CHAPTER 1: BASIC CONCEPTS AND TRENDS IN OFFICE MANAGEMENT

1. **Definition of Office management**: is a branch of management which is concerned with the services of obtaining, recording and analyzing information, of planning, and communicating, by means of which the management of a business safeguards its assets, promotes its affairs, and achieves its objectives.

By that definition office basically performs five types of activities,

1) **Receiving information**
2) **Recording information**
3) **Preparing and arranging information**
4) **Communicating information**
5) **Safeguarding assets**

*Traditional:* Office management functions were limited to basic clerical services and to office personnel.

*Now office management* has changed significantly due to corporate downsizing, the economy, and technology.

(Please identify the functions of traditional and modern office personnel?)

Organizational charts reflect the change from hierarchical (traditional) to horizontal (nontraditional) management.
3. Administrative Office Management Function

The main responsibility is to manage the *organizational information* by enabling them to enhance their productivity. In the future, this function and services will become even more systems oriented and will use even greater amounts of technology.

**Objectives of AOM**

1. Maximize individual and unit productivity
2. To provide effective management of the organization’s information.
3. To maintain reasonable quantity and quality standards.
4. To develop effective work process and procedures.
5. To provide a satisfactory physical and mental working environment for the organization’s employees.
6. Assigned duties and responsibilities of Office staff
7. To develop communication line
8. To help employees maintain a high level of work effectiveness.
9. To enhance the effective supervision of office personnel.
10. To assure the efficient and proper use of specialized office equipment.
4. A Career in Administrative Office Management

Effective way for organization to get more profit is to minimize the cost of office operations and to develop efficient work methods and procedure.
5. The Administrative Office Manager

*Job responsibilities*

1. Planning Function
2. Organizing Function
3. Staffing Function
4. Directing Function
5. Controlling Function

*Challenges*

- Performing a role of change agents
- Vast (immeasurable) increase in new technology used in offices
- A variety of government regulation
- Developing efficient productivity system
- Newly implemented office systems
**Qualification**

- Understanding various business fundamental such as accounting, marketing, management, statistics, economics, and psychology is desirable.
- Specialized knowledge: work simplification, work measurement, work standards, records management, forms design, data processing, job analysis, job evaluation, office layout, office equipment, cost control, performance appraisal, employee selection, productivity improvement, word processing, and office automation.
- Well-developed leadership skills.
- A commitment to ethical behavior.
- Delegation skills.

**Professionalism:** Certified Administrative Manager (CAM)
**Educational Background:** Certain minimal educational Profile: (Background)

**Roles:** Decision making role, information-management role, and interpersonal roles.

**Skills:** technical skills (problem solving), conceptual skills (analytical), and human skills (soft skills)

6. Job Outlook

Overall employment of office management is expected to grow slowly than the average for all occupations. Opportunities should be best for well qualified and experience person. Such as office administrative service, office communication, office information management, personnel supply, computer and data processing services, will continue to generate most new job opportunities. In some cases, such traditional duties as keyboarding, filling, photocopying, and bookkeeping are being assigned to workers in other units or departments.