## UNIT - 1

#### MODERN OFFICE MANAGEMENT



#### **Content:**

Introduction – Meaning – Definition – Importance and Functions of Office Management – Types of Office Management – Office Manager – Roles and Duties of Office Assistant – Introduction to Office Automation – Meaning – Objectives of Automation – Importance of Office Automation – Types of Office Automation – Types of Office Automation – Accommodating a Mobile Workforce – Strategies and Techniques – Productive usage.

## **Learning Objectives**



- Enable the students to understand the importance and functions of modern office management.
- The students can gain knowledge about the roles and duties of an office assistant, office automation and accommodating a mobile workforce.

#### 1.1 Introduction:

The management of the modern office is responsible for obtaining and administrative accomplishments with strategy. The office management functions are concerned with designing, evaluating, implementing the work processes carried out in offices and the traditional office environments. It is a part of the business management function.

Modern office management aims to enhance productivity and efficiency by improving the performance of office work. The office usually is a place for transacting business where clerical and administrative functions are carried out by co-ordination and control activities of the organisation. This provides motivation to the workforce and makes them to realise the ambition of the organisation.

### 1.1.1 Meaning:

Office management helps to maintain a close relationship between the different departments and people. It regularly supplies order, command and instruction to different people. It performs various functions like planning, organising, staffing, co-ordinating, controlling, supervising, motivating and an effective leadership.

#### 1.1.2 Definition:

In simple words, office management can be defined as "a distinct process of planning, organising, staffing, directing, co-ordinating and controlling offices in order to facilitate achievement of objectives of any business enterprises".

According to Mills & Standing ford "The office is the administrative centre of a business. The purpose of an office has been defined as the providing of a service of communication and record".

# 1.2 Importance and Functions of Office Management:

## 1.2.1 Importance of office management:

- (i) Helps in achievement of targets and managing change if any.
- (ii) Optimum use of resources for social benefits.
- (iii) Minimization of costs.
- (iv) Smooth flow of work and maintain public relations.
- (v) Helps in maintaining office efficiency.
- (vi) Managing survival and growth.
- (vii) Encourages innovation.
- (viii) Helps in retaining talent.
- (ix) Provides leadership.

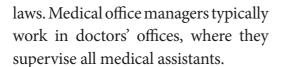
### 1.2.2 Functions of Office Management:

- (i) Planning: Planning is the basic function of office management. It is concerned with deciding in advance what is to be done and how it is to be done. To plan is to produce a strategy to action.
- (ii) Staffing: Top management determine the number of staff required, their qualification and experience if any, decide the sources of recruitment, receiving applications, conduct the interviews and tests and finally select the right personnel.
- (iii) Organising Resources: The organising function brings resources together to achieve the goals

- established in the planning function. Resources include materials, personnel and financial backing.
- (iv) Directing: Direction can thus be regarded as the process of guiding and supervising staff.
- (v) Training: The regular training programmes are also conducted for the new recruits as well as existing staff. Orientation training programme is a programme provided to existing staff.
- (vi) Controlling Systems: Controlling systems refers to all the processes that leaders create to monitor success.
- (vii) Discipline: The implementation of rules and regulations of the office is in the hands of the office manager. There should not be personal bias while implementing rules and regulations. He also attends to the grievances of office staff. In this way discipline is maintained.

### 1.3 Types of an Office Management:

- (i) Corporate Office Management:
  Corporate office management includes the manager at each branch of a given company. The district manager oversees all other branch managers, therefore travelling between company branch locations is often a main aspect of the job.
- (ii) Medical Office Management:
  Medical office management requires
  detailed knowledge of anatomy and
  lab procedures, as well as health care



- (iii) Legal Office Management: Legal office management requires practical law experience and an extensive understanding of law procedures. Law office managers oversee the practices of legal administrative assistants, payroll management and the firms' human resources department.
- (iv) Virtual Office Management: Rather than work for me at a time as a full time employee, virtual office managers often work for several smaller companies part-time. This is due to the tendency of small businesses to contract out virtual office management.



Fig.1.1 Old Office



Fig.1.2 Modern Office



Fig.1.3 Virtual Office or Online Mode of working



Fig.1.4 Back Office

## 1.4 Office Manager:

An office manager is an individual, who is in charge of an office and whose function is to organise and control the activities of the office. He is appointed to head the office. "The office manager is the pivot around which the office function revolves" (Denyer.J.C.).

