

9th Report from New-York
The Office Executives Association of N.Y. inc.
Week from June 1st to June 5th

In my previous report on NOMA at Willow Grove, I have mentioned that this association is composed of about 17,000 members grouped in 173 chapters throughout the world.

The Office Executives Association of N.Y. inc. is one of these chapters, the biggest one, of course, with 800 members in this area.

Mr. Maurice T. Martin, Executive Secretary who has just returned from the NOMA Annual Conference held at New Orleans, received me at his office.

Whereas NOMA's purpose is to study and to make available the science of business management in order to increase productivity, to lower costs and to improve quality; by promoting the free exchange of ideas to increase office efficiency, the O.E.A. engages in research in the administrative field, cooperates with educational institutions, and is always seeking ways to promote sound employer-employee relationships.

By dint of detailed chart, Mr. Martin gave me the complete development of the 5 main functions of the Association.

The O.E.A. is divided in 5 divisions placed under the supervision of 5 vice-president in charge respectively of:

- Education
- Membership
- Research and Study
- Public Relations
- Programs and Meetings

The Division of Education - M. L. Parker
The Association has been working for some time with the business community and officials of the Board of Education in the City through the Advisory Council on Business Education. The O.E.A. Belding Awards, which consist of a medal and a certificate of scholastic proficiency were just one step along the way toward encouraging business students.

Each year, business and commercial students in 57 New York City

High-Schools Compete for six \$500
Scholarship Awards to aid them in
furthering their business education.

These awards are provided by the O.E.A.
and financed by the O.E.A. Sponsored
National Business Show.

These awards are granted on the
basis of scholastic standing in account-
ing and/or secretarial studies, plus
the personal recommendation of the
student's principal and teacher.

Besides, this division is in charge
of directing a course for the improvement
of the ability to speak in public and
preparing special projects.

The Division of Membership - Mr. L. N.
Lygett. This far is in charge of securing
membership for the Association, of promo-
ting attendance to meetings and partici-
pation to various committees. In plus
it is also concerned with the merit
awards system.

To be awarded, each member must
obtain at least 100 points which equal
to 5 or 6 years of complete service to

The Association

The Division of Research and Study (Mr. H. J. Meekins) has made many interesting surveys - such as:

- Hiring older workers
- Holiday practices
- Office closings

and so on

The problem of hiring older workers is particularly interesting. The basic problem of the older worker has changed very little from a year ago. The task of locating new employment for a man or a woman past 35 gets increasingly more difficult. By 45, the resistance due solely to age, is very heavy. In a number of cases the matter of experience or ability is overshadowed by the age of the applicant. And, in fact, age itself, may readily determine whether or not an applicant is interviewed, regardless of qualifications by experience.

Just as the 1957 survey indicated, the additional 10 to 15 years of working age before retirement of many unemployed older people is a source of talent being

nated.

The Division of Public Relation (Mr. W. L. Peck) is in charge of publishing the O.E.A. news for its members. Besides it is also responsible for preparing the Annual ~~exhibit~~ exhibition held at the Coliseum and which provides the main resource as income for the association. This annual exhibit is very successful and last year, the New-York Times magazine, for the first time, consecrated an entire issue to cover it. I was shown a specimen of this special publication.

The Division of Programs and Method (Mr. R. J. Saunders).

This Division conducts regular meetings among members. During monthly luncheons or dinners, they have the opportunity to hear stimulating talks by specialists or to exchange ideas at seminars and panel discussions. They will find new areas

of improvement opening up as well
as old problems solved in these
groups.

It is both instructive and interest-
ing to complete the visit of the NOMA's
headquarter at Willow Grove by the
visit of its chapter.

Whereas NOMA's functions
are to coordinate the activities of its
chapters, the latter ones are perfor-
ming really the aims predetermined
by its statute.

Every achievement of any chapter
is centralized in the NOMA's head-
quarter which, in turn, through its
main publication "Office Execut'ves"
disseminate it throughout its entire
organisation.

Once again, after this visit, I
hope sincerely that our 3 members from
Vietnam will be able to promote in
the shortest period of time the creation
of the Vietnamese chapter which would
be so necessary for the development
of efficient management in our country.

Hoang Van Lai

10th Report from Albany N.Y.
Week from June 12th to June 19th

Since Mr. Blackburn was out of town for many days, I had to wait until Friday 12th to meet him despite my arrival in Albany on Monday 8th of June.

The first activity proposed by Mr. Blackburn was a social and historical one. He urged me to attend the special Flag Day Program prepared and conducted by the Rotary Club of Albany at the Carlton Hotel.

June 14 is Flag Day, which, by the way, is a legal holiday in Pennsylvania.

Everywhere in this nation, Flag Day is becoming increasingly an occasion of thoughtful consideration of the history and meaning of the Stars and Stripes which become possibly more and more significant as history advances.

For this occasion the Rotary Club of Albany has obtained authentic banners which illustrate various steps in the history of the American flag, from

the first flown in this country (a white one with a red cross) up to the 49 stars on the Spangled Banner.

The 11 different kind of banners were brought forward by uniformed cadets of the Christopher Brothers and Albany Academies.

This activity was a very instructive one for me.

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The State Education Department
Dr. Flick, Executive Assistant to the Commissioner of Education and Miss Ruth Salter received me at the Regents Room located in the New York State Education Building and they discussed about the Education system in New York State.

With a detailed organizational chart, they pointed out that the State Board of Regents dating back to 1784, is the head of the State educational system. Under its general supervision fall all public and private schools and institutions of higher-education of the State. Among its other functions, the Board of Regents is required to set educational standards, to license

and, when necessary, to discipline members of 17 of the major professions - medicine, dentistry, pharmacy and others.

