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Chapter 1 : Library Organization, Management and Administration – Information Science Today

Image: Office Management - Meaning and Definition, Elements. Office management is not only necessary to business organization but also essential to non-business organization. In modern internet society also, there is a need of direction to the individual efforts towards common purpose or objective.

After reading you will understand the basics of these powerful principles of management. Introduction the class At the beginning of the last century the French engineer Henri Fayol created the first principles of management theory. Henri Fayol is classified as the founding father of for example the line and staff organization. Based on his experience as a successful director of a mining company, he developed several theories that are still relevant today. At the time, managers had no formal training. However, the increasing complexity of organizations created a need for professional management. Five Functions of Management Henri Fayol gained world-wide fame for his 14 general principles of management. He distinguished six general activities for industrial enterprises: He defined five functions of management for the management component and these are still seen as relevant to organizations today. These five functions focus on the relationship between personnel and its management and they provide points of reference so that problems can be solved in a creative manner. Planning Planning is looking ahead. According to Henri Fayol, drawing up a good plan of action is the hardest of the five functions of management. This requires an active participation of the entire organization. With respect to time and implementation, planning must be linked to and coordinated on different levels. Organizing An organization can only function well if it is well-organized. This means that there must be sufficient capital, staff and raw materials so that the organization can run smoothly and that it can build a good working structure. The organizational structure with a good division of functions and tasks is of crucial importance. When the number of functions increases, the organization will expand both horizontally and vertically. This requires a different type of leadership. Organizing is an important function of the five functions of management. Commanding When given orders and clear working instructions, employees will know exactly what is required of them. Return from all employees will be optimized if they are given concrete instructions with respect to the activities that must be carried out by them. Successful managers have integrity, communicate clearly and base their decisions on regular audits. They are capable of motivating a team and encouraging employees to take initiative. Coordinating When all activities are harmonized, the organization will function better. Positive influencing of employees behaviour is important in this. Coordination therefore aims at stimulating motivation and discipline within the group dynamics. This requires clear communication and good leadership. Only through positive employee behaviour management can the intended objectives be achieved. Controlling By verifying whether everything is going according to plan, the organization knows exactly whether the activities are carried out in conformity with the plan. Control takes place in a four-step process: Establish performance standards based on organizational objectives Measure and report on actual performance Compare results with performance and standards Take corrective or preventive measures as needed It starts with an overview Each of these steps is about solving problems in a creative manner. Finding a creative solution is often more difficult than discovering what the problem is, than making choices or the decision-making process. It starts with creating an environmental analysis of the organization and it ends with evaluating the results of the implemented solution. This includes activities like planning, organising, commanding, coordinating and controlling. These first five functions of management are still important in organizations today. Develop your skills As a result-oriented manager, instead of focussing on the details of the task, you allow your employees the freedom - within an agreed framework - to approach and accomplish it as they see fit. In this learning journey, you will learn all about this way of managing. Has leadership changed on these points? Share your experience and knowledge in the comments box below. If you liked this article, then please subscribe to our Free Newsletter for the latest posts on Management models and methods. More information Fayol, H. General and Industrial Management. How to cite this article: Five Functions of

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Chapter 2 : Defining the Functions of Management | HuffPost

Office management is the process of planning, organizing, staffing, directing and controlling the administrative functions of an office in order to achieve the objectives of the organization. It is the process of utilizing the office resources efficiently to obtain the best result with less effort and cost.

