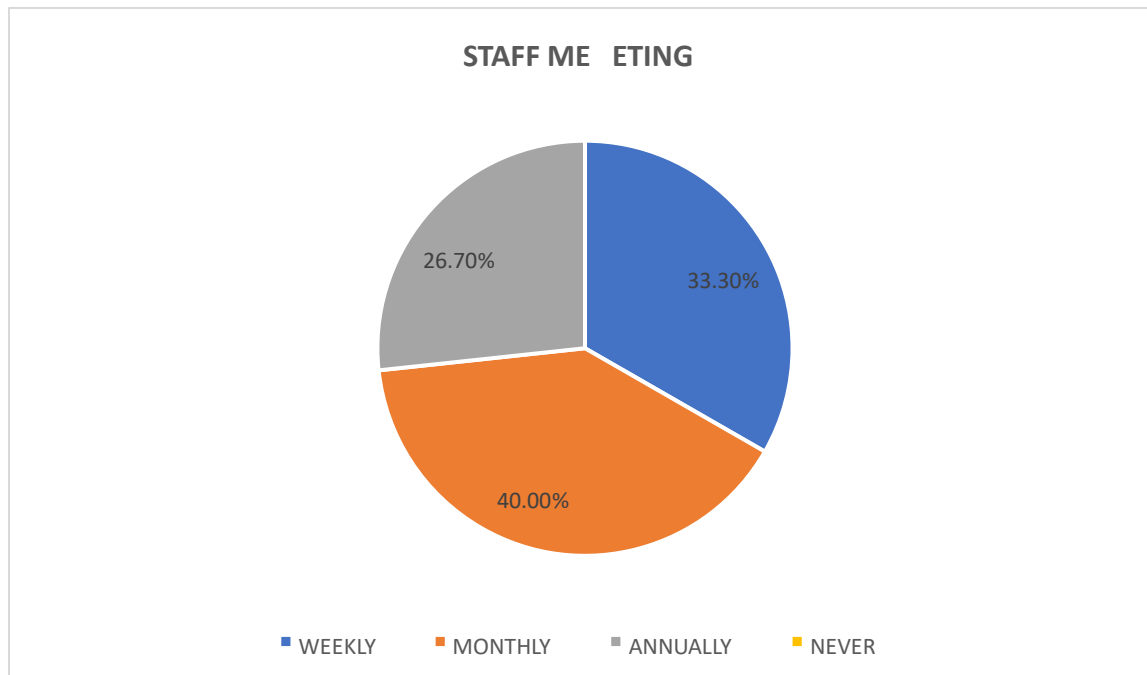
From The Table and figures shows, 33.3% responders are strongly Agree, 53.3% responders are Agree, 13.3% responders are neutral.

