

2nd Report from Harrisburg (Pa)

First day - Tuesday - April 7 - 1959 -

Met Miss Frabelle Ollias of the Governor's office. Routine tour. She shows me the various sections such as: mailing, filing, duplicating, stenographic pool and so on. Naturally these various sections cannot be compared with the huge T.V.A. organization at Chattanooga.

The afternoon was more interesting and instructive.

Mr. Middleton had taken the good initiative to arrange for my attending to a Press Conference delivered by Governor David L. Lawrence of Pennsylvania.

Mr. Frank Matthews, Press Officer, introduced me to His Honour. and we (His Excellency and I) congratulated each other. The meeting was a very important one because the main discussion was focused upon the eventuality of raising sales taxes from 8% to 3,5%! I noticed particularly the joyful atmosphere of the Conference. Everyone found the way to place some joke about this serious question of taxes. Good impression about this Press Conference.

Right away afterwards, for the first time I had the chance to attend a legislative session.

The House was discussing, debating, voting, passing or rejecting many projects of Bills. I was very impressed by this strange atmosphere of dignity, of absence

of jamon, of intouciant way (quite a few of Congressmen were either sleeping on their desks, ~~or~~ lying down on their arm-chairs, smoking, chatting or glancing at the ceiling whereas their honorable colleagues were striving their best in order to justify their pros or their cons regarding the Projects of Bills) of the Legislature.

Very strange vote indeed, even after the vote counting, many Congressmen had resolutely changed their resolution taken a few minutes before by soliciting the permission to change their eyes into noses or reciprocally.

Remarked especially the presence of 12 Congresswomen and that of some colored Congressmen.

Second day - Wednesday April 8 - 1959 -

Visit to the Welfare Department.

Mrs. Frances Schmidt, Director of Public Information and Education of this Department received me on her brand-new 10 floors building. She was given me a complete briefing concerning the main activities and responsibilities of the Department of Welfare which, with a population relatively equal to that of South Vietnam (10 million people) has still a lot of difficulties to overcome despite the \$500,000,000 which represent the 1/4 of the State Budget. Nevertheless

Render, she was complaining about the interference of some politicians - who seemingly are very fond of publicity - and who are currently directing a Commission of Investigation through the whole Department.

Her wishes: To get more appropriations to meet the needs of her Department and to be get rid of all political influence or ~~influence~~ interference into their exclusive social activities.

In the afternoon, Mr. Robert J. Rescott Jr. Public Relation Officer of the same Department put me in contact with Mr. J. Breunan, Director of the Office of Administrative Offices, whose activities are very closely connected with my field of study, to wit, Office Management and Methods.

Mr. J. Breunan is very dynamic and professes many "unorthodox" theories regarding the science and the art of management. Particularly he is completely against the presence of any assistant in any level of management. He has succeeded in putting into practices his own theories in his current job. His demonstration is quite seductive and we regret sincerely to have not enough time for our discussion.

Mrs. Preston Secretary of the Department

received me at last for 10 minutes.

I noticed a great proportion of women who occupies many important posts of Top-managers in this Department - such as Mrs. Bertan and Schmidt. Indeed they are the right women in the right place.

Blind day - Thursday - April 9 -

Mr. Dick Weimer, Young Deputy Assistant to the Secretary of Agriculture received me informally in his office. He is a man of high education and expert in the field of administrative organization. He began to retrace some history of America since the Revolution and then upon the administration of President Andrew Jackson in order to demonstrate what does that mean the "spoils system". He made it on purpose to ~~do~~ do some comparison with the situation of the State of Pennsylvania nowadays.

Again, such as his colleague in the Welfare Department, he was complaining about the political influence and interference throughout his Department. Consequently he has to strive his best in order to get his organization "out of the rut".

Reciprocally he was very interested by my brief experience regarding the current situation of Vietnam. I gave him many details concerning our Agrarian Reforms promoted for securing security and

a better standard of living for our farmers
Naturally a specialist in agriculture is
very fond of these questions.

Before leaving he showed me the chart
of his new organization which is characterized
by a large decentralization of his services.

We discussed actively its advantages and
disadvantages.