VP of Marketing Defining the Functions of Management Whether you run your own business, are starting a business, manage a department or just work hard, these four elements are imperative to ensure smooth operation and to meet your necessary operational goals. Planning, Organizing, Motivating, and Controlling. Whether you run your own business, are starting a business, manage a department or just work hard, these four elements are imperative to ensure smooth operation and to meet your necessary operational goals. Plan First and foremost, management must create and stick to a plan. Setting goals is an invaluable task that must be done to establish order within a department or organization. Planning is the base function, as well as the foundation for management. Planning requires looking into and understanding the present state of the company or department and deciding where you want the company or department to be. Once the desired future has been determined, strategic planning must take place in order to get to where the company to that future. Planning is a never-ending story. The minute planning ceases, the company or department will begin to deteriorate. Internal and external factors must be considered when planning is on the table. There will be times that long-term planning must take the back seat when short-term planning becomes a necessity or an emergency. Organize Once plans have been made and are ready to be implemented, organization comes into play. It is impossible to organize until plans have been set; once set, then organization has purpose. Organization combines the resources available to the team or company. These resources might include money, talent, technology, or tools. Management will systemize the division of labor and resources, as well as determine where authority and responsibility lie once organizational efforts have been established. Organization is the next logical step when planning has reached a certain point. Being that planning never ceases, it can be logically be assumed that organization is an ongoing task, as well. Motivate Once planning has been established and organization has begun, motivation becomes necessary to carry out said plans and maintain the established organization. Motivating or directing is also necessary in order to determine where each company or team member should dwell within the organizational confines. Motivation plays a significant part in influencing how each organizational or departmental goal is to be reached. Included in this process is open communication and supervision. This can be achieved through communication - supervisors communicating with employees, and executives communicating with supervisors, co-workers to co-workers, team members to team members. Control Controlling involves evaluating the efforts of the organization in goal achievement. Providing feedback from every corner plus follow-up and follow-thru to evaluate progress and achievement. Cross-functional team meetings and departmental gatherings allow for comment and response or in determining when a change of course is necessary. This function allows for resolution and change that is compulsory. This is a continuous process in that the company and department will forever need to be challenged, controlled, and managed. It is possible to reach goals and attain success through faithful participation in an old-fashioned but timeless management process.

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Chapter 3 : Five Functions of Management & Leading | www.nxgvision.com

Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives and is concerned with efficient and effective performance of the office work.

Personnel Management Personnel Management Personnel management can be defined as obtaining, using and maintaining a satisfied workforce. It is a significant part of management concerned with employees at work and with their relationship within the organization. Personnel management is an extension to general management. It is concerned with promoting and stimulating competent work force to make their fullest contribution to the concern. Personnel management exist to advice and assist the line managers in personnel matters. Therefore, personnel department is a staff department of an organization. Personnel management lays emphasize on action rather than making lengthy schedules, plans, work methods. The problems and grievances of people at work can be solved more effectively through rationale personnel policies. It is based on human orientation. It tries to help the workers to develop their potential fully to the concern. Personnel management deals with human resources of a concern. In context to human resources, it manages both individual as well as blue- collar workers. Role of Personnel Manager Personnel manager is the head of personnel department. He performs both managerial and operative functions of management. His role can be summarized as: Personnel manager provides assistance to top management- The top management are the people who decide and frame the primary policies of the concern. All kinds of policies related to personnel or workforce can be framed out effectively by the personnel manager. He advices the line manager as a staff specialist- Personnel manager acts like a staff advisor and assists the line managers in dealing with various personnel matters. As a counsellor,- As a counsellor, personnel manager attends problems and grievances of employees and guides them. He tries to solve them in best of his capacity. Personnel manager acts as a mediator- He is a linking pin between management and workers. He acts as a spokesman- Since he is in direct contact with the employees, he is required to act as representative of organization in committees appointed by government. He represents company in training programmes. Functions of Personnel Management.

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Chapter 4 : Functions of Management - Planning, Organizing, Staffing, Directing and Controlling

Fayol originally set forth five management functions, but management book authors have condensed them to four: planning, organizing, leading and controlling. The fifth function was staffing. Planning.