**TABLE 4.8 STAFF MEETING**

OPTION	OPTION	PERCENTAGE%
WEEKLY	5	33.3%
MONTHLY	6	40.0%



ANNUALLY	4	26.7%
NEVER	0	0.0%
TOTAL	15	100%



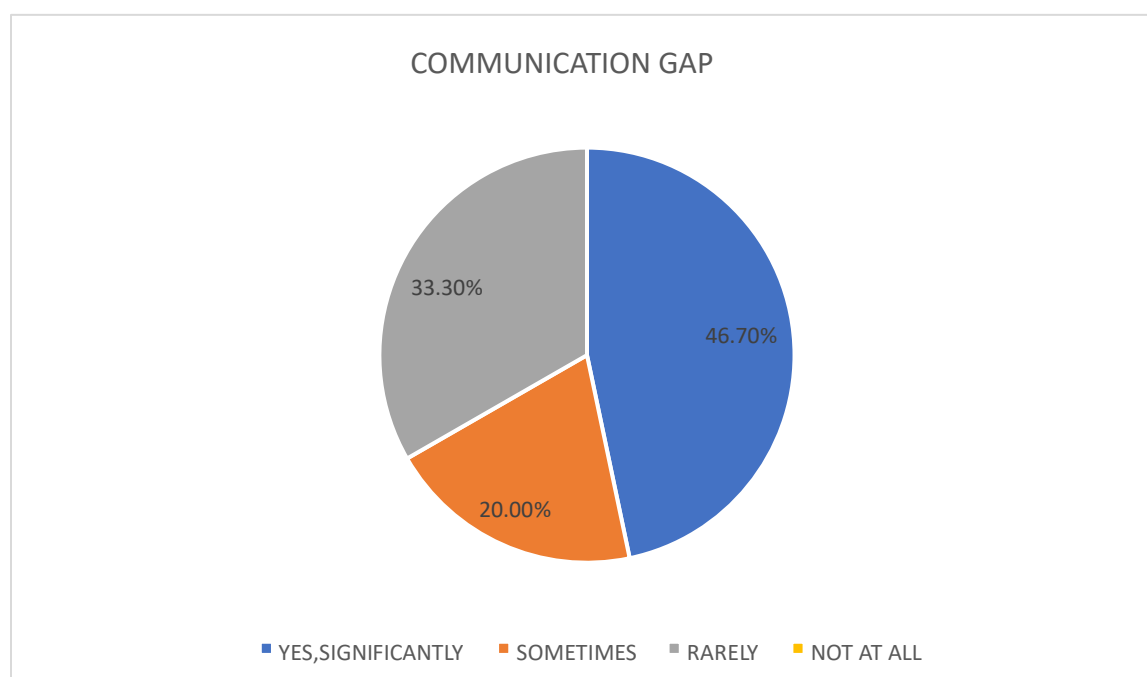
## INTERPRETATION

From The Table and figures shows, 33.3% responders are weekly, 40.0% responders are monthly, and 26.7% responders are annually.

**TABLE 4.9 COMMUNICATION GAP AFFECT OR NOT**

OPTION	COUNT	PERCENTAGE%
YES, SIGNIFICANTLY	7	46.7%
SOMETIMES	3	20.0%

RARELY	5	33.3%
NOT AT ALL	0	0.0%
TOTAL	15	100%



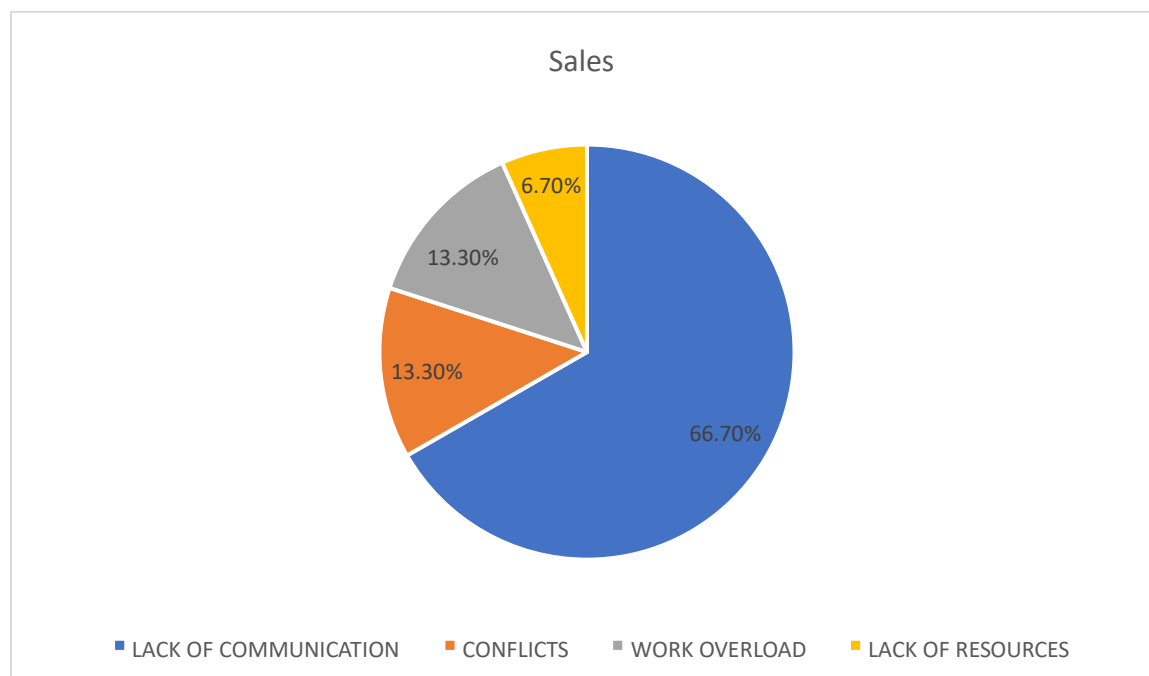
## INTERPRETATION

From The Table and figures shows, 46.7% responders are yes, significantly, 20.0% responders are sometimes and 33.3% responders are rarely.

