



# 30

## OFFICE SET UP

After completing your study suppose you want to join in an organisation as an Assistant. In the organisation you have to perform different tasks assigned to you by your employer. To carry out the job properly you need to have certain facilities. The most important requirement is to have an adequate space to work. You also need to have proper sitting arrangement, well-lighted and ventilated room, safe place to keep your documents and records etc. The place where such types of facilities are made available is called as an office. In this lesson, you will learn about the meaning, objectives and functions of an office. You will also learn about office set-up, location of an office, office layout and working conditions.



### OBJECTIVES

After studying this lesson, you will be able to:

- explain the meaning and objectives of an office;
- describe the functions of a modern office;
- state the meaning and significance of office set up;
- identify the different departments of a modern office;
- suggest the points to be considered while deciding about the location of an office;
- state the meaning and significance of office lay out; and
- explain the nature of working environment in an office.

### 30.1 MEANING OF OFFICE

When you visit an organisation, say a manufacturing unit, you will find that a number of activities are being performed besides those directly associated with manufacturing activities. Such activities include receiving and sending letters, typing, photocopying, word-processing, filing, handling of machines like fax, telephone, computers etc. The place where all such activities are performed is generally known as **office**.



Every modern organisation is required to have an office. Whether it is a Government department, business firm, school, hospital, or a voluntary organisation, the existence of an office is a must to enable necessary clerical and administrative tasks to be performed properly. Thus, office is a service department of an organisation which is connected with the handling of records and provision of various services like typing, duplicating, mailing, filing, handling office machines, keeping records, drafting, using information, handling money and other miscellaneous activities.

### DEFINITION OF OFFICE

Some of the popular definitions of office are as follows:

‘Office is a place where clerical operations are carried on’.—Denyer, J.C.

‘Office is a unit where relevant records for the purpose of control, planning and efficient management of the organisation are prepared, handled and preserved. It provides facilities for internal and external communication and coordinates activities of different departments of the organisation’.—Littlefield, Rachel and Caruth.

The above definitions highlight the following characteristics:

- collecting information
- processing information
- storing information
- coordinating information
- distributing information

Thus, an office may be defined as ‘a place where all the activities concerned with collecting, processing, storing and distributing information for efficient and effective management of an organisation are carried out’.

### 30.2 OBJECTIVES OF AN OFFICE

An office is meant to serve the following objectives:

- 1) **To provide support to management** – The managers of any organisation carry on the process of management by taking decisions regarding planning, organising and controlling the organisation. For taking correct and prompt decisions, managers need various informations at the right time. Office renders invaluable assistance to the management in this sphere.
- 2) **To act as a channel of communication** – Office is the channel through which communication moves from top to bottom and from bottom to top, from the organisation to others and from the others to the organisation. An organisation would fail inspite of the best organisational talent, if objectives, policies, orders and results are not communicated in either direction.
- 3) **To facilitate coordination** – The different departments of the organisation while pursuing their own goals may deviate from the common goal of the enterprise. The central office serves as a medium through which activities of different departments are coordinated towards achieving organisational goals and objectives.



- 4) **To serve as an information Centre** – Office stores information in the form of records. Records serve the purpose of the information centre or data bank of an organisation. All kinds of information, whether past or present, are available in the office, e.g., if the management wants to know the amount of sales in a particular period in a particular district, it will ask the office which will be able to give this information from the past records.
- 5) **To act as a control Centre** – The activities of different departments and the organisation as a whole have to be controlled to ensure that the progress takes place as per the plans. Control is thus the necessary function of management. It involves: (a) establishing the standards; (b) measuring the actual performance; (c) comparing the actual performance against these standards; (d) determining the reason for deviation, if any; and (e) taking corrective action. Office provides the necessary support in all these steps of controlling.
- 6) **To act as a service centre** - It provides various services like clerical and secretarial assistance, supply of stationery to different departments, and other necessary support for the smooth functioning of the organisation.

