

MAN.03 - Organization handbook: document directs regarding papers and responsibilities in a public organization structure

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Introduction: The purpose of the Organization's Manual is to emphasize and characterize the formal aspects of the relations between the different organizational units of the institution, as well as to establish and define the duties and responsibilities related to each of the units. Faced with the challenges of systemic vision within organizations, it is essential to have a guide where all employees can consult in a practical and updated way, the roles and responsibilities of organizational units, fostering a more participative business management.

Objective: Identify in specific literature in Brazilian public organizations the role that the document "Organization Manual" exercises as guiding document, its content, structure and organization, serving as a basis for updating the current manual in Bio-Manguinhos.

Methodology: For this analysis of the external environment, bibliographical research was carried out with the purpose of informing and contextualizing on the subject, benchmarking with five public institutions to identify reference relations in the market in search of structure, form and applicable models. In addition the analysis of internal institutional documents such as the HR-mapped job title and functions has been conducted in all areas of Bio-Manguinhos, in order to diagnose and correlate information with the current organization's manual. Allied to this documentary research, the mapping of existing processes was used, aiming to portray the current situation of the organizational units.

Results: After documentary research and benchmarkings, it was possible to infer that "Organizational Manuals" need to describe in an objective way the attributions of each area of the organization, that is, they should describe "what they do", "how" each activity is performed is described in documents of more operational levels like POP (standard operating procedure), IT (work instruction), among others. Another point of great relevance was the establishment of process and periodicity of updating the document and its direct interface with the institutional organization chart. And to ensure access in an effective and transparent way for all employees, its availability for consultation should be via the web, arranged in the institutional page.

Conclusion: It was possible to infer that, given the challenges of systemic vision within organizations, the Organization Manual is the document that has the purpose of guiding the roles and responsibilities of the organizational units and should be in line with the current organizational structure. It should be objective, concise, well structured, with annual updates or any structural changes and attributions that occur in the Institution and should be accessible to all employees of the organization.

Keywords: management; public organizational structure; organization handbook