COURSE INTRODUCTION

This course **"Office Management"** of degree 1st semester will focus on the different aspects of office. The course is meant to create interest in learners to focus on working environment of an office. This course presents specific reasons for growing importance of Office Management. This course will help the learner in enhancing their knowledge in this field.

This course consists of eleven units:

The first unit explains basic concept of office management, its meaning and importance of office, nature and functions of Office, Functions-basic and auxiliary, Position and role of an office manager.

The second unit is about office administration, objectives of administrative office management, functions of administrative office manager, scientific office management.

The third unit describes the layout and location of an office, office building, office layout-nature, principles, types, Open and private offices.

The fourth unit explains about office environment, lighting, ventilation, safety from physical hazards, sanitary requirements, cleanliness, security and temperature and interior decoration.

The fifth unit explains about the office service. The Centralization versus decentralization of office services, departmentation of office, departments of a modern office.

The sixth unit explains about workflow in office organisation, the Workflow in Office, Concept of work-flow and flow charts, Difficulties in work flow.

The seventh unit describes about Office Organization, office Organization Principles, Types - line, line and staff and services Organization, Office charts and manuals.

The eighth unit is about office communication, basic principles, internal communication and external communication, Handling Inward and Outward communication; mail Organization of the mailing section, Arrangements with post offices, Inward Mail routine, Dealing with correspondence, Outward mail routine, Mechanizing mail service.

The ninth unit introduces us to Concept and Meaning of Filing, Objectives and Importance of Filing, Classification and Arrangement of Papers for Filing, Methods of Filing, Centralized and Decentralized Filing System, Indexing

The tenth unit gives us a broad idea on the concepts of Concept and meaning of office stationery, Types of office stationery, Control of office stationary and supplies, Standardization of Office supplies, Purchasing Office Stationaries and Supplies, storage and Office Manager and Stationary control