### 30.3 FUNCTIONS OF AN OFFICE

An office is primarily concerned with collection and supply of information. Accurate and up-to-date information relating to organisation and other agencies affecting the organisation is always required for taking decisions and formulating policies. Besides, office has assumed many other responsibilities, such as safeguarding assets, personnel management, procurement of assets etc. which are incidental to the primary function. Therefore, the functions of a modern office may be classified into two categories:

- (a) Basic functions, and
- (b) Administrative functions.

#### 30.3.1 BASIC FUNCTIONS

Basic functions are those functions of an office which need to be performed in all types of organisations. They are mainly related to receiving and giving of information. These basic functions are as follows:

- (a) **Collecting information:** The office receives or collects information about various activities of the organisation. The information may be collected from internal or external sources. Internal sources may be employees and various departments of the organisation. The external sources are customers, suppliers and government departments etc. From internal sources information may be received in the form of letters, circulars, reports etc., and external sources provide information through letters, orders, invoices, inquiries, reports, questionnaires etc. The executives of the organisation may also collect information while visiting other organisations.
- (b) **Recording information:** The office keeps record of information collected from various sources to make it readily available to the management. The information is



kept in the form of correspondence, reports, statements, circulars, lists, charts, registers, books, etc. An office has also to maintain records as prescribed under law. For example, the registered office of a company is required to maintain Register of Members under the Companies Act, 1956.

- (c) **Arranging, analysing and processing information:** The information collected in an office is generally not in the form in which it may be used by the management. Therefore, facts and figures collected have to be arranged, processed, organised, presented and analysed to make them useful to the management. In this connection financial statements, statistical statements, charts, lists, reports, summaries are prepared.
- (d) **Preserving information:** The information is properly sorted out and preserved in the most economic and scientific manner. Various types of equipments, filing cabinets, etc. are used for preserving records. Unnecessary and out-dated records are destroyed to make space for new and valuable records.
- (e) **Supplying information:** All accumulated and processed information is useless unless it is communicated. The office serves as a two-way channel for communication. On the one hand, it supplies the collected, recorded and processed information to the management and, on the other, it provides the policy decisions, guidelines and instructions issued by the management to the departments are also routed through the office. The information may be supplied verbally or in writing.

### 30.3.2 ADMINISTRATIVE FUNCTIONS

Administrative functions are auxiliary to the basic functions of the office which are to be performed for smooth functioning of the office. These relate to the tasks of protecting and safeguarding assets, maintaining and enhancing the operating efficiency, stationery control, choice and use of the office equipments and selection, training, placement, and remuneration of the personnel etc. The following functions are normally considered as administrative functions of an office:

- (a) **Management functions:** Various functions of management are also applicable to the management of a office functions. Office work has to be planned, organised and executed according to the plan. Control is exercised to ensure efficiency of operations in the office. Staffing, directing, communicating, co-ordinating, motivating are also important for the management of offices.
- (b) **Instituting office systems and routines:** An office has to develop systems and procedures for providing better services to other departments. Each phase of office work is carefully analysed and a proper procedure is developed for it. Proper sequencing of different tasks is necessary to ensure continuous flow of work.
- (c) **Procuring stationery and supplies:** Adequate supply of office stationery of proper quality is necessary for the efficient performance of office work. The office purchases standard quality paper, pens, ink and other stationery items, maintains the stock and issues them only on demand.
- (d) **Designing and control of office forms:** Use of standardised forms simplifies office operations. It is the responsibility of the office to design, standardise, provide and



control the forms to be used in the office as well as in other departments of the enterprise.

- (e) **Purchasing office equipments and furniture:** Efficient and economical performance of office work requires proper furniture, equipment and machines. Office has to arrange for selection and purchase of these items from reliable suppliers. It has also to ensure timely availability of furniture etc., to departments and employees to facilitate proper utilisation, as well as arrange for maintenance, servicing and replacement according to need.
- (f) **Safeguarding of assets:** Different types of assets are maintained in an organisation. The assets must be protected against damages and losses on account of fire, theft etc. An efficient control system is exercised by office to safeguard the assets.
- (g) **Personnel management:** The efficiency of office work depends very much on the employees. Their appointment, training, promotion, appraisal and welfare are the functions of the office.
- (h) **Maintaining public relations:** An organisation depends on public reputation and goodwill for its existence and progress. Maintaining public relations is also the responsibility of the office. Most organisations have reception counters to greet and receive visitors to the organisation.

