Structure

1.1 Principles of management
1.2 Functions of management
1.3 Meaning of modern office
1.4 Office work
1.5 Office Activities
1.6 Office functions

Learning Objectives

After studying this unit, the student will be able to

• To improve knowledge on Office management, Modern Office and its functions.

1.1 Principles of Management

A principle may be defined as a fundamental statements or general truth providing a guide to thought or action. The principles of management are the guidelines are the ground rules for the efficient management of any undertaking. The following are the principles of management outlined by Henri Fayol.

i. Division of work : Principles of specialization are necessary to increase the efficiency in the utilization of labour.
ii. Authority and Responsibility: Responsibility is the corollary of authority and arises from it. Authority is a combination of official and personal.

iii. Discipline: Respect for agreements which are directed at achieving obedience, application, energy and outward marks of respect.

iv. Unity of command: Each employee should have one superior only.

v. Unity of direction: Each group of activities having the same objectives must have one head and one plan.

vi. Subordination of Individual Interest to General Interest: The interest of groups should supersede those of the individual. When they are found to differ, it is the function of management to reconcile them.

1.2 Functions of Office Management

Since office management is similar to the general or administrative management, it performs the same functions as are performed by the management. The functions of office management are.

i. Planning: Planning is concerned with dealing in advance what is to be done. According to Terry, Planning is the first fundamental function of management. It provides, prior to activity, guides and courses for action required by managers in order to achieve goals.

Planning is the selecting and relating of facts, and making and using the assumptions regarding the future in the visualization and formulation of proposed activities believed necessary to achieve desired results.

ii. Organising: According to Oliver Sheldon “Organisation is the process of combining the works done by an individual or a group to perform with facilities necessary form its execution, that the duties so performed provide the best channel for the efficient, systematic, positive and co-ordinated application of the available efforts.

iii. Staffing: Staffing an organisation refers to the selection of men for the various jobs. It refers to choosing and preparing men so that the selection, recruitment, training, development, promotion and remuneration of employees.

iv. Directing: The process of direction refers to the way an executives issues instructions to his subordinate.
It includes leadership, Communication and supervision.

**a. Leadership:** The quality of leadership is the ability to influence people to strive willingly for the realization of mutual objectives.

**b. Communication:** It is the process of passing information from one person to another person. It involves a systematic and continuous process of telling, listening, and understanding.

**c. Supervision:** Supervision attempts to bring about conformity between planned and actual results.

**v. Motivating:** Motivating is a process of stimulating an individual to take action which will bring about the satisfaction of a need and the accomplishment of a desired goal. Motivation moves a person to action. It is achieved by,

(a) The use of power, or force.

(b) Providing inducements and incentives to employees.

(c) By satisfying the needs of the employees.

**vi. Co-ordinating:** It means monitoring, balancing and keeping the team together by ensuring a suitable allocation of tasks to the various members, and by seeing to it that these tasks are performed with an opinion among the members themselves.

### 1.3 Meaning of Modern Office

In Simpler terms we can say office is place where business is carried on. In common Parlance, an office is understood to be a place where clerical work is performed and where all kinds of paper work (letters, correspondence, files, records etc) and 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” A few definitions may be noted.

**Definitions**

1. “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” Mills & Standingford.

2. “An office is a place where business is transacted or professional services are available” Random Hours of Dictionary.
1.4 Office Work

According to the old concept” Office Work” is mostly concerned with the records of an enterprise and making, preserving the records for further usage, so from this we can call office work as clerical work. And office work not only deals with records, it also includes communication, mechanical data processing, planning and scheduling, etc.

According to Leffingwell and Robinson: “Office work is concerned with records and statistics, with communication, with computing, with planning and scheduling. Every office task comes within the scope of one or the other of these activities.”

1.5 Office Activities

Each office has a personality of its own. This personality is a reflection of the purpose for which an office exists. The manufacturing office will have a profile that differs from that of a sales office. The accounting office will have a different orientation from that of a research and development office.” In organizing a new office the office manager must first determine the prime reason existence of that office and then add the necessary ingredients to bring about an efficient operation entity that achieves pre-determined results.

Although offices differ from one another in prime responsibility, many activities are commonly carried out by all the offices. Some of these activities are.

(i) Processing Incoming mail.
(ii) Processing Outgoing mail.
(iii) Dictation.
(iv) Transcription.
(v) Typing.
(vi) Printing.
(vii) Copying.
(viii) Filing.
(ix) Records Retrieval.
(x) Records Disposal; and
(xi) Communication.
1.6 Office Functions

The functions of a modern office may be classified into two categories:

1. Basic functions (or) routine functions,
2. Administrative management functions.

Basic functions (or) routing functions

(a) Receive and collecting information

About the activities of the organization the source may be.