He extracts the work from the subordinates to achieve organisational goals. It is his responsibility to plan, organise and control the clerical aspects of the organisation, coordination and storage of data to support production and other important operations of industrial establishments. He monitors the work processes and evaluates their outcome. On the whole he is appointed as an administrative head of office.





Fig.1.5 Duties of Office Manager

## 1.5 Roles and Duties of an Office Assistant

#### 1.5.1 Role of an Office Assistant:

The role of an office assistant differs from company to company. Small but growing company to manage the day-to-day administrative aspects of running the business. The successful assistant will have a positive attitude, a desire to work as efficiently as possible, and excellent client-facing communication skills. If they have worked in a fast-paced office in the past and they enjoy establishing our own organisational systems.

#### 1.5.2 Duties of an Office Assistant:

- (i) Overseeing clerical tasks, such as sorting and sending mail.
- (ii) Keeping an inventory of office supplies and ordering new materials as needed.
- (iii) Maintaining files.
- (iv) Welcoming visitors.
- (v) Answering phone calls.
- (vi) Taking and delivering messages.
- (vii) Ensuring the office runs smoothly.

## 1.6 Introduction to an Office Automation:

The term office has undergone drastic changes, "The office is now in a period of transition" where more and more information processing functions are being automated through sophisticated New electronic systems. electronic procedures and systems are becoming more and more popular in modern automated offices which are otherwise "Paperless offices". A "Paperless office' is one in which paper has been replaced by electronic, digital, micrographic and micro processing systems. Several modern offices provide satellite communication, video teleconferences, electronic mail and computer to computer hook-ups for intracompany use.

## 1.6.1 Meaning:

An automation may be described as usage of advanced technology with the help of specific devices of communication and control in self-regulation without human intervention. It can also be termed as application of information technology to the typical clerical and secretarial tasks such as communication, correspondence, documentation and filing.

#### 1.6.2 Objectives of an Automation:

An automation in the office refers to a process whereby sophisticated machines and equipments are introduced in the office with a view to aid the administrative process. Automation in the office has the following objectives.

- (i) Automation aims at saving manpower
- (ii) Office automation enables promptness.

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- (iii) Automation enables completion of work with accuracy.
- (iv) Elimination of monotony.
- (v) Minimises the chances of fraud in office work.
- (vi) Data can be stored for future reference.

## 1.6.3 Importance of Office Automation:

An office automation has got various importance for a modern office management which is listed as follows:

- (i) Automation increases the productivity
- (ii) Automation eliminates heavy physical labour.
- (iii) Automation improves the quality of decision making in business.
- (iv) It improves the working conditions and employees safety.
- (v) Automation leads to quick completion of work.

## 1.6.4 Types of Office Automation:

- a. Telephone, Mobile Phones, Dictation Machines
- b. Adding machines, Calculating machines, Billing machines, Copier machines, Fax machines etc.,
- c. Franking machines, Impression stamps, Time recording machines
- d. Slide rule, Punching machine, Stapler, Calculators etc.,
- e. Swipe machine, Laptop, Pen drive, LED/LCD projector, Biometric device, CCTV device



Fig.1.6 Mobile Phone



Fig.1.7 Swipe Machine



Fig.1.8 Laptop

## 1.7 Accommodating a Mobile Workforce:

A mobile workforce is a group of employees that is not bound by a central physical location, Instead of the employees are connected by various types of mobile technology i.e computers, smartphones and other mobile devices. The idea of a mobile workforce goes well beyond simply working from home. A mobile workforce



is defined as a workforce comprising individuals who work outside of a physical office location. These professional workers are not limited to employees who work from home. Desk-less workers such as retail employees, insurance sales persons and gig workers such as uber/ola drivers are all considered part of accommodating a mobile workforce.

A mobile workforce is more common in industries such as manufacturing, construction, retail and healthcare, where workers are on the field and not in an office. They are commonly known as desk-less workers or field workers.

Washington Post in 1979 titled. "Working at Home can save Gasoline". Portable machines are widely used to record dictation previously taken down in shorthand by secretaries in an office. It is also possible for persons working at home to use the telephone to dictate directly into machines located in their offices and listen to playbacks of relevant passages.

