UG S1 01
(SEC)

FOUR YEAR BACHELOR'S DEGREE COURSE

(CBCS in Accordance with NEP 2020)

SEMESTER - I

OFFICE MANAGEMENT

Maniram Dewan School of Management
KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

Subject Experts

Prof. H C Gautam, Retd. Professor, Department of Commerce,Gauhati University
Dr. Mukulesh Baruah, Former Director and ONGC Chair Professor, AIM
Dr Banajit Changkakati, Department of Business Administration, Gauhati university

Course Co-ordinator : Dr. Chayanika Senapati, Asst. Prof., KKHSOU

SLM Preparation Team

Units	Authors
1,3,4,5	Dr. Smritishikha Choudhury,KKHSOU
2	Dr. Devajit Goswami, KKHSOU
6 &7	Ms. Anisha Mahanta, KKHSOU
8,9,10	Dr. Chayanika Senapati, KKHSOU
11	Dr. Sumadhur Roy, Gauhati Commerce College

Editorial Team

Content	:	
1,3,6,7,9		Prof. Nripendra Narayan Sarma, KKHSOU
2,5,4		Dr. Chayanika Senapati, KKHSOU
8,10 & 11		Dr. Smritishikha Choudhury,KKHSOU
Language	:	Robin Goswami, Retd. Professor, Cotton College

Structure, Format & Graphics: Dr. Chayanika Senapati, KKHSOU
Dr. Smritishikha Choudhury,KKHSOU

March, 2023

This Self Learning Material (SLM) of the Krishna Kanta Handiqui State Open University is made available under a Creative Commons Attribution-Non Commercial-Share Alike 4.0 License (international): http://creativecommons.org/licenses/by-nc-sa/4.0/

Printed and published by Registrar on behalf of the Krishna Kanta Handiqui State Open University.

Headquarters: Patgaon, Rani Gate, Guwahati - 781 017
City Campus: NH 37, Resham Nagar, Khanapara, Guwahati - 781 006; www.kkhsou.in

DETAILED SYLLABUS

Pages

UNIT 1: Introduction to Office Management: **9-23**

Meaning and importance of office, Nature and functions of Office, Relationship of office with other departments, Functions-basic and auxiliary, Position and role of an office manager

UNIT 2: Office Administration: **24-33**

Administrative office management, objectives of administrative office management, functions of administrative office manager, scientific office management

UNIT 3: Office Layout: **34-42**

Office Layout and Working Condition, Location of office, Office building, Office layout-nature, principles, types, Open and private offices,

UNIT 4: Office Environment: **43-49**

lighting, ventilation, safety from physical hazards, sanitary requirements, cleanliness, security and Temperature and interior decoration

UNIT 5: Office services: **50-62**

Centralization versus decentralization of office services, departmentation of office, departments of a modern office

UNIT 6: Workflow in Office: **63-75**

Workflow in Office, Concept of work-flow and flow charts, Difficulties in work flow.

UNIT 7: Office Organization: **76-90**

Office Organization Principles, Types - line, line and staff and services Organization, Office charts and manuals.

UNIT 8: Office Communication: **91-111**

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.

UNIT 9: Filing and Indexing **112-129**

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

UNIT 10: Office Stationery **130-144**

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

UNIT 11: Office Automation **145-157**

Uses and abuses of Labour saving appliances and Various types of commonly used appliances

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

The eleventh unit gives us an idea on the Uses and abuses of Labour saving appliances and Various types of commonly used appliances

While going through this course, you may also notice some text boxes, which have been included to help you know some of the difficult terms and concepts. You will also read about some relevant ideas and concepts in “LET US KNOW” along with the text. We have kept “CHECK YOUR PROGRESS” questions in each unit. These have been designed to self-check your progress of study. The hints for the answers to these questions are given at the end of the unit. We strongly advise that you answer the questions immediately after you finish reading the section in which these questions occur. We have also included a few books in the “FURTHER READINGS” which will be helpful for your further consultation. The books referred to in the preparation of the units have been added at the end.

BLOCK INTRODUCTION:

The course ‘Office Management” has one block, which is divided into 11 units and is primarily a learner oriented Self learning material, as it satisfies the requirements of the learners in the field of office management.

The block consists of the following units:

UNIT 1: Introduction to Office Management

UNIT 2: Office Administration

UNIT 3: Office Layout

UNIT 4: Office Environment

UNIT 5: Office services

UNIT 6: Workflow in Office

UNIT 7: Office Organization

UNIT 8: Office Communication

UNIT 9: Filing and Indexing

UNIT 10: Office Stationery

UNIT 11: Office Automation