(a) Internal sources: ex. different departments, sections, etc.

(b) External sources: Govt. departments, financial Institutions, universities, general public etc.

(b) Recorded of collected information

In a suitable form, this recorded information is needed for preparing future Policies, and taking decisions.

(c) Arranging (or) Processing of Information

In all the information received cannot be used in the same form. Office has to convert it in form of notes, reports, diagrams, graphs etc, and showing different aspects of business.

(d) Communication of recorded and arranged information promptly

Office has to supply the information to different departments and outside bodies who are related in some way or the other. Ex. Planning is to be done for which future information and projections are to be made on the bias of part information which has to be supplied by the office in the most suitable form.

Administrative Management Functions

A part from the basic functions of an office, there are certain administrative management functions which have to be performed for a smooth functioning of the office.

These functions are outlined below

(i) Management Functions: For efficient functioning of an office the management function includes.
(a) Planning.
(b) Organising.
(c) Staffing.
(d) Directing.
(e) Communicating.
(f) Controlling.
(g) Co-coordinating and
(h) Motivating.

Office work has to be properly planned, and then organized and executed according to the plan.

(ii) **Public Relations Functions**: An office has not only maintains relations with the other departments, it also needs to maintain a good relations with the outside world the public. Maintaining good relations with the company increases the reputation and good will of the company.

(iii) **Retention of the Records**: Office Records includes correspondence, letters, invoices, orders, financial and cost records, minutes etc. These records have to be retained for future reference.

(iv) **Safeguarding Assets**: It is the function of the office to safeguard the assets of the organisation, which may be fixed assets like buildings, plants, Machinery, office equipment, lighting and air conditioning equipment, movable assets like furniture, office machinery, or the cash, title deeds, records and documents etc.

(v) **Controlling Office costs**: With the adoption of scientific methods for office management, a modern office is further supposed to discharge the function of Controlling office costs. This may be done by:

(a) Mechanization of the office.
(b) Adopting time and labour saving devices in the office.
(c) Using better forms.
(d) Analyzing the existing office routines and adopting improved ones.
Short Answer Type Questions

1. Briefly explain the basic functions?
2. What is controlling?
3. Explain the responsibilities of an authority?
4. What is motivating?
5. Define Modern office?
6. What is office work?

Long Answer Type Questions

1. Write the principles of management?
2. Explain the functions of management?
3. What are office activities?
4. Explain the office work?
5. What are the modern office functions? Explain.
UNIT 2

Office Organization and Administration

Structure

2.1 Organization meaning and definition.
2.2 Characteristics of organization.
2.3 Importance of organization.
2.4 Steps in organization management.
2.5 Administration.
2.6 Principles of organization formal and informal organization.
2.7 Types of organizations.
2.8 Functions of administrative office Manager.

Learning Objectives

After studying this unit, the student will able to

• What is an organization its importance and management.
• Functions of Administrative Office Manager.

2.1 Organization Definition

Meaning: Organization is one of fundamental functions of management.
After having thought out the objective or goal of an enterprise and course of
action to be followed, it is necessary to give a practical shape to the work to be performed to meet that objective. In organization, we divide the work, and prepare a structural plan.

**Definitions**

“Organization is a group of people who are co-operating under the direction of leadership for the accomplishment of common end” - Ralph C. Davis.

“Organization is the arrangement of function deemed necessary for the attainment of the objective and is an indication of the authority and the responsibility assigned to individual charged with the execution of their respective functions.”

### 2.2 Characteristics of an Organization

On careful analysis of the above definitions the following characteristics of an organization emerge:

1. It is a group of individual which may be small or large.
2. The group in the organization works under the direction of executive leadership.
3. It is a function of arrangement.
4. It consists of some direction authority which controls the collective efforts of the group.
5. It refers to a structure of duties and responsibilities.
6. It is established for accomplishments of common objective.
7. It is continuous function and is preferred in varying degrees by all levels of management, from the first line supervisor to the top executive of the enterprise.
8. It cannot be static for simple reason that an organization which is effective today may not be satisfactory tomorrow. It needs periodic changes and modifications according to current needs and situations in terms of objective, jobs and personnel.

### 2.3 Importance of Organization

The need for organization arises when two or more people work together. A one-man business will have no difficulty about co-coordinating the efforts of the buying, selling and other management functions of business. “But when the business starts to grow, and separate departments are created for buying, sales,
accounting administration, and so on, the need for organization grow with it”. With the growing complexities of a large scale organization, the need and importance of organization has grown substantially.