The above are some of the important functions of an office. The nature of these functions differs from organisation to organisation as per the needs.



### INTEXT QUESTIONS 30A

1. Define the term 'office' in your own words.

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2. From the following statements identify the basic function and administrative function of an office. Give your answer in the box given against each statement.

- |  |                      |
|--|----------------------|
| (a) Maintaining public relation          | <input type="text"/> |
| (b) Recording in register of members     | <input type="text"/> |
| (c) Staffing                             | <input type="text"/> |
| (d) Drafting of letters                  | <input type="text"/> |
| (e) Selection and purchase of equipments | <input type="text"/> |
| (f) Filing                               | <input type="text"/> |
| (g) Issue of stores                      | <input type="text"/> |
| (h) Designing office system              | <input type="text"/> |



(i) Preparing financial statement

(j) Collecting information

### 30.4 OFFICE SET UP

Office set-up is the systematic arrangement of positions in the office to enable office personnel to work as a team. It is the framework within which office employees work for attaining the objectives of the office. It is the process of dividing the activities of the office into departments, assignment of duties to each department and providing necessary facilities to the personnel.

#### 30.4.1 SIGNIFICANCE OF OFFICE SET-UP

A planned organisation establishes a harmonious relationship between people, work and resources. In a good organisation, every employee knows what he is to do, and performs his work with speed, accuracy and economy. It co-ordinates the efforts of different individuals and ensures commonness of purpose. The importance of office organisation is described below:

- (a) **Facilitates management of office work:** In a small office, the manager can supervise the office work personally. But in a large organisation, the work has to be distributed and supervisors can be appointed to supervise the work on behalf of the office manager.
- (b) **Delegation of authority:** In a properly planned office organisation the manager assigns some of the duties to his subordinates. Delegation of authority of routine work is necessary for efficient flow of work.
- (c) **Stimulates creativity:** In a well-organised set up, each individual has specific duties, his own area of activity and power. It stimulates creativity and initiative in the individual and he may explore new methods of doing the job.
- (d) **Facilitates development of office personnel:** Proper organisation of office is a pre-requisite for division of labour and specialisation. It facilitates growth of office personnel to the maximum extent in the area of their duties.

### 30.5 DEPARTMENTS OR SECTIONS OF MODERN OFFICE

Now-a-days, there are large organisations in existence which involve varied and complicated operations. Therefore, the activities of organisation are grouped into different departments or sections. Departmentisation is the process of grouping business activities into homogeneous units. The number and types of different departments in an office depend upon the nature and volume of work. However, an office generally consists of the following departments or sections:

- (a) **Correspondence section:** Correspondence section takes care of incoming and outgoing letters, enquiries, etc. This section receives incoming mail and deals with them as per instructions from the concerned department. It also prepares suitable



replies to letters. This section is manned by a section officer and clerks who are experts in noting and drafting of correspondence.

- (b) **Typing and duplicating section:** In large organisations the volume of typing and duplicating work is very large. Therefore, a separate department or section is created for such work. It provides the typing and duplicating services to all departments. In smaller organisations this section may be combined with correspondence section also. The types of jobs available in this section are those of stenographers, typists, duplicating machine operator etc.
- (c) **Computer section:** This is an important as well as essential section in every modern office. This section deals with data entry, data analysis, sending and receiving e-mails, preparation and maintenance of website etc.
- (d) **Filing, indexing and record-keeping section:** This section may also be called 'Filing' or 'Records' section. It is responsible for the preservation of all records for future reference. Clerical positions are there in this section for filing, indexing, and other related work.
- (e) **Mailing section:** This section deals with incoming and outgoing mail of the entire organisation. The incoming mail is received, recorded in register, sorted out and distributed to the departments. The outgoing mail is prepared for despatch. The main jobs available in this section are those of mail receiving clerk, despatch clerk and general duty clerk.
- (f) **Accounts section:** This section is responsible for maintaining the accounts of the organisation. It prepares various financial reports for the use of management. In large organisations, it may also contain an internal audit section. The chief accountant or the chief accounts officer is the overall incharge of this department. He is assisted by accounts clerks, section officers and audit assistants.
- (g) **Cash section:** This section deals with receipts and payments in cash and by cheque for the entire organisation. It operates under the control of the chief cashier. He is assisted by cashier, petty cashier and assistants.
- (h) **Public relations section:** The function of this section is to keep in contact with and maintain good relations with outside parties like customers, suppliers, government departments, etc. Most organisations have reception counters to greet and receive visitors to the organisation.
- (i) **General office:** It is the central office of the organisation and is generally known as the establishment section. This section formulates policies for the entire office and directly or indirectly controls the departmental offices. It also acts as the controlling unit as all information from section offices passes through the general office.

