

# **Modern Office Management**

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# Modern Office and Management

Definition -

**“ An office is place where business is transacted or professional services are available.”**

**G.R.Terry – “ Acts of collecting, storing, processing and distributing information comprise the functions of an office.”**

**Functions of Modern Office –**

**A. Routine Functions:-**

- 1. Receiving Information.**
- 2. Recording information**
- 3. Arranging and Analyzing of information.**
- 4. Supplying of information.**
- 5. Co-ordination.**
- 6. Public relations.**

**Administrative Functions –**

- 1. Organizing the Office.**
- 2. Division of work.**
- 3. Development of office systems and procedures**
- 4. Procurement of office Furniture, Equipment & Machinery.**
- 5. Form designing.**
- 6. Procurement of office stationary and supplies.**
- 7. Safeguarding of Assets.**
- 8. Controlling of office costs.**
- 9. Performance of personnel functions**

# Modern Office Management

- Definition :- 1. Wyleard Brecht – “ Office Management is the manipulation & control of men, methods, machines and materials to achieve the best possible results- results of the highest possible quality with the best possible efforts and least expenses in shortest practicable time and in a manner acceptable to the top management.”
- 2. Office Management can be defined as a task of planning, coordinating, motivating the efforts of others towards a specific objectives in the office.”
- Nature of Office Management: - Office as a -----
- \* Service center.      \* Memory center.      \* Channels of communication.
- \* Coordinator.      \* Controller.      \* Intermediary.
- \* Link between the business & customer and also general public & organization.
- Elements of Office Management: -
- \* Purpose.      \* Environment.      \* Means.      \* Personnel / People.

# Office Manager – Functions, Duties and Responsibilities

- Functions - \* Recruitment of staff. \* Training of staff. \* Leadership.
- \* Devising method of work measurement and compensation.
- 8 coordination. \* Discipline. \* Accounting. \* Security \* Secretarial service. \* Controlling of stationary and supplies. \* Public relations.
- Duties - \* In relation to ----- \* Top management. \* The work.
- \* In relation to employee. \* In relation to Associates.
- Responsibilities relating to ---
  - \* Office building. \* Furniture & equipment. \* Office machines & equipment.
  - \* Organization. \* Communications. \* Record management.
  - \* Office personnel/employees. \* Office systems and procedures.
  - \* Work measurement and work standard. \* Form design and control.

# Effective Management Techniques

What is effective management techniques ?

Being a great boss means helping to boost employees productivity and job satisfaction through effective management. Good management techniques involves creating a supportive atmosphere where employees have autonomy and are motivated to excel.

Management techniques are the systematic and analytical methods used by the managers to assist in decision making, the improvement of efficiency & effectiveness.

**Techniques :-** 1. Builds effective and responsive interpersonal relationship.  
2. Communicates effectively. 3. Build the team and enables other staff to collaborate more effective. 4. understand the financial aspects of the business and set goals. 5. Know how to create an environment.  
6. Leads by example and sets the pace. 7. helps people grow and develop their skills,

**Skills -** \* Forecasting. \* Effective planning \* Selection of staff and distribution of work. \* Problem solving. \* Leadership. \* Motivation.

Decision \* Alternative analyzing skills. \* Coordination between external factors and business. \* Effective control. \* Identification of social responsibility and fulfill its.

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# Office system and procedure

**Meaning :-** System is a set of interacting or interdependent entities , real or abstract, forming an integrated whole. A procedure is a specification of series of actions, act or operations which have to be executed in the same manner in order to always obtain the same result in the same circumstances.

## **Essential of Good office system : -**

**Economy**

**\* Flexible**

**\* Simple**

**\* Security**

**\* Reliability**

**Adaptability**

## **Objective of office system**

**\* Improve operating efficiency**

**\* Maintain Uniform Procedure**

**\* Optimum utilization of resources**

**\* Reduce office expenses.**

**\* Minimize the operation expenses**

**\* Fixation of responsibility**

**\* Facilitating the introduction of new checks.**

**\* Achieving**

**organizational goals.**

**\* simplify the training**

**\* Errors**

**reduced**

**\* Prevention of fraud**

**\* Better coordination**

# Flow of work

A proper flow of work is one of the most essential characteristics of an office system.

**Objectives :-**

1. To achieve greater speed.
2. Minimize interruptions
3. Avoid frustration of the employees caused due to delays.
4. To reduce the chances of errors.
5. To reduce idle time.
6. minimize the use of papers.

**\* Difficulties in Ideal work flow :-**

1. improper planning.
2. Interruptions and distractions.
3. unequal volume of work.
4. Inter departmental conflicts.
5. partial distribution of work and lack of standardization.
6. Duplication
7. Improper office layout.
8. Lack of scheduling.

**\* Measures to Improve the flow of work :-**

1. Scientific collection of information.
2. Predetermined plans.
3. Standard should not be overambitious.
4. Distribute work equally.
5. proper human resource allocation.
6. Rotation of shifts.
7. Scheduling the work properly.
8. Reduce the distraction.



# Planning of office work

Planning ensures smooth work flow of office work and maximum efficiency of the office staff.

- **Steps in planning of office work :-**

- 1. Establishing the objectives.
- 2. Deriving the system plan.
- 3. Collection of data.
- 4. Sorting and analysis of data.
- 5. Interpretation of information.
- 6. Finalizing the systems design.
- 7. Implementation of the plans.

- **\* Scheduling of office work :-**

- **\* Lundy defines that,** " The assignment of starting and completion times the various operation to be performed."

- **\* Steps involved in scheduling :-**

- 1. Identifying the work processes.
- 2. Checking the interdependences & chronology.
- 3. Identifying the minimum and maximum time taken to do particular tasks.
- 4. Setting a reasonable workload.
- 5. Testing.
- 6. Implementation of the schedule.