**TABLE 4.10 MAJOR CHALLENGE**

OPTION	COUNT	PERCENTAGE%
LACK OF	10	66.7%

COMMUNICATION		
CONFLICTS	2	13.3%
WORK OVERLOAD	2	13.3%
LACK OF RESOURCES	1	6.7%
TOTAL	15	100%

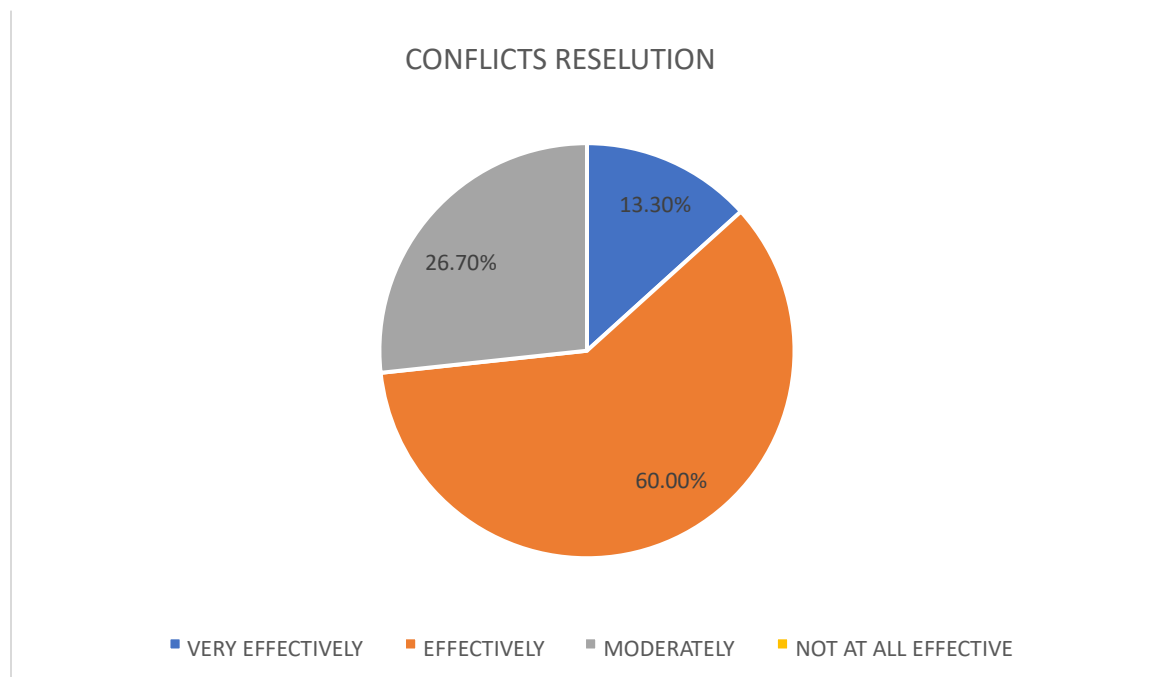


## INTERPRETATION

From The Table and figures shows, 66.7% responders are lack of communication, 13.3% responders are conflicts, 13.3% responders are work overload and 6.7% responders are lack of resources.

**TABLE 4.11 EFFECTIVE CONFLICTS RESELTION**

OPTION	COUNT	PERCENTAGE%
VERY EFFECTIVELY	2	13.3%
EFFECTIVELY	9	60.0%
MODERATELY	4	26.7%
NOT AT ALL EFFECTIVE	0	0.0%
TOTAL	15	100%

