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INTRODUCTION

Office management involves

The planning, design, implementation of work in an organization and to offices. This includes creating a focused work environment, and guiding and coordinating the activities of office personnel to achieve business goals. These activities are evaluated and adjusted to improve and maintain efficiency effectiveness, and productivity.

Functions of Office Management -

When office management has to be implemented in an operative manner, there are certain functions that need to be taken into consideration and these have been stated as follows: (Office Management and Modern Office and its Functions, n.d.).

- 1. Planning** - Planning is concerned with dealing in advance what is to be done; it is the first fundamental function of management. It makes provision of the instructions and courses selecting and relating of facts, and making and using the assumptions regarding the future of action that are required by the managers in order to achieve the goals. Planning is the conception and devising of activities that are required to achieve the desired goals and objectives.
- 2. Organising** - Organising is the process of combining the works done by the individuals or a group to perform the facilities that are required by the personnel to achieve the desired objectives. The duties performed by the individuals make provision of the passage for the resourceful, logical, constructive and synchronised application of the available determinations.
- 3. Staffing** - The function of staffing within an organization refers to the recruitment of the individuals into various jobs and positions in accordance with their qualifications, skills and capabilities. When the employees are recruited, for a certain period of time, they are given training about the organization, its objectives and the job functions, which they are required to perform. Therefore, staffing refers to the methods of

selection, recruitment, training, development, promotion and remuneration of employees.

- 4. Directing** - The function of directing refers to the manners and ways in which the superiors and the employers make provision of directions to their subordinates. Their main objective is to lead them towards the right path. It includes leadership, communication and supervision. Leadership is the ability to influence the individuals to Endeavour enthusiastically for the realization of mutual objectives. Communication is the process of transferring information from one person to the other person; there are various means of communication such as oral, written, and the usage of technological devices to communicate. It includes speaking, listening and responding. The function of supervision also comes under directing, it includes attempts to bring about conventionality between the planned and the actual outcomes. Order to bring about the satisfaction of the requirements and the accomplishment of the desired objectives. The process of motivation moves an individual to perform, work and to take action; this can be done either by the use of power or force, strictness is also sometimes adopted by the employers or the superiors in order to motivate their subordinates. The provision of inducements, benefits and incentives is another way to motivate the employees.
- 5. Motivating** - Motivating is the process of stimulating the individual to take action in when they are offered benefits, then they get motivated to work and satisfying the needs of the employees is another way to motivate them towards the achievement of the desired objectives.
- 6. Co-ordinating** - It means monitoring, balancing and keeping the team together by ensuring the suitable allocation of tasks and works to various members in accordance to their efficiency.

Importance of Office Management-

The following point enlightens the importance of office management:

- (i). Helps in Achievement of Targets. Targets or goals are results in quantitative terms which are to be achieved in a given time. Management makes people realise the goals and directs their efforts towards the achievement of these goals.
- (ii). Optimum Use of Resources 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.

(iii). **Minimisation of Costs** 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 mechanisation. Through better planning, sound organization and effective control, management enables a concern to reduce costs and prepare an enterprise to face cut throat competition.

(iv). **Smooth Flow of Work** Uninterrupted flow of work is only possible if there is proper planning and control. Management ensures efficient and smooth flow of work.

(v). **Helps in Maintaining Office Efficiency.** 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.

Meaning of Modern Office:

The term Office comes from the Roman Latin, *Officium*, a term loosely defined as a 'bureau' or 'a formal position'. In common parlance, it is a place where clerical work is performed and where all kinds of paper work (letters, correspondence, files, records etc.,) are dealt with. It is "a central place where all sorts of clerical work is done to co ordinate and control the affairs of the whole organization".

In the modern days, with growth of industry and commerce, the amount of writing work, correspondence, filing, indexing, computing, scheduling etc. have increased to huge extent. Making or preparing records, using them and presenting them for future reference are office work. In this sense, the office work can be called as a facilitator of the modern management.

Definition of Modern Office:

According to Mills & Standing Ford. The office is the administrative center of a business. The purpose of an office has been defined as the providing of a service of communication and record".

Importance of Offices:

An office is an important unit of the whole organization which is also regarded as the mainspring of a watch. It has its equal importance in the government sector as well as in the private sector. It is essential for the office to perform a number of administrative as well as clerical functions in the process of achieving the organizational objectives.

The importance of office can be explained with the help of the following point:

- (a). **Information Center:** The office serves as an information centre. It collects information from sources like invoices, letters, memos, agreements, vouchers etc., and protects them in safe mode on the basis of their importance for future reference.
- (b). **Proof of Existence:** The office is the evidence for existence and survival of business. As office coordinates the functions of different departments of an organization, without office no business house can survive. People tend to generalize about the existence of business only with the help of regular functioning of an office.
- (c). **Channel of Communication:** The office is the channel of Communication between different people and department of business. The staffs working at various levels of managerial hierarchy are linked with one another through office. Office transmits the information about the functioning of different departments such as personnel, finance, production and marketing with each other.
- (d). **Co-Ordination of Work:** Business is divided into department and sub units for bringing simplicity in the operation. The office will work as a coordinator to maintain the relationship between departments, develops productivity relationship to achieve common goals of an organization.
- (e). **Centre for Formulation and communication of plan and policies:** A business is established with the objective of attaining the certain result. To achieve this result top level manager formulate plans and policies from office. These plan and policies are communicated to related person through the office. Therefore, the office is a centre for the formulation and communication of plans and policies.

(f). Memory Center: Office protects important information of past in a safe manner. The departments and people generally collect needed data from the office as and when they are required. It provides information storage facilities in the form of files and devices on the basis of their importance for future reference. Therefore, the office is considered as memory center

(g). Service Center: The office works as a service centre for different units and departments of an organization. It provides clerical services like mailing, filing, typing printing, supplying resource etc., to all people working in different departments of an organization.

FUNCTION OF MODERN OFFICE

BASIC FUNCTIONS

1. Receiving and Collecting Information
2. Recording Information
3. Arranging and Processing Of Information
4. Storing of Data
5. Communication Of Recorded Data

ADMINISTRATIVE FUNCTIONS

1. Management Functions Office Systems and Procedures
2. Designing and Purchasing of Office Forms and Stationery
3. Selection and Purchase of Office Furniture, Equipments Machinery And
4. Public Relation Function
5. Retention of Records
6. Safeguarding Of Office Assets
7. Controlling Office Cost

Questions

Short answers:

1. State briefly the importance of office.

2. What do you mean by modern office?

long answer :

1. Elaborate the functions of modern office.

2. Discuss the importance of office in modern business organization.

References

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THANKS..