

SUBJECT: Educational Management & Administration-Elementary. (SC4)
Human Resource Management
Dept of Education
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I. TOPIC: OFFICE MANAGEMENT

Meaning:

Office management is a profession which involves :

1.the design,

2.implementation,

3.evaluation

and

4.maintenance

of the process of work within an office or other organization, in order to sustain and improve efficiency and productivity.

It looks after the overall administration of business and since the elements of management are forecasting and planning, organising, command, control and coordination, the office is a part of the total management function.

The efficiency of any office depends on the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives with efficient and effective performance of the office work.

Hence we can say office management is manipulation and control of men, methods, machine and material to achieve the best possible results-results of highest possible quality with the expenditure of least possible effect and expense, in the shortest practicable time, and in a manner acceptable to the top management.”

In simple words, office management can be defined as “a distinct process of planning, organizing, staffing, directing, coordinating and controlling office in order to facilitate achievement of objectives of any business enterprise’ the definition shows managerial functions of an administrative manager. The various elements or functions in the process of office management are given below

Importance of Office Management:

(i) Helps in Achievement of Targets:

(ii) Optimum Use of Resources:

(iii) Minimization of Costs:

(iv) Smooth Flow of Work:

(v) Helps in Maintaining Office Efficiency:

(vi) Managing Survival and Growth:

(vii) Provides Innovation:

(viii) Helps in Retaining Talent and Inculcating Sense of Loyalty in Office Staff:

(ix) Provides Leadership:

(x) Managing Change:

(xi) Maintaining Public Relations:

(xii) Social Benefits:

OVERVIEW OF OFFICE FUNCTION

Office management is an integral part of general management. It refers to the process of planning, organizing, guiding, communicating, directing, coordinating and controlling the activities of a group of people who are working to achieve business objectives efficiently and economically.

1. 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.

2. Staffing

An office manager is requested to recruit and select the office staff by the top management. For this purpose, they 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.

3. Organizing Resources

The organising function brings resources together to achieve the goals established in the planning function. Resources include materials, personnel and financial backing. Leaders need to identify what activities are necessary, assign those activities to specific personnel, effectively delegating tasks. Leaders need to coordinate tasks to keep resources moving efficiently toward goals. It is important to prioritise which resources are essential at any given time.

For example, if more inventory is needed but the company doesn't have the financial resources to obtain the inventory, then the priority is to tackle the financial need.

4. Directing

The function of direction refers to the way a manager issues instructions to his staff and otherwise indicates what it is that should be done. Direction can thus be regarded as the process of guiding and supervising staff.

5. Training

The need of training is decided by the office manager. The regular training programmes are also devised and imparted to the new recruits as well as existing staff. Orientation training programme is provided to new staff and refresher course programme is provided to existing staff.

6. Controlling Systems

Controlling systems refers to all the processes that leaders create to monitor success. This business function requires leaders to establish performance standards, measure actual performance and compare the metrics to determine anomalies.

For example, a sales leader is focused on more than only the final sales numbers; he considers the leading activities such as the number of minimum pitches and outbound calls. Leaders review the data and make adjustments in processes, policies, training or personnel to address failures based on that data. Winning leaders

don't look at poor performance as failures but as opportunities to solve a problem that gets the desired results.

7. Discipline

The implementation of rules and regulation of office is in the hands of 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.

In essence, office management is about a dynamic process, with a number of elements and activities as part of the process. The dynamic and social element of office management mean the functions of management are separate from operational functions. Whilst operational functions refer to activities and processes such as marketing, finances and purchases, the management functions differ depending on the organisational level at which they take place.

(Please refer to websites for concept, functions, skills and importance)

WRITE NOTES ON IMPORTANCE OF OFFICE MANAGEMENT

NEXT CLASS WILL BE ON

1.Record management

2.Work simplification

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