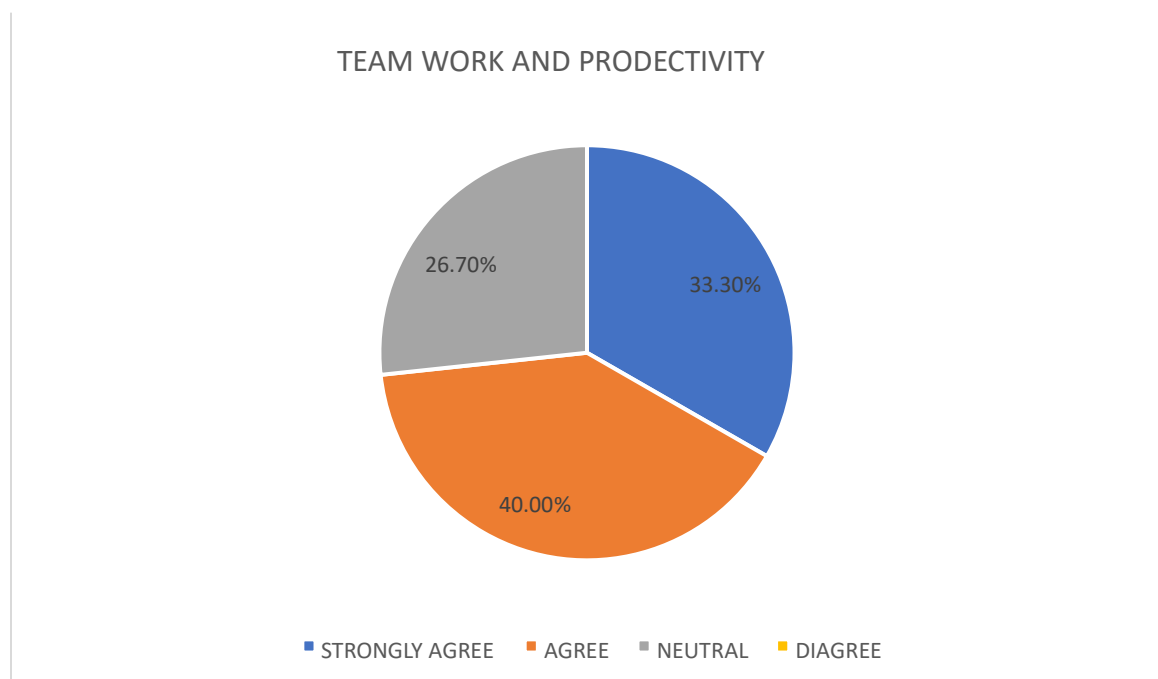


### INTERPRETATION

From The Table and figures shows,13.3% responders are very effectively, 60.0% responders are effectively and 26.7% responders are moderately.