Upon the Regents also falls the responsibility for viewing and licensing all motion-pictures for commercial exhibition, in the State.

The Regents are elected by a joint session of both houses of the legislature, each for a 13 year term. There are 13 Regents and among them, a woman Mrs. Caroline Werner Gannett of Rochester.

They appoint as their executive officer a professional educator who becomes President of the University of the State of New York and Commissioner of Education, directing the State Education Department.

The State Education Department is organized in staff and line organization. There are 4 staff branches:

- Business Management and Personnel directed by an assistant-Commissioner
- Office of Counsel
- Public Relations directed by a Special assistant
- Research and Special Studies directed

by a coordinator.

The 6 main line functions are:

- The State University of New York
- The Vocational Rehabilitation
- The Elementary, Secondary and Adult Education
- The Higher and ~~Technical~~ Professional Education
- The Cultural Education and Special Services -

Some characteristics concerning the educational system in the State of N.Y.

The elementary program has been enriched by the addition of activities in music, art, health, physical education and nutrition. Stiff formal rows of stationary desks have been replaced by youth-sized tables, chairs and moveable desks which provide greater flexibility in classroom organization.

The modern secondary school provides a wide range of educational opportunities designed to meet the aptitudes, abilities and interests of the greatly increased secondary school population.

The vocational education in the secondary school - in addition to basic general education in English, citizenship, mathematics and science - provides the opportunity for pupils to take accredited courses in preparation for successful occupational life -

The special services for children provide special classes and specially trained teachers for the mentally or physically handicapped children in order to help provide the best educational opportunities for their future life.

In New York State, non-public elementary and secondary schools are approved and accredited by the Board of Regents and meet the standards prescribed for the public schools. It is estimated that approximately 23% of the elementary and secondary school children of the State are attending non-public schools.

Thousands of individuals who were unable to work because of serious handicaps were restored to useful, economic, independent citizenship through the service rendered by the Division of Vocational Rehabilitation.

Through its State-supported higher institutions and through the Municipal colleges in N.Y. City, New York State has also expanded the opportunities provided by tuition-free institutions for the high school graduates of the State. Today the higher education institutes of the State have an enrollment of about 450,000 students.

The rest is completed by a few to the Public Library with 3 million items including books, pamphlets and manuscripts, the State Museum and Science Service, the Printing Plant, the Duplicating Room, the Bindery, the Photography Office and the Mail Room.

It is interesting to remark that the American system of Education is a typical one and it does not resemble any other foreign system. Whereas, practically in every country, Education is one of the most important Department of the Central Government, here, the Federal Government has nothing to do with this problem. Each state is organizing his own system of Education.

This lack of unity would be prejudi-

Ciable to the quality of the Enseignement
in His Country -

The Department of Commerce

The State Department of Commerce, the last created among 19 other Departments is mainly concerned with the promotion of the development of ~~the~~ Commerce and ~~the~~ Industry in the State.

Mr. Jack Wyld, Management Consultant and his assistant Mr. Cyril W. Kleiman gave me a briefing covering the organization, the services and the functions of their Department which is characteristically a "Services" agency.

The most important activity of the Department of Commerce is to bring technical help, advice to most of businessmen or potential businessmen in the State.

This help brought to businessmen is exactly of the same kind of help brought to farmers by the Government. Whenever the farmer has any problem to solve, there is always an district agent of the Department of Agriculture who is ready to help him to solve the problem.

In the same manner, every of the 11 Management officer or Supervisor dispersed throughout the 11 regions of the State is in charge to help, counsel and advice businessmen for solving their problems.

Moreover there are many publications, published monthly either by the regions or by the Central office, containing all useful information dealing with commerce and industry, which complete the special Consultation. The voluminous "Business Book" published by the Department is considered generally as a "Bible" for businessmen.

Agriculture and Industry are concerned such as The life and Blood of any Country. So the Department of Commerce is also concerned with helping expanding industries or setting up the new ones for the State. By deriving ordinances, the Government is trying to secure all kinds of facilities such as: marketing, location, transportation, material and power supplying to whom it may concern.

Besides, the Department of Commerce is also responsible for Tourism and

Aviation.

Mr. Faust Stedman is a specialist on marketing. He is doing various kinds of surveys in order to get all wishes and desiderata of the housewives by means of individual interviews. The information obtained are classified and published on the periodical issued by the department. They constitute a sound guide for managers of retail-stores for the improvement of their services and to sell more.

Besides he is conducting regular work-shops which consist in ^{2 hours} informal sessions for 5 or 6 weeks in the row. There, an expert in business management try to help the businessmen to solve their problems.

Department of Civil Service

Mr. John Hall Blackburn himself introduced me to Dr. Charles T. Klein, Chief of the Training Section of the Department of Civil Service. Precisely the Department is organizing a ^{the} second course for ~~the~~ representatives of all other departments of the State.

So he invited me to join the group of attendants in the seminar. The topic discussed was:

"Administrative Communication through procedures" -

Dr Charles E. Redfield from the University of Pittsburgh and

Mr. Fred W. Terney, Personal Examiner of Methods and Procedures were speakers.

Once again, such as it happened in the Navy Department (Working for D.C.) I was given the opportunity to refresh in my memory my academic course in the field of management.

Moayvanee.

Mr. John Hall Blackburn was very amiable and helpful; he urged me to participate to many international student activities held either at his house or outside.