The typical company carries out various functions as a part of its operation. Most companies make a product of some kind or produce a salable service. They must also carry out a sales and marketing function, an accounting function, and an administrative function to manage employees and the business as a whole. Operations management focuses on the function of providing the product or service. They apply ideas and technologies to increase productivity and reduce costs, improve flexibility to meet rapidly changing customer needs, assure a safe workplace for all employees, and when possible assist in assuring high-quality customer service. For the most part, the title "Operations Manager" is used in companies that produce a tangible good—manufacturers on the whole. In service-oriented businesses, the person responsible for the operations manager role is often called by another name, one that addresses the service being offered. Examples include project manager, consultant, lawyer, accountant, office manager, datacenter manager, etc. Designing the System Designing the system begins with product development. Product development involves determining the characteristics and features of the product or service to be sold. It should begin with an assessment of customer needs and eventually grow into a detailed product design. The facilities and equipment used in production, as well as the information systems needed to monitor and control performance, are all a part of this system design process. In fact, manufacturing process decisions are integral to the ultimate success or failure of the system. This decision answers the basic question: How will the product be made? Product design is a critical task because it helps to determine the characteristics and features of the product, as well as how the product functions. These are important factors on which customers make purchasing decisions. In recent years, new design models such as Design for Manufacturing and Assembly DFMA have been implemented to improve product quality and lower costs. DFMA focuses on operating issues during product design. QFD is a set of planning and communication routines that are used to improve product design by focusing design efforts on customer needs. Process design describes how the product will be made. The process design decision has two major components: The technical component includes selecting equipment and selecting a sequence for various phases of operational production. Facility design involves determining the capacity, location, and layout for the production facility. Facility location is the placement of a facility with respect to its customers and suppliers. Facility location is a strategic decision because it is a long-term commitment of resources that cannot easily or inexpensively be changed. When evaluating a location, management should consider customer convenience, initial investment necessary to secure land and facilities, government incentives, and operating transportation costs. In addition, qualitative factors such as quality of life for employees, transportation infrastructure, and labor environment should also be taken under consideration. Facility layout is the arrangement of the workspace within a facility. It considers which departments or work areas should be adjacent to one another so that the flow of product, information, and people can move quickly and efficiently through the production system. Implementation Once a product is developed and the manufacturing system is designed, it must be implemented, a task often more easily discussed than carried out. IF the system design function was done thoroughly, it will have rendered an implementation plan which will guide activities during implementation. Nonetheless, there will inevitably be changes needed. Decisions will have to be made throughout this implementation period about tradeoffs. For example, the cost of the originally planned conveyor belt may have risen. This change will make it necessary to consider changing the specified conveyor belt for another model. This, of course, will impact upon other systems linked to the conveyor belt and the full implications of all these changes will have to be assessed and compared to the cost of the price increase on the original conveyor belt. Planning and Forecasting Running an efficient production system requires a great deal of planning. Long-range decisions could include the number of facilities required to meet customer needs or

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studying how technological change might affect the methods used to produce services and goods. The time horizon for long-term planning varies with the industry and is dependent on both complexity and size of proposed changes. Typically, however, long-term planning may involve determining work force size, developing training programs, working with suppliers to improve product quality and improve delivery systems, and determining the amount of material to order on an aggregate basis. Short-term scheduling, on the other hand, is concerned with production planning for specific job orders who will do the work, what equipment will be used, which materials will be consumed, when the work will begin and end, and what mode of transportation will be used to deliver the product when the order is completed. Managing the System

Managing the system involves working with people to encourage participation and improve organizational performance. Participative management and teamwork are an essential part of successful operations, as are leadership, training, and culture. In addition, material management and quality are two key areas of concern. Material management includes decisions regarding the procurement, control, handling, storage, and distribution of materials. Material management is becoming more important because, in many organizations, the costs of purchased materials comprise more than 50 percent of the total production cost. Questions regarding quantities and timing of material orders need to be addressed here as well when companies weigh the qualities of various suppliers. What factors influence buying decisions for these entities? For most services and goods, price, quality, product performance and features, product variety, and availability of the product are critical. All these factors are substantially influenced by actions taken in operations. For example, when productivity increases, product costs decline and product price can be reduced. Similarly, as better production methods are developed, quality and variety may increase. By linking operations and operating strategies with the overall strategy of the organization including engineering, financial, marketing, and information system strategy synergy can result. Operations become a positive factor when facilities, equipment, and employee training are viewed as a means to achieve organizational objectives, rather than as narrowly focused departmental objectives. In recognition of this evolving viewpoint, the criteria for judging operations are changing from cost control a narrowly defined operating objective to global performance measurements in such areas as product performance and variety, product quality, delivery time, customer service, and operational flexibility. Advances in technology make it possible to build better products using fewer resources. As technology fundamentally changes a product, its performance and quality often increases dramatically, making it a more highly valued commodity in the marketplace. But the growth in high-tech business applications has created new competitors as well, making it important for businesses to try to register advantages in any and all areas of operations management. Over time, operations management has grown in scope and increased in importance. As operations management continues to develop, it will increasingly interact with other functional areas within the organization to develop integrated answers to complex interdisciplinary problems. Indeed, such interaction is widely regarded as essential to long-term business success for small business establishments and multinational corporations alike. Universal Publishers, March Sharma, Anand, and Patricia E. Simon and Schuster, Productivity Press, October

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Chapter 5 : Office Management | Meaning and Definition | Elements

These elements include interpersonal, communication, organizational and time management www.nxgvision.com skills and techniques will be required in a blended and integrated way as you meet the challenges of your workplace.