**TABLE 4.12 TEAMWORK AND PRODECTIVITY**

OPTION	COUNT	PERCENTAGE%
STRONGLY AGREE	5	33.3%
AGREE	6	40.0%
NEUTRAL	4	26.7%
DISAGREE	0	0.0%
TOTAL	15	100%

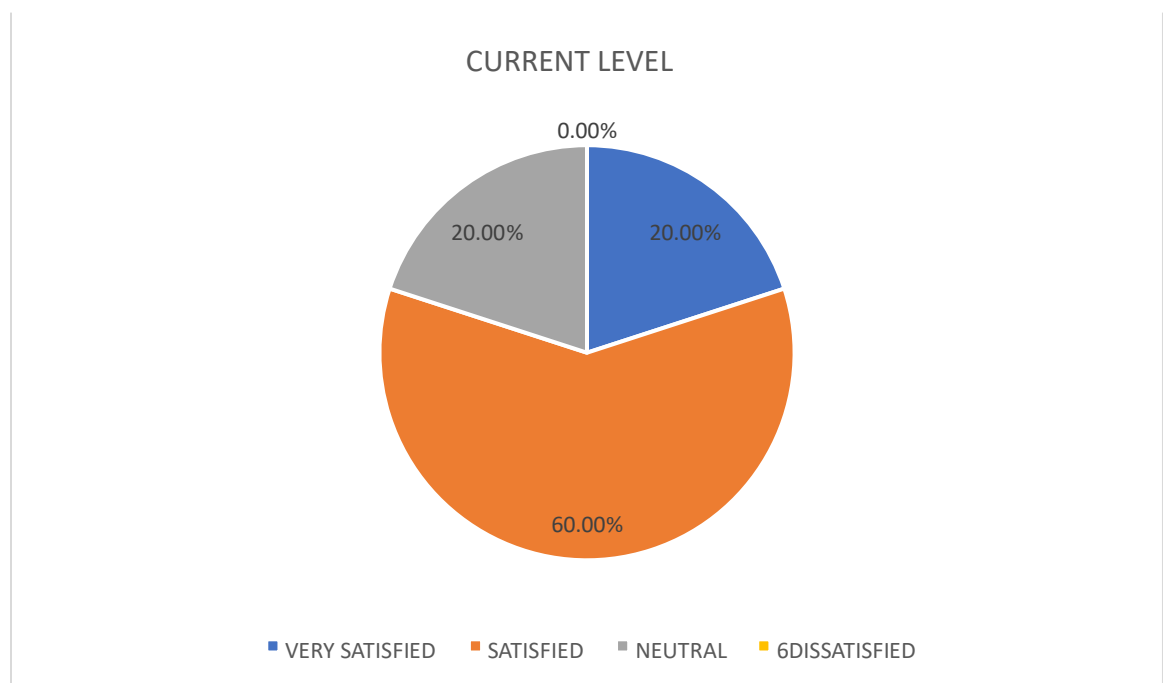


### ITERPRETATION

From The Table and figures shows, 33.3% responders are strongly Agree, 40.0% responders are Agree and 26.7% responders are neutral.

**TABLE 4.13 CURRENT LEVEL OF STAFF COORDINATION**

OPTION	COUNT	PERCENTAGE%
VERY SATISFIED	3	20.0%
SATISFIED	9	60.0%
NEUTRAL	3	20.0%
DISSATISFIED	0	0.0%
TOTAL	15	100%

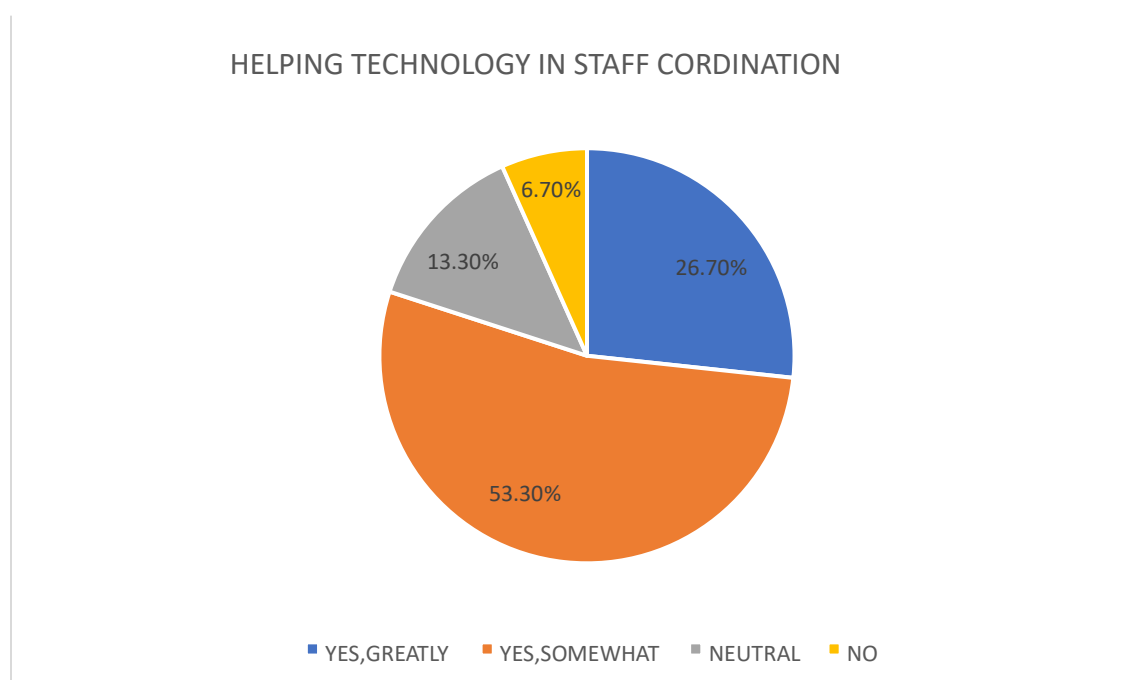


### INTERPRETATION

From The Table and figures shows, 20.0% responders are very satisfied, 60.0% responders are satisfied and 20.0% responders are neutral.