### 30.6 LOCATION OF OFFICE

Location means the place and site where the office of an organisation is situated. Proper location of the office is of great importance to every organisation. While taking decision on this issue, the management must take into consideration the present as well as future needs. An unsuitable location adversely affects the efficiency of operations.





### 30.6.1 FACTORS DETERMINING OFFICE LOCATION

The following factors should be taken into consideration while determining office location:

- (a) **Availability of sufficient space:** The office should have sufficient accommodation and facilities i.e., rooms, storage space etc. Future expansion and requirements should also be kept in view.
- (b) **Proximity to other departments:** The office should be located at a central place so as to be easily accessible to other sections, units and departments of the organisation.
- (c) **Proximity to other offices:** The office should be located in or near an existing office complex which will enable it to derive the benefits of common services like Post Office, Bank, Transport etc. available in the locality.
- (d) **Availability of transport facilities:** Every office requires adequate transport facilities for the convenience of office workers and outsiders dealing with the office.
- (e) **Service facilities:** Besides transport, availability of banking, postal, internet, telephone and telegraph facilities are also necessary for efficient conduct of office functions. The services of insurance agencies are also needed for various purposes. The office should, therefore, be located where such facilities exist.
- (f) **Availability of office employees:** It is desirable to locate the office where it may be easier to recruit and retain different categories of office staff e.g., stenographers, computer operators, accountants, clerks, typists, peons, etc.
- (g) **Healthy environment:** Every office requires healthy surroundings. The place must be free from dust and noise. It should not be located in a congested area. Unhealthy surroundings adversely affect the efficiency of the employees.

In short, the location chosen must be one from where the entire organisation can be served efficiently at a reasonable cost.

### 30.7 OFFICE BUILDING

A suitable building with sufficient number of rooms for carrying out the administrative and routine functions is essential for every office. It should neither be too spacious nor too small. The office space may be either owned or rented. The management has to take a decision whether to own or hire an office building. A suitable building may be constructed or an existing building may be purchased.

An office building owned by the organisation has some advantages. It provides a permanent address and location. This is convenient to outsiders and customers. If the entire building is not required for use a part of the building may be rented out to other organisations. This will bring additional income. An owned building enhances the prestige of the enterprise. The building owned by the organisation can be named after its name. Apart from this, the building can be planned and designed to meet the particular needs of the organisation. However, there are also certain drawbacks of owned building. It requires huge investment and its upkeep and maintenance and security also may involve heavy expenditure.





Let us now examine the advantages of a rented building. The expenditure on major maintenance is not required to be incurred by the enterprise. There is no heavy investment on construction. Apart from this, the office can be easily shifted to a more suitable location, if necessary. On the other hand, a rented building suffers from certain drawbacks. For example, it may involve additional expenditure on some alterations. Rent is also quite high in urban areas.



### **INTEXT QUESTIONS 30B**

1. Mention any two advantages of running an office in a rented building.

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2. Identify the section of the office that deals with the following activities.

(a) It prepares suitable replies to the incoming letters.

(b) It deals with incoming and outgoing mails.

(c) It makes payment to supplier of goods.

(d) It prepares the financial statement of an office.

(e) It deals with data entry and data analysis.