Automation A management information system MIS is a computerized database of financial information organized and programmed in such a way that it produces regular reports on operations for every level of management in a company. It is usually also possible to obtain special reports from the system easily. The main purpose of the MIS is to give managers feedback about their own performance; top management can monitor the company as a whole. Information displayed by the MIS typically shows "actual" data over against "planned" results and results from a year before; thus it measures progress against goals. The MIS receives data from company units and functions. Some of the data are collected automatically from computer-linked check-out counters; others are keyed in at periodic intervals. Routine reports are preprogrammed and run at intervals or on demand while others are obtained using built-in query languages; display functions built into the system are used by managers to check on status at desk-side computers connected to the MIS by networks. Automation emerged in the s in the form of tabulating cards which could be sorted and counted. These were the punch-cards still remembered by many: Each card was the equivalent of what today would be called a database record, with different areas on the card treated as fields. Punch cards were used to keep time records and to record weights at scales. Census used such cards to record and to manipulate its data as well. When the first computers emerged after World War II punch-card systems were used both as their front end feeding them data and programs and as their output computers cut cards and other machines printed from these. Card systems did not entirely disappear until the s. They were ultimately replaced by magnetic storage media tape and disks. Computers using such storage media speeded up tallying; the computer introduced calculating functions. MIS developed as the most crucial accounting functions became computerized. Waves of innovation spread the fundamental virtues of coherent information systems across all corporate functions and to all sizes of businesses in the s, 80s, and 90s. Within companies major functional areas developed their own MIS capabilities; often these were not yet connected: Personal computers "micros," PCs appeared in the 70s and spread widely in the 80s. Some of these were used as free-standing "seeds" of MIS systems serving sales, marketing, and personnel systems, with summarized data from them transferred to the "mainframe. Equipped with powerful database engines, such networks were in turn organized for MIS purposes. Simultaneously, in the 90s, the World Wide Web came of age, morphed into the Internet with a visual interface, connecting all sorts of systems to one another. Midway through the first decade of the 21st century the narrowly conceived idea of the MIS has become somewhat fuzzy. Management information systems, of course, are still doing their jobs, but their function is now one among many others that feed information to people in business to help them manage. Systems are available for computer assisted design and manufacturing CAD-CAM ; computers supervise industrial processes in power, chemicals, petrochemicals, pipelines, transport systems, etc. Systems manage and transfer money worldwide and communicate worldwide. Virtually all major administrative functions are supported by automated system. Many people now file their taxes over the Internet and have their refunds credited or money owing deducted from bank accounts automatically. MIS was thus the first major system of the Information Age. At present the initials IT are coming into universal use. The term used to be restricted to large systems running on mainframes, but that dated concept is no longer meaningful. A medical practice with a single doctor running software for billing customers, scheduling appointments, connected by the Internet to a network of insurance companies, cross-linked to accounting software capable of cutting checks is de facto an MIS. It can link to the inventory systems, handle accounting, and serves as the base of communications with each rep, each one carrying a laptop. Virtually all small businesses engaged in consulting, marketing, sales, research, communications, and other service industries have large computer networks on which they deploy substantial databases. MIS has come of age and has become an integral part of