The importance of organization can also be judged from the fact that a good organization is now regarded as the foundation of sound management.

2.4 Steps in Organization Management

Organizing refers to the grouping of activities necessary for the attainment of objective. It also indicates the authority and the responsibility assigned to individual charged with the execution of their respective functions.

The following steps are involved in organizing the structure of an enterprise.

(a) Knowledge of objectives: While organization, it is important bear in mind the objective or target of organization or department. The objective must be determined, keeping in view the environmental situation. They must be clear, precise and complete, and free from ambiguity or confusion. Unless the manager or supervisor knows the objective, he may not be able to organize properly and motivate people towards the attainment of the objective.

(b) Division of work into activities: After laying down objectives, the manager must identify the total work involved in achieving them. For instance, the total work involved of a manufacturing enterprise may be divided into production, finance, personnel, marketing and such other activities.

(c) Grouping the activities: The next step is to group the various activities into practical units based on similarities and importance, and to indicate the person who would do the work. For instance, purchasing, marching, assembling may be placed under manufacturing while recruiting, training job grading, compensation may be placed under personnel.

(d) Defining and assigning activities to jobs: Jobs must be clearly defined and the activities related to them must clearly identified and assigned. This will help the management to fix the authority and responsibility of the employees concerned.

2.5 Administration

There is a sharp difference of opinion among experts about the meaning and significance of the term “administration”, “management”, and “organization”. Some writers maintain that there is no difference between these terms, while others are of the view that they are not synonymous and have different meanings.
Management versus administration

The term administration is that function of an enterprise which relates to the overall determination of policies and major objectives.

(i) “Administration is the function of determining the policies upon which the enterprise is to be conducted, while the function of management is to carry out the policies laid down by the administration group.” - Leffingweel and Robinson

(ii) “Administration is largely determinative, whereas management is essentially executed.” - Oliver Sheldon.

(iii) “Administration includes broad policy-making and management is a part or element of administration” - Prof. Walter.

(iv) The term “administration “is more often used in non-business enterprises or government departments. The term management may be used for business and non-business enterprises.

2.6 Principles of organization and formal and informal organization

However, there are certain principles which have more or less universal application and which have more or less organization an office. The task of the office manager is planning organization becomes easier if he takes into consideration the following general principles of organization:

(i) Principles of objective: The objective of an enterprise should be clearly laid down. Within the enterprise, there should be unity and uniformity in the policies and objectives of difference departments so that every part of the organization, including the office.

(ii) Principle of inter-related function: Because organizations no longer have mutually exclusive function, but rather integrated functions, the functional area-for example, sales, production, finance, marketing and personnel-are interrelated.

(iii) Principle of definition: The duties, responsibilities, authority and relations of everyone in the organizational structure should be clearly and completely defined, preferably in writing.

(iv) Principle of work assignment: the work assignment for each individual in the organization should be taken into consideration the special strength and talents of the individual. This means that an individual should be given an assignment commensurate with his or her ability and interests.
(iv) **Principles of ultimate responsibility**: The responsibility of a higher authority for the acts of his subordinate is absolute; that responsibility to his workers to do a given job, and the worker commits a mistake, the supervisor is the one accountable to his superiors.

He cannot escape responsibilities by saying that the mistake was committed by a particular worker.

(v) Principle of flexibility.

(vii) Principle of division of work.

(viii) Principle of discipline.

(ix) Principle of continuity of operations.

(x) Principle of employee participation.

**Formal and Informal organization**

**Formal organization**: A formal organization is one in which position, responsibility, authority and accountability at each level is clearly defined. A formal organization is bound by the rules, systems, producers and methods as laid down by the top management from time to time.

According to George R. Terry, there are four basic components of a formal organization.

(i) The work- which is divisionalised;

(ii) Persons- who are assigned to perform the divisionalised jobs;

(iii) The environment- under which the work is done; and

(iv) The relationships- among persons or work units.

A formal organization is systematically planned and is based on the principle of the delegation of authority and the principle of responsibilities. It makes use of organization charts and attempts to maintain a balance among the various types of work to be done each being given the importance that its true value deserves.

The advantages of formal organization include

(i) Avoidance of role conflict.

(ii) avoidance of overlapping of authority and responsibility

(iii) advantage of specialization;
(iv) Defining and standardizing systems, rules, policies and procedures of an enterprise, etc.

The limitations are

(i) It does not recognize informal relationships;
(ii) It creates problem of communication;
(iii) It emphasizes structure rather than people.

Informal organization

An informal organization always exists together with a formal organization in every enterprise. In an organization, people evolve informal groups among themselves which are bound together by common social, technological work or other interests. Such groups make up an informal organization.