The talk was interrupted at noon and
we bid good-bye to one another with great
regret.

In the afternoon I had 2 hours
of discussion with Mr. Schaffer, specialist
on training. We compared our respective
system of training and afterwards I
had some moment with many executives
from the Personnel Office. We made a
survey upon the system of classification,
job description and salary compensation.

It appeared that the American system
of compensation does not provide any fa-
miliar allocation for the employees - and,
with the same classification, a bachelor is
receiving the same salary that of a chief
of family of 10 children.

Answering to my remarks, Mr.
Zervanos pointed out that the maximum
salary has been fixed for the subsistence
of a modest family.

Fourth day - Friday April 10 -

Mr. Eleanor Wenschen, of the Division

of Personnel and Training invited me
to attend the Commonwealth Citizen's
Conference held in connection with the
50th Anniversary of the Pennsylvania
Welfare Forum.

The Symposium - Panel was:

"Where We're going"

The speakers were:

Dr. Hugh Odishaw - Executive Director
U.S. Committee for the International Geo-
physical Year

"The Space Age and Science"

James B. Carey

President, International Union of Electri-
cal, Radio and Machine Workers.

"The Space Age and the Economy"

Edward M. Stainbrook, Director,
School of Psychiatry - University of
Southern California

"The Space Age and Human Relations"

Scientific lectures indeed which are
somewhat instructive for laymen.

Hoangranke

Harrisburg April 10 - 1959.

Remarks: Schedule too copious and over-loaded.
Some interviews are very interesting and in-
structive; nevertheless some other should be
canceled - Despite my complete tiredness, I
have to leave now for Philadelphia to be on
time for the next schedule.

3rd Report from Willow-Grove (Pa.)
April 13 to Ap. 17 - 1959

"Every man owes some of his time to
the upbuilding of the profession to which he
"belongs".

Theodore Roosevelt.

So is the famous quotation on the main
publication released by the National Office
Management Association. At the long last, I
had the chance to make acquaintance with
this international organization which counts
18,000 ^{members} in the U.S.A. and over the Free World,
grouped in 173 chapters.

Mr. William H. Fraus, Secretary and
Treasurer received me at the headquarters of
the NOMA, and gave me a detailed briefing,
covering the aims and activities of the organi-
zation.

Founded in June 1919, this Association
tends to the achievement of these main purposes:

- to initiate and effect the application of
scientific management to commerce and industry
for the purpose of increasing productivity,
lowering costs and improving quality.
- to assist institutions in the educational
field - at the university and secondary schools
level - to interpret needs of commerce and
industry in developing programs and courses of
study.
- to encourage and participate in research
and survey in basic principles and specialized
fields, including new developments of administration.

- To promote sound employee and employer relationships
- To provide a medium for a free exchange of information and ideas among its members.

Activities. Among a wide field of activities, the main ones are as follows:

- Conferences and expositions
- Publication of magazines
- Salary surveys
- Office automation
- Home Study Courses
 - general clerical course
 - training of junior executives
 - executive responsibilities
 - leadership
- School liaison
- Simplified letters etc...

It is interesting to notice the fact that among 108 overseas members, there are 3 Vietnamese

M. M. Quang-hoa Duc Saigon

- Le-phu-Nhan

Min Tang-Hi - Oi

A minimum of 20 members is required to be eligible for the setting-up of a chapter so that our fellow countrymen have to strive their best to promote the formation of the 4th Vietnamese Chapter.

In the afternoon - Mr. Evans introduced me to his staff to each of its members I had a separate talk covering their specialities.

Mr. E. W. Kling - Head of the Educational Division stressed upon the heavy specialization in America. There are many other similar organizations such as: the A. M. A - American Management Association, the S. A. M. Society for the Advancement of Management; but the KOMA is specialized upon Office Management.

This division is making constant and regular liaison between the organization and High schools or Business schools. It is responsible for carrying out of program of formation of well-qualified people for the business' and office's needs.

The most outstanding realizations in this field are:

19 - The Roma Spelling Program listing about 600 frequently used words. To be tested in the above-mentioned schools. The necessity of such a text is demonstrated by the fact that there are only 5% of the pupils tested who got the marks above the average.