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small business. But while virtually every company now uses computers, not all have as yet undertaken the kind of integration described above. To take the last step, however, has become much easier;-provided that good reasons are present for doing so. The motivation for organizing information better usually comes from disorder;-ordering again what has already been ordered, and sitting in boxes somewhere, because the company controls its inventory poorly. There are sometimes also reasons for not automating things too much: In that process a knowledgeable resource-person brought in from the outside can provide a great deal of help. If the problem is over-stocking, for example, solving that problem will often become the starting point for a new information system touching on many other aspects of the business. The first question a consultant is likely to ask will concern how things are managed now. In the description of the process, the discovery of potential solutions will begin. It is usually a good idea to call on two or three service firms for initial consultations; these rarely cost any money. Once the owner feels comfortable with one of these vendors, the process can then be deepened. The business owner has the option of buying various software packages for various problems and then gradually linking them into a system with the help of a value-added reseller VAR or a systems integrator. This solution is probably best for the small business with fewer than 50 employees. Larger companies may in addition also want to explore options offered by application services providers or management service providers ASPs and MSPs respectively, collectively referred to as xSPs in installing ERP systems and providing Web services. ASPs deliver high-end business applications to a user from a central web site. MSPs offer on-site or Web-based systems management services to a company. ERP stands for "enterprise resource planning," a class of systems that integrate manufacturing, purchasing, inventory management, and financial data into a single system with or without Web capabilities. ERPs are very popular with larger and mid-sized firms but were increasingly penetrating the small business sector as well in the mids. Retrieved on 15 April Managing the Digital Firm. Time to plunge into automated systems. These articles are editorially independent - that means editors and reporters research and write on these products free of any influence of any marketing or sales departments. In other words, no one is telling our reporters or editors what to write or to include any particular positive or negative information about these products or services in the article. You will notice, however, that sometimes we include links to these products and services in the articles. When readers click on these links, and buy these products or services, Inc may be compensated. This e-commerce based advertising model - like every other ad on our article pages - has no impact on our editorial coverage. This advertising model, like others you see on Inc, supports the independent journalism you find on this site.

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Chapter 6 : What are the Key Elements in Project Management?

In case beta, functions usually associated with the project management office were integrated with management, and case beta did not have a separate project management office. Project support functions included normal administrative functions such as cost management and coordination of resources to increase project efficiency.

Library Organization, Management and Administration This study delineates subtle distinctions in organization, management and administration which may be equally important for organizers, managers and administrators of all types of institutions and enterprises- either academic, business, industrial or learned, and the study may be useful and applicable not only to library and information science, but also to management. In this study, however, to avoid confusion, we will refer to organization as a step or method of making logical arrangement of work of an enterprise as a part of management and administration. The present study, however, is an endeavour to remove such probable confusion and controversy and is intended to establish the distinctions, through appraisal of the thesis of distinguished writers and thinkers in the field, so the study is useful not only to library and information science, but also to other disciplines including public administration, management, finance, statistics, sociology, mathematics, economics, psychology and the like. Organization may be termed as a process of making logical combination of various units of works to assign them to suitable workers in order to attain the avowed objectives of an enterprise or an institution or a library, whilst management may be briefly termed as a process of getting things done through men and materials. Library and Society Society sanctions the organization since it considers the organization capable of satisfying some need. This has been true of the traditional library, which was basically book oriented, and which has been passed on by society as a useful organization. This necessity has given rise to the development of multimedia library to face the challenge of the society through its diversified materials including audio-visual aids, techniques, and contemporary technology including computerization and on-line literature search. An organization is composed of persons who share common interest to attain the same objectives. The roles of these members are structured around the activities or functions necessary to the accomplishment of present objectives. Management furnishes them with the needed tools, equipment, and facilities to achieve the tasks and objectives assigned. The organization creates, through management adequate policies, procedures, authority, accountability, and responsibility for the fulfillment of organizational objective. Organizing is a distinctive basic managerial function which is concerned primarily with formal structure as a means of gaining effective group action. Administration Library organization and library administration are closely related to each other. The distinction between the two is very subtle. Organization comes before administration. The latter starts where the former ends. One lays down theoretical principles, whilst the other puts those principles into practice. An institution or enterprise is established with the aim of attaining certain determined objectives. Organization is a process of classification and arrangement of various functions and jobs of an institution to assign them to respective, classified individuals in various units or departments, while administration involves setting out of definite methods, plans and policies to carry out those functions to achieve the pro-determined objectives. Administration is that phase of an institutionâ€™academic or business enterpriseâ€™which concerns itself with the overall determination and achievement of the major policies and objectives. Organization ensures that men, materials, jobs, various units and their included activities are properly classified, defined and nicely arranged showing harmony and functional relationships, whilst administrative function ensures that personnels are properly fitted to the jobs; works are performed properly with satisfaction; and that men, materials, finance and working conditions are congenial and satisfactory to yield the avowed result. Administration includes various functions or elements, and organization is one of those elements. Administration, on the other hand, means essentially the directing and executive functions that get these jobs done. It involves comprehending purposes and needs ; planning, defining problems, making decisions, finding ways and means, managing and following through; organizing, or recognizing and defining, then putting