## **30.8 OFFICE LAYOUT**

Office layout can be described as the arrangement of different departments, equipments and staff within a given floor space with a view to make optimum use of space and ensure maximum efficiency of the office.

### **30.8.1 SIGNIFICANCE OF OFFICE LAYOUT**

Proper office layout is necessary from the point of view of office efficiency. It ensures full use of office space and best use of office machines and equipments. It is necessary for adequate safety of valuable documents and records, and also for achieving smooth flow of work. It allows free movement of office personnel from one section to another. It facilitates better supervision and speeds up inter-communication. It ensures privacy in the performance of confidential work and creates favourable impression on visitors and customers. Proper layout avoids mutual interference and ensures comfort and satisfaction to the employees.

While planning office layout, it is to be decided whether to have one open office or several private offices. An open office refers to a large room or hall in which all the sections of the office are located. Private offices are small rooms which are separated from one another by walls or partitions. The modern tendency is to adopt the open office instead of private



offices for different sections. However, some private offices have to be provided to top executives and also for work requiring privacy and concentration.

### 30.8.2 CHARACTERISTICS OF IDEAL LAYOUT

For ensuring effectiveness of office operations, it is necessary to have a proper layout of the office. In practice, it may be difficult to have an ideal layout, but the under mentioned characteristics should be kept in view at the time of planning layout:

- (a) **Flow of work:** Office layout must be planned in such a way so as to enable the flow of work to be smooth and unhindered. Whatever the layout may be, the movement of paper and people should be minimum. Individual work should be considered from its starting point to completion and the personnel, equipment etc., should be placed in that order.
- (b) **Free movement and observation:** The floor space should be planned in such a way that it is free from partitions, columns etc., (as far as possible) to facilitate free movement and observation.
- (c) **Adequate space for staff and equipment:** There should be provision for adequate space for each assistant and his equipments.
- (d) **Service facilities:** At the time of planning office layout, adequate provision of service facilities for employees such as, internal communication, lifts, drinking water, canteens, etc. should be made. It is necessary for efficient performance of office work as well as physical comfort of the office staff.
- (e) **Private offices:** Private offices and rooms are generally provided to senior executives and important persons in office for confidential work and mental concentration. However, the number of private offices should be minimum.
- (f) **Flexibility and expansion:** Provision for expansion and adjustments should be made in the layout plan. Additional staff and equipments may need to be accommodated with some adjustments to cope with the expansion.
- (g) **Separation of noisy departments:** Official work needs mental concentration which is possible only in noise free atmosphere. Therefore, the noisy departments should be separated or enclosed with soundproof partitions.

### 30.9 WORKING ENVIRONMENT

Office work is mostly of repetitive nature and leads to monotony for the office staff. Sometimes, mental work may be more fatiguing than manual work. Excessive mental concentration may also be tiring. Therefore, it is necessary that the office staff should be provided with congenial working environment which is conducive to work.

Office environment has a significant effect on the efficiency of office staff. The surroundings in which office personnel work should be healthy and pleasant. Poor office environment



results in low output and low morale of employees. Labour turnover and absenteeism also tend to be high. Therefore, executives should arrange satisfactory working conditions in the office.

### 30.9.1 ESSENTIAL FACTORS

The physical factors which constitute a suitable working environment for the office staff are as follows.