20 - Besides he is organizing a home study courses for 500 members and non-members. A large field of study dealing with the problem of management is released by correspondence.

It is encouraging to notice that many high-schools or Universities - of which the University of Hawaii - are now applying Roma's outlines in setting-up their programs in Business and Administration Courses.

Mr. Latham, Head of the Field Service Division is now working on the Annual Conference of the NAMA which will be held next month at New Orleans (La). In the same time a business show will be arranged which exhibits thousand of office equipments, furniture and other supplies. With more than 100 leading manufacturers and service agencies represented.

Besides Mr. Latham is especially responsible of "methods clinics". This terminology borrowed from Medicine is quite illustrative because he has to deal periodically with clinics, office methods, systems and procedures by streamlining simplification techniques. By reviewing the how, when, what, why, where and who of office methods, by lectures, demonstrations, groups discussions, visual aids, the NAMA Staff and its members are always finding out the better ways of getting the job done.

In plus, with these two main tasks, Mr. Latham, in collaboration with Mr. Spangler, Head of the Personnel and Public Relations Division, is carrying out some other activities such as:

- promotion of new membership
- securing new advertisements
- soliciting publicity for NAMA
- de-cerning awards to deserved members.

Mrs. Latham and Spangler are traveling frequently either in the States or in Canada and Mexico to set up new chapters or to contact with the existing Chapters and

help them to solve their problems.

Mr. Dickson Ash, Head of the Publication Division, is responsible of preparing and releasing the main publication of the NAMA "Office Executive" a periodical published Monthly and whose circulation is about 22,000 issues (figure controlled by the ABC Audited Bureau of Circulation) which serve 18,000 members and 3000 non members subscribers.

The main characteristics of this publication are:

- to propagate news
 - to exchange ideas
- on the field of office management

The contents is composed of about:

60% of editorials

40% of advertisements

The editorial reprints the complete speeches made by the members of each chapter, or release news, facts and comments on news techniques, methods, products or appliances.

The cost of publication (\$60,000) is entirely covered by subscriptions or advertisements.

Activities outside NAMA's office
19 Visit to Leeds and Northrup and Co.

Electrical measuring equipment

Mr. Powers, Head of the Administrative Department, upon Mr. D'Vau's recommendation, explained me particularly the functioning of accounting. He stressed upon the handling, invoicing and filing of customer's orders. I was equally shown the prepara-

tion of the payroll and the impression of individual checks for each employee! All these operations are performed by I.B.M. machines. Evidently these mechanic operations are very convenient but in Vietnam, we have to wait for decades, to promote the development of commercial banks and, above all, to encourage savings, before adopting such a technique.

All of our employees are paid monthly in cash and they have very few money left to save. This factor contributes the main handicap for the economic development of our country -

✓ This visit was completed by a tour in the plant where skillful craftsmen are making microscopic coils for electric thermometers -

201. Visit to the I.B.M. offices -

Tuesday night. Mr. Evans invited me to join him at the I.B.M. (International Business Machines) to assist to the demonstration of the newest 750 Electronic Data Processing Machine.

With modern methods of measuring and testing, a huge quantity of information accumulates which must be processed quickly and accurately. A vast amount of data constantly pours into such places as retail establishments, weather stations, insurance companies or tax bureaus. In addition, our rapid expanding scientific investigations need faster and faster methods for carrying

out in creating by complex calculations.

To meet these demands, machines which can compute, select and correlate data at electronic speed have been developed.

A single remark. These machines are very costly. They are sold at the price of 2 million dollars apiece or rented at \$10,000 a month.

Three color-movies with detailed comments terminated this visit - which was very and highly instructive for me.

307 Course at Temple University.

Mr. Evans is teaching in the same time at Temple University. Thursday night, he invited me to attend to his lecture on job evaluation and salary administration.

It was an opportunity to refresh my memory on Business Administration course. I took part in the discussion.

Finally I presumed that the «university special» of the Michigan State University and particularly that of the Vietnam Project had left some good impression among his «schoolmates» for a night.

Philadelphia^{Pa} 18-18-1959

Hoangphanh