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together in sound and simple relationship the component elements or divisions of the operation as a whole, then of its smaller parts-departments, and individual jobs; selection of personnel ; the understanding, choosing and appreciation of people and their development; giving instructions and making supervision 10 ensure that each does his work with distinction. The administrative function also involves certain external and financial aspects, viz. The domain of organization is basically internal and limited, while that of administration may be both external and internal, and, of course, wider. Organization is the formal side of administration, and, in some way, subordinate to it. And one duty of administration is to provide its own administrative instrument, which means to organize. The art or technique of administration is the art of directing and inspiring people, while that of organization is of relating specific duties and functions in a co-ordinated whole. The technique of organizing is prior, in logical order, to that of administering. A good skill of organizing is a necessity antecedent to efficient administration. Administration always presupposes something tangible to administer, and this something only organization can supply.

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Chapter 7 : Program management: Different from project management

All managers at all levels of every organization perform these functions, but the amount of time a manager spends on each one depends on both the level of management and the specific organization. Roles performed by managers. A manager wears many hats.

Good managers discover how to master five basic functions: This step involves mapping out exactly how to achieve a particular goal. The manager first needs to decide which steps are necessary to accomplish that goal. These steps may include increasing advertising, inventory, and sales staff. These necessary steps are developed into a plan. When the plan is in place, the manager can follow it to accomplish the goal of improving company sales. After a plan is in place, a manager needs to organize her team and materials according to her plan. Assigning work and granting authority are two important elements of organizing. A manager needs to do more than just plan, organize, and staff her team to achieve a goal. She must also lead. Leading involves motivating, communicating, guiding, and encouraging. It requires the manager to coach, assist, and problem solve with employees. All managers at all levels of every organization perform these functions, but the amount of time a manager spends on each one depends on both the level of management and the specific organization. Roles performed by managers A manager wears many hats. Not only is a manager a team leader, but he or she is also a planner, organizer, cheerleader, coach, problem solver, and decision maker – all rolled into one. In his classic book, *The Nature of Managerial Work*, Henry Mintzberg describes a set of ten roles that a manager fills. These roles fall into three categories: This role involves human interaction. This role involves the sharing and analyzing of information. This role involves decision making. Not everyone can be a manager. Certain skills, or abilities to translate knowledge into action that results in desired performance, are required to help other employees become more productive. These skills fall under the following categories: This skill requires the ability to use a special proficiency or expertise to perform particular tasks. Accountants, engineers, market researchers, and computer scientists, as examples, possess technical skills. Managers acquire these skills initially through formal education and then further develop them through training and job experience. Technical skills are most important at lower levels of management. This skill demonstrates the ability to work well in cooperation with others. Human skills emerge in the workplace as a spirit of trust, enthusiasm, and genuine involvement in interpersonal relationships. Some managers are naturally born with great human skills, while others improve their skills through classes or experience. This skill calls for the ability to think analytically. Analytical skills enable managers to break down problems into smaller parts, to see the relations among the parts, and to recognize the implications of any one problem for others. Again, managers may acquire these skills initially through formal education and then further develop them by training and job experience. The higher the management level, the more important conceptual skills become. Although all three categories contain skills essential for managers, their relative importance tends to vary by level of managerial responsibility. Business and management educators are increasingly interested in helping people acquire technical, human, and conceptual skills, and develop specific competencies, or specialized skills, that contribute to high performance in a management job. Following are some of the skills and personal characteristics that the American Assembly of Collegiate Schools of Business AACSB is urging business schools to help their students develop.

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Chapter 8 : News, Tips, and Advice for Technology Professionals - TechRepublic

Now, before you think your boss is different, you should also know that the four functions of management are standard across industries, whether that be in a manufacturing plant, a home office, a