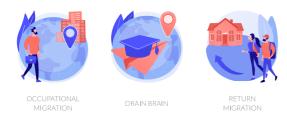


Fig.1.9 Mobile Workforce

#### 1.7.1 Strategies and Techniques:

- (i) Keep communication simple, clear and focused on the relationship.
- (ii) Spend more time listening

- (iii) Let mobile workers define communication and reporting practices they want to follow.
- (iv) Manage deliverables not activities.
- (v) Engagein more frequent and informal performance management activities.

### 1.7.2 Productive usage:

The following are the effective elements to be adopted at the workplace to increase overall productivity.

- 1. Be efficient
- 2. Delegate
- 3. Reduce distractions
- 4. Have the right tool and equipment
- 5. Improve workplace conditions
- 6. Offer support and set realistic goals.
- 7. Practice positive management
- 8. Ensure employees are happy.



Fig.1.10 Productive Workforce

## Points to be Remembered

- Modern office management is a part of the business management function
- Functions of office management classified as Planning, Organising, Staffing, Directing, Co-ordinating and Controlling.
- Discipline.

- An office manager is in charge of an office
- Automation may be described as usage of advanced technology.
- A mobile workforce is more common in industries



## PART - A



OBJ	ECTI	VE T	YPES
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I.	<b>Choose the Correct Answer:</b>		(1 Mark	
1.	The management of theand administrative accomplishments.	is responsible	for obtaining	
	a. Modern Office	b. Traditional Office		
	c. Virtual Office	d. Front Office	Ans. (a)	
2.	Planning is the	function of office manage	ment.	
	a. Best	b. First		
	c. Basic	d. Important	Ans. (c)	
3.	The functions bring resources together to achieve the goals.			
	a. Co-ordinating	b. Organising		
	c. Directing	d. Decision Making	Ans. (b)	
4.	A person who is incharge of office is called			
	a. Office Manager	b. Secretary		
	c. Director	d. Administrator	Ans. (a)	

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5.	A office is one in which paper has been replaced by					
	electronic systems.	* *				
	a. Virtual	b. Back				
	c. Front	d. Paperless	Ans. ( d )			
6.	aims at	aims at saving manpower				
	a. Automation	b. Skill				
	c. Efficiency	d. Workforce	Ans. ( a )			
7.	Direction can thus be regarded as	staff.				
	a. Planning	b. Organising				
	c. Guiding and Supervising	d. Administrative	Ans. ( c )			
8.	The implementation of of the office is in the hands of the office manager.					
	a. Rules and Regulations	b. Characteristics				
	c. Principles	d. Strategy	Ans. (a)			
9.	The role of differ from company to company.		y to company.			
	a. Officer	b. Office Assistant				
	c. Manager	d. Supervisor	Ans. (b)			
10.	Legal office management requires practical		experience.			
	a. Writing	b. Typing				
	c. Law	d. Dictating	Ans. ( c )			
	1	PART – B				
II.	Very Short Answers:		( 3 Marks)			
1.	Define the term office management.					
2.	Who is the office manager?					
3.	Write short notes on Virtual office management.					
4.	What is meant by Automation?					
5.	List out the objectives of Automation	n.				
	I	PART – C				
III.	Short Answers:		( 5 Marks)			
1.	Explain the types of office management.					
2.	What are the duties of an office assist	ant?				

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Write a short note on accommodating a mobile workforce.

#### PART - D

### IV. Essay Type Questions:

3.

(10 Marks)

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- 1. Explain the importance and functions of office Management.
- 2. Elaborate the terms office automation.



## **Teachers Activity:**

- Should teach basic concepts through classroom discussion.
- Prepare charts on functions and types of office management.

## **Students Activity:**

- Students can be asked to conduct role play as office manager.
- Visit an office and observe objectives and importance of office automations.

#### References:

- 1. Modern office and its Functions by Dr. R.K. Chopra
- 2. <a href="https://en.m.wikipedia.org">https://en.m.wikipedia.org</a>.
- 3. Source: <a href="https://www.slideshare.net">https://www.slideshare.net</a>



- 1. Administration: The process of running a business.
- 2. Automation: Usage of advanced technology without human intervention.
- 3. Organising: Arranging the work systematically.
- 4. Procedures: An established or official way of doing something
- 5. Systems: A set of principles or procedures according to which something is done.
- 6. Mobile workforce: Comprising individuals who work outside of a physical office location.