**TABLE 4.14 HELPING TECHNOLOGY IN STAFFCOORDINATION**

OPTION	COUNT	PERCENTAGE%
YES, GREATLY	4	26.7%
YES, SOME WHAT	8	53.3%
NEUTRAL	2	13.3%
NO	1	6.7%
TOTAL	15	100%

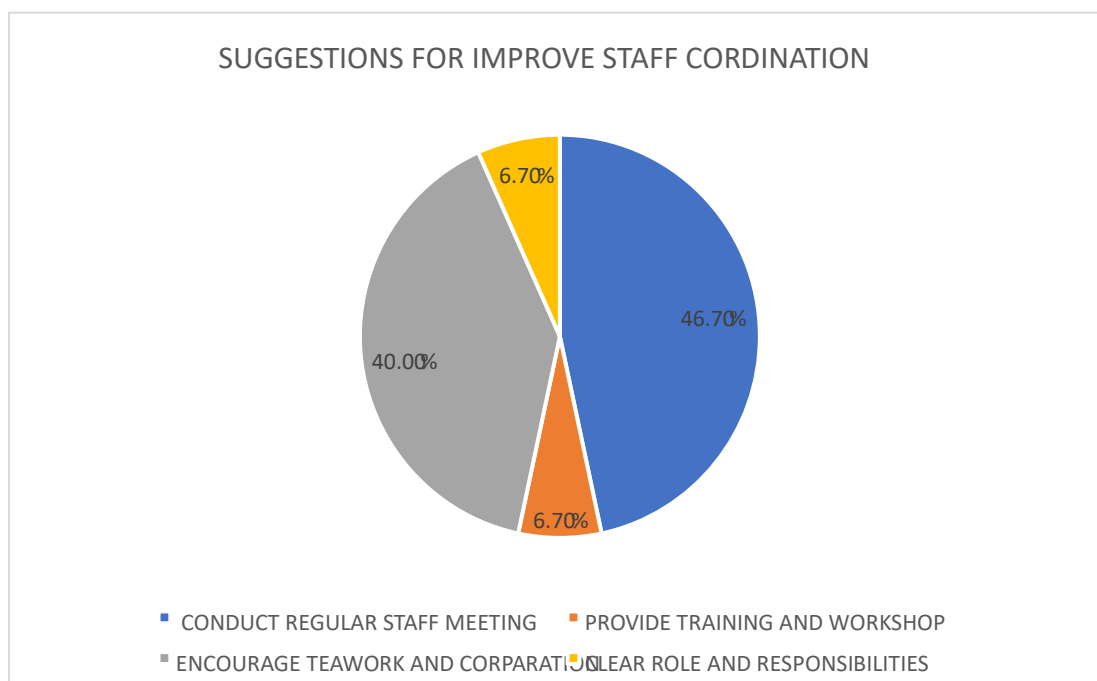


### INTERPRETATION

From The Table and figures shows, 26.7% responders are yes, greatly, 53.3% responders are yes, somewhat, 13.3% responders are neutral and 6.7% responders are no.

**TABLE 4.15 SUGGESTIONS FOR IMPROVE STAFF COORDINATION**

OPTION	COUNT	PERCENTAGE%
conducted regular staff meeting	7	46.7%
provide training and workshops	1	6.7%
encourage team work and Corporation	6	40.0%
clear role and Responsibilities	1	6.7%
total	15	100%



## INTERPRETATION

From The Table and figures shows, 46.7% responders are conducted regular staff meeting, 6.7% responders are Provide training and workshops, 40.0% responders are Encourages team work and corporation and 6.7% responders are clear role and responsibilities.



**CHAPTER 5**  
**FINDINGS, SUGGESTIONS, CONCLUSION,**  
**QUESTIONNAIRE**

## **FINDINGS**

- Most respondents are female (73.3%).
- Majority of respondents are aged 21–30 (66.7%).
- Most respondents are degree holders (66.7%).
- Majority of respondents are fresher (66.7%).
- Most respondents said Yes (86.7%).
- Most respondents rated excellent (40.0%).
- Majority of respondents agree (53.3%).
- Most respondents prefer monthly (40.0%).
- Most respondents (46.7%) said yes, significantly.
- Majority of respondents face lack of communication (66.7%).
- Most respondents rated effectively (60.0%).
- Majority of respondents agree (40.0%).
- Most respondents are satisfied (60.0%).
- Majority of respondents said yes, somewhat (53.3%).
- Most respondents said regular staff meetings are conducted (46.7%).