Office management is the technique of planning, organizing, coordinating and controlling office activities with a view to achieve business objectives and is concerned with efficient and effective performance of the office work. The success of a business depends upon the efficiency of its office. The volume of paper work in offices has increased manifold in these days due to industrialization, population explosion, government control and application of various tax and labour laws to any business enterprise. Efficiency and effectiveness which are key words in management are achieved only through proper planning and control of activities, reduction of office costs and coordination of all activities of business. Leffingwell and Edwin M. This definition stresses the utilization of resources of business like material, methods etc. According to this definition, a proper understanding of the objective purpose is necessary so that all efforts and activities are directed in its achievement Environment where office work is to be performed is provided by management after proper planning. Environment means surroundings where employees of an enterprise operate. It includes physical factors like location, layout, lighting temperature, ventilation, cleanliness etc. Various business laws, customs practices etc. In this definition, author has treated office management as an art of guiding and directing personal or employees in the organization in the use of various means such as machines equipment, office forms, manual, methods etc. The definition stresses the development of persons in the office and not direction of things. Office management must understand the behaviour and needs of his employee so as to motivate him to work by influencing him and by providing incentives so that objective of the organization is achieved. Following diagram indicates various elements or functions in the process of office management. Importance of Office Management: The following points highlight the importance of office management: Targets or goals are results in quantitative terms which are to be achieved in a given time. Management makes people realize the goals and directs their efforts towards the achievement of these goals. Management helps in utilization of resources effectively. Scarce resources are put to use optimistically by managers. Managers bring about coordination and integration of various resources. It is management which guides the personnel in office in the use of resources. Office costs can only be reduced under the guidance and control of efficient management. Office Management is concerned with doing the office activities in a best and cheapest way. Cost reduction is one of the object of management which can be achieved through work simplification and mechanization. Through better planning, sound organization and effective control, management enables a concern to reduce costs and prepare an enterprise to face cut throat competition. Uninterrupted flow of work is only possible if there is proper planning and control. Management ensures efficient and smooth flow of work. Management helps in maintaining efficiency in an office. A manager not only performs and produces results, but also does it in the most efficient manner so as to contribute towards profit generation. Management has to play an important role in keeping the organization alive. Change in technology and methods must be anticipated and adapted for survival and growth. It is only management which can do so and moulds the enterprise in such a changing environment. Innovation is finding new, different and better method of doing existing work. To plan and manage innovation, management has to play an important role. Efficient management helps in retaining talented and hard working employees by providing them comfortable work environment. Manager must motivate his employees by recognizing and appreciating their talents. Management provides leadership by influencing and guiding office personnel. Managers influence his subordinates to work willingly for achieving organizational goals. Importance of office management is that it helps in planning the change and introducing it at the right time and in the right manner. Due to change in technology methods, work procedures etc. People resist change due to lack of understanding the reasons for change and lack of training in new methods. Management helps in minimizing resistance of people and acts as a change-agent. Office management helps in

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improving public relations and increasing goodwill of an enterprise by dealing with grievances of consumers and general public. Management is beneficial not only to the business enterprises but to the various segments of society also. It provides and maintains link with various types of suppliers, banks, insurance companies, government departments, and general public. It benefits society as a whole by providing its services. Office management helps in harmonizing all the office activities. It facilitates control by influencing behaviour of events to ensure their conformity to plan.

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Chapter 9 : Office management - Wikipedia

Systems management is the combination of four key elements: processes, data, tools, and organization, which are all needed to manage a system efficiently and effectively. Processes deal with how.

Fayol originally set forth five management functions, but management book authors have condensed them to four: The fifth function was staffing.

Planning Planning involves deciding where to take a company and selecting steps to get there. It first requires managers to be aware of challenges facing their businesses, and it then it requires managers to forecast future business and economic conditions. They then formulate objectives to reach by certain deadlines and decide on steps to reach them. They re-evaluate their plans as conditions change and make adjustments as necessary. Planning helps allocate resources and reduce waste as well.

Organizing Managers organize by bringing together physical, human and financial resources to achieve objectives. They identify activities to be accomplished, classify activities, assign activities to groups or individuals, create responsibility and delegate authority. They then coordinate the relationships of responsibility and authority.

Leading Leading requires managers to motivate employees to achieve business objectives and goals. It requires the use of authority to achieve those ends as well as the ability to communicate effectively. Effective leaders are students of human personalities, motivation and communication. They can influence their personnel to view situations from their perspectives. Leading also involves supervision of employees and their work.

Controlling Controlling is a function of management that involves measuring achievement against established objectives and goals. It also requires managers to be able to identify sources of deviation from successful accomplishment and to provide a corrective course of action. Managers first establish objectives and goals, then measure achievement of them, identify anything that is keeping the company from achieving them, and provide means of correction if necessary. Controlling does not necessarily involve achieving only monetary goals and objectives. It can also relate to nontangible goals and objectives like meeting a production quota or reducing customer complaints by a certain amount.