- (a) **Cleanliness and sanitation:** The office must have a neat, clean and attractive look so as to make the employees be at ease and comfort and at the same time enhance the prestige of the organisation. There should be provision of waste paper baskets, dustbins, doormats, spittoons etc., for the purpose.
- (b) **Lighting system:** Lighting is the most important element of working environment. Poor lighting causes eye strain, mental fatigue and irritation to the employees and results in delay and mistakes in office work. There should be sufficient light with proper illumination.
- (c) **Ventilation and temperature:** The office premises should be properly ventilated and facilitate fresh air circulation. There should be natural ventilation, electric fans, exhaust fans etc., as per need. Air coolers and air conditioners may also be used for temperature control.
- (d) **Reduction of noise:** Noise results in more errors, low quality of work, delay, slowing down of pace of work and lower output. Noise may be an occasional disturbance, or a regular occurrence. It may be unusually loud at times. It may be from internal or external sources. For control of external noise the doors or windows can be closed but for internal noise, soundproof walls or partitions are necessary.
- (e) **Interior decoration:** The art of decoration of the interior of a room or a building involves the use of wallpaper, carpets, curtains, wall-hangings, etc. The office should be internally decorated in such a way as to provide a pleasant surrounding to all.
- (f) **Furniture and fittings:** Office work is routine, monotonous and primarily indoor deskwork. Assistants have to sit daily in the office for long hours. Therefore, suitable furniture should be provided so that employees may work comfortably and speedily. Furniture includes desks, chairs, tables, racks, cabinets, cupboards, safety trays, almirahs etc. The type of furniture used in the office depends on nature of work in the various sections, work space in office etc. However, modern and better quality furniture improves the general efficiency and adds to the prestige of the office in the eyes of visitors.
- (g) **Safety arrangements:** Some people think that office is a safe place and hardly any safety precautions are required in office. However, accidents may and do happen in offices like one falling from seven feet high filing shelves, electric shock, fire, etc. Accidents cause loss of time, discomfort, low morale of employee and loss of property.



Therefore, proper safety arrangements should be made in office.

- (h) **Office security:** Office maintains and preserves records and documents. Also there are valuable equipments and machines in use. Hence, there should be proper security arrangements to prevent theft, burglary, etc. Security measures like regulating entry, staff control, posting security guards, etc., differ from office-to-office.



### INTEXT QUESTIONS 30C

1. Define 'Office Layout' in your own words.

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2. Correct the following statements if found wrong.

- (a) The movement of paper and people should be minimum in the office.

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- (b) The office building must have adequate artificial light.

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- (c) To control the internal noise one should close the doors and windows of an office.

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- (d) The office building must be fitted with fire fighting device.

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- (e) Private offices and rooms are generally provided to junior executives.

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### 30.10 WHAT YOU HAVE LEARNT

- Office is a place where all the activities concerned with collecting, processing, storing and distributing information for efficient and effective management of an organisation are carried out.
- Objectives of an office are (a) To provide support to management; (b) To act as a channel of communication; (c) To facilitate coordination; (d) To serve as an information centre; (e) To act as a control centre; (f) To act as a service centre
- The functions of a modern office may be classified as (i) Basic functions; and Administrative functions. The basic functions of office include, (a) Collecting information; (b) Recording information; (c) Arranging, analysing and processing the information; (d) Preserving information; and (d) Supplying information. The administrative functions include, (a) Management functions; (b) Instituting office systems and routines; (c) Procuring stationery and supplies; (d) Designing and control of



office forms; (e) Purchasing office equipments and furniture; (f) Safeguarding of Assets; (g) Personnel management; and (h) Maintaining public relations.

- Office set-up is the systematic arrangement of positions in the office to enable office personnel to work as a team. It is the process of dividing the activities of the office into departments, assignment of duties to each department and providing necessary facilities to the personnel.
- An office generally consists of departments or sections like Correspondence Section, Typing and duplicating section, Computer section, Filing, indexing and record-keeping section, Mailing section, Accounts section, Cash section, Public relations section, General office.
- Location of office means the place and site where the office of an organisation is situated. The factors taken into consideration while determining the location of an office are: (a) Availability of sufficient space; (b) Proximity to other departments; (c) Proximity to other offices; (d) Availability of transport and other facilities; (e) Availability of office employees; (f) Healthy environment.
- A suitable building with sufficient number of rooms for carrying out the administrative and routine functions is essential for every office. The office building may be owned or rented.
- Office layout can be described as the arrangement of different departments, equipment and staff within a given floor space with a view to make optimum use of space and ensure maximum efficiency of the office.
- While planning and designing the office layout, one must keep in view characteristics of ideal office layout like (a) Flow of work, (b) Free movement and observation, (c) Adequate space for staff and equipment, (d) Service facilities, (e) Private offices, (f) Flexibility and expansion, and (g) Separation of noisy departments.
- The surroundings in which office personnel work should be healthy and pleasant. Poor office environment results in low output and low morale of employees. Labour turnover and absenteeism also tend to be high. Therefore, executives pay attention to (a) Cleanliness and sanitation, (b) Lighting system, (c) Ventilation and temperature (d) Reduction of noise, (e) Interior decoration, (f) Furniture and fittings, (g) Safety arrangements, and (h) Office security.