## **SUGGESTIONS**

- Encourage Gender Balance – Since most respondents are female, organizations can promote more diversity and inclusiveness in recruitment.
- Focus on Young Workforce Development – As the majority are aged 21–30 and freshers, training programs, mentorship, and skill development workshops should be provided to enhance their professional growth.
- Enhance Communication – Since lack of communication is a major issue (66.7%), proper communication channels like staff meetings, digital tools, and feedback systems must be strengthened.
- Maintain Regular Staff Meetings – Continue regular staff meetings (46.7%) but make them more engaging, result-oriented, and inclusive for better effectiveness.
- Performance Monitoring – Since many respondents rated performance as “excellent” or “effective,” continuous monitoring and recognition programs should be maintained to keep motivation high.
- Employee Satisfaction – With 60% satisfaction, focus on policies, work environment, and support systems to further improve satisfaction levels.
- Feedback-Based Improvement – As the majority agreed or said “yes, somewhat,” organizations should collect feedback regularly and act on it to enhance teamwork and coordination.
- Flexible Scheduling – Since many prefer monthly reviews, organizations can adopt monthly performance check-ins along with quarterly reviews to balance efficiency and employee comfort.

## **CONCLUSION**

This study shows that office administrators play a vital role in staff coordination, acting as the backbone of smooth organizational functioning. As the link between management and employees, they manage communication, assign tasks, maintain records, allocate resources, and resolve conflicts. By harmonizing staff efforts, administrators ensure efficiency, teamwork, and the achievement of organizational goals.

The review of literature confirms that coordination has always been central to management. Fayol emphasized it as a principle of management, Barnard highlighted cooperation and communication, March and Simon stressed decision-making and rules, Robbins and Judge linked it with performance and HR practices, and Hackman outlined conditions for team effectiveness. Together, these works show coordination as a collective necessity for success.

Survey findings also reflect this importance. The study shows that most respondents are young, educated female fresher. They recognize the importance of staff coordination, with many rating administrators' role as excellent and effective. Regular staff meetings and communication are seen as useful, though lack of communication remains the main challenge. Overall, respondents are generally satisfied and agree that administrators play a key role in improving teamwork, productivity, and organizational success.

Administrators are not just support staff but key drivers of productivity and harmony. To improve coordination, organizations should provide proper training, modern tools, and communication systems. When empowered, administrators create a well-coordinated workforce that leads to efficiency, employee satisfaction, and long-term growth.

## QUESTIONNAIRE

### Section A: General Information

#### 1. CLASSIFICATION ON THE BASIS OF GENDER

☐ Male      ☐ Female

☐ Other

#### 2. AGE WISE CLASSIFICATION

☐ Below 20      ☐ 21--30

☐ 31-40      ☐ 41-50

#### 3. EDUCATION QUALIFICATION OF THE RESPONDENTS

☐ Degree      ☐ Plus Two

☐ SSLC      ☐ Other

#### 4. YEARS OF EXPERIENCE

☐ Fresher      ☐ 0-2

☐ 3-5      ☐ Above 10

### Section B: Staff Coordination

5. Do you think staff coordination is important for organizational success?

☐ Yes      ☐ No

☐ Not

6. How would you rate the level of staff coordination in your organization?

☐ Excellent      ☐ Good

☐ Average

7. Office administrators play a vital role in maintaining staff coordination.

☐ Strongly Agree      ☐ Agree

☐ Neutral      ☐ Disagree

8. How often are staff meetings conducted for coordination.

☐ Weekly      ☐ Monthly

☐ Annually      ☐ Never

9. Do you feel communication gaps affect staff coordination?

☐ Yes, significantly      ☐ Sometimes

☐ Rarely      ☐ Not at all

10. What is the major challenge in staff coordination in your organization?

☐ Lack of communication      ☐ Conflicts

☐ Work overload      ☐ Lack of resources

11. How effectively do administrators resolve conflicts among staff?

☐ Very Effectively      ☐ Effectively

☐ Moderately      ☐ Not at all

12. Does staff coordination improve teamwork and productivity?

☐ Strongly Agree    ☐ Agree

☐ Neutral              ☐ Disagree

13. How satisfied are you with the current level of staff coordination in your Organization?

☐ Very Satisfied    ☐ Satisfied

☐ Neutral            ☐ Dissatisfied

14. Do you think technology helps in better staff coordination?

☐ Yes, greatly      ☐ Yes, somewhat

☐ Neutral          ☐ No

15. What suggestions do you think can improve staff coordination?

☐ Conduct regular staff meetings

☐ Provide training and workshops

☐ Encourage teamwork and cooperation

☐ Clear roles and responsibilities