### **30.11 KEY TERMS**

Cash section	Computer section	Correspondence section
Flow of work	Mailing section	Office
Office layout	Office location	Office security
Office set up	Private offices	Public relation section



### 30.12 TERMINAL QUESTIONS

#### Very Short Answer Type Questions

1. What is meant by the term 'Office'?
2. State the functions of Computer Section of an office.
3. Give the meaning of 'Office Layout'.
4. What is meant by Open Office?
5. Mention any two basic functions of a modern office.

#### Short Answer Type Questions

6. State any four objective of an Office.
7. Describe the importance of lighting and ventilation in an office.
8. State the significance of Office Layout.
9. Describe any four administrative functions of an office.
10. Mention the different aspects taken into consideration while selecting the office building.

#### Long Answer Type Questions

11. Explain any four administrative functions of an office.
12. Describe the role of any three departments of a modern office.
13. Explain any four factors taken into consideration while deciding suitable location of an office.
14. State any six characteristics of an ideal office layout.
15. Describe any three physical factors which make a suitable working environment.



### 30.13 ANSWERS TO INTEXT QUESTIONS

- 30A** 2. Basic Functions (b), (d), (f), (i), (j)  
Administrative Functions (a), (c), (e), (g), (h)

- 30B** 1. (a) No expenditure on major maintenance.  
(b) Office can be easily shifted to a more suitable location, if necessary.
2. (a) Correspondence Section  
(b) Mailing Section  
(c) Cash Section



- (d) Accounts Section
- (e) Computer Section

- 30C 2.**
- (a) No correction
  - (b) The office building must have adequate natural light.
  - (c) To control the external noise one should close the doors and windows of an office.
  - (d) No correction
  - (e) Private offices and rooms are generally provided to senior executives.



### DO AND LEARN

Visit two different offices of your locality and make a comparative chart on the basis of the following points. Write your observation by mentioning 'excellent', 'good' and 'bad'. The first one has been done for you for reference.

	Office 'A'	Office 'B'
1. Cleanliness	Excellent	Good
2. Ventilation		
3. Lighting System		
4. Security		
5. Safety		
6. Furniture and Fittings		
7. Interior decoration		
8. Temperature		



### ROLE PLAY

Madan and Gopal are two friends. Madan runs his own business of manufacturing ball pen. Gopal works in a Government office as an assistant. After a gap of 10 years they met each other in Gopal's office.

- Madan : Hello, Gopal. How are you?
- Gopal : Hello, I am fine. How are you?
- Madan : Fine, but why are you looking tense?





**Notes**

- Gopal : No, not at all. But I am little bit worried about my office. My business is growing day by day. I find it inconvenient to run my office in this small room.
- Madan : Then, why are you not shifting this office to a big building?
- Gopal : Yes, I am planning to do so. But it is not an easy task. I have to see a number of factors before I find out a suitable location for my office.
- Madan : Factors? What are those?

Gopal tells Madan about the essential factors of determining the office location.

Assume the role of Gopal and ask your friend to play as Madan and carry on the conversation.

### Chapter at a Glance

- 30.1 Meaning of Office
- 30.2 Objectives of an Office
- 30.3 Functions of an Office
  - 30.3.1 Basic Functions
  - 30.3.2 Administrative Functions
- 30.4 Office set-up
  - 30.4.1 Significance of Office Set-up
- 30.5 Departments or Sections of Modern Office
- 30.6 Location of Office
  - 30.6.1 Factors determining Office Location
- 30.7 Office Building
- 30.8 Office layout - Meaning
  - 30.8.1 Significance of Office Layout
  - 30.8.2 Characteristics of Ideal Layout
- 30.9 Working Environment
  - 30.9.1 Essential Factors