According to Davis “an informal organization is that network of personal and social relations which is not established by formal organization.” It is an accepted fact that wherever people work together, social relationships and groupings are bound to arise on account of their frequent contact with one another which give rise to informal organizations.

The advantages of an informal organization are

(i) It provides a useful channel of communication;
(ii) It covers deficiencies of formal organizations;
(iii) It influences the formal organizations to work carefully;
(iv) It brings about mutuality among group members who derive job satisfaction by an exchange of ideas and views, etc.

Its limitations are

(i) It may tend to act on basis of mob psychology.
(ii) It may be a source of rumors or wastage of time;
(iii) It may tend to oppose change.

2.7 Types of Organization

The process of organization involves the grouping of activities and the establishment of authority relationships among these activities. But even this is not enough. The various activities have to be necessarily co-ordinate for the accomplishment of organizational objectives.
There are four different types of organizations, viz.

(i) Line organization.

(ii) Functional organization.

(iii) Line and staff organization; and

(iv) Committee organization.

2.8 Functions of Administrative Office Manager

An Administrative Office Manager has to perform the following functions and duties:

(i) Layout: It includes planning the layout, maintenance and safeguarding of the building and providing a proper work environment in the office.

(ii) Equipment: It includes selections, purchase, standardization, maintenance and replacement of furniture, equipment and office machines.

(iii) Organization: It includes the preparation of organization charts and manuals, laying down of the functions of department and supervising departmental operations.

(iv) Communication and Correspondence: It includes the handling of inward and outward mail, the organization and supervision of office correspondence and messenger service, telephone and intercom system, data communication system, etc.

(v) Records Management: It includes the organization and supervision of filing and indexing, sorting, classification, protection and destruction of records, etc.

(vi) Reproduction: It includes duplicating, copying, printing and other reproduction services.

(vii) Budgeting and Cost Analysis: It includes the preparation of departmental and master budgets, allocation of revenues and expenses and control of office costs, etc.

(viii) Reporting: It includes the preparation of reports and minutes, and the collection and presentation of data to the top management.

Summary

Administrative Office Management: The term administrative managements reflects the enlarged scope of an Office Manager’s
Short Answer Type Questions

1. Define Organization?
2. What is functional organization?
3. What is formal organization?
4. Explain the principles of span of controller?
5. What is record management?
6. Mention the types of Organization.
7. What is meant by Administration?
8. What is informal organization?

Long Answer Type Questions

1. Give the definition of organization?
2. Explain the characteristics of an organization?
3. Write the importance of organization?
4. Describe the steps in organization?
5. What is formal & informal organization?
6. Explain the functions of administrative office manager?
7. Explain the principles of Organization.
Structure

3.1 Introduction to office accommodation
3.2 Principles.
3.3 Location of Office.
3.4 The Office building.
3.5 Office Layout.
3.6 Office Environment
3.7 Types of lighting systems
3.8 Ventilation.
3.9 Interior Decoration.
3.10 Furniture.

Learning Objectives

After the end of this unit, the student should be able to.

• Learn the importance of office accommodation.
• Identify the good environment to establish an office.
• Understands the types of interior decorations to be made in an office and how it reflects towards employees.
3.1 Introduction to Office Accomodation

Every office manager is concerned about getting office work performed with the maximum efficiency and at minimum cost. This would be possible only if he makes a proper selection of employees, gives them a proper training and guidance, and places them in appropriate jobs. However, if the office staff is to work efficiently it must be properly accommodated, have a good working environment, and should be properly equipped with suitable accommodation. Modern equipment and proper working conditions are not in any way less important factor in improving efficiency and reducing costs.

3.2 Principles

While deciding about office accommodation, the office manager should bear the following principles in mind

(i) The office must be located at some convenient place so that it may serve the entire organization in the best possible manner.

(ii) Office space should be sufficient from the point of view the present and future needs of the organization.

(iii) Due provision should be made for the conveniences and amenities required for the comfort and well-being of the staff, e.g. washing room, rest room, water coolers, canteen, etc.

(iv) Service facilities like telephone, lift, internal communication, etc. should be available in the office, while other like banking, transport, market, post office, etc. should be available near the office premises.

3.3 Location of Office

Every office manager should give a full and proper consideration to a suitable location for his office. This location or site is an important consideration because an unsuitable location may result a waste of resource and efforts and result in loss of time, inconvenience and any one to the office staff as well as to the persons dealing with it. The problem of location arises under one or the other of the following conditions

(i) At the time of starting a business enterprise.

(ii) The increased volume of work may require location plan are no longer sufficient for the expanding business, and therefore, the entire expansion of the existing office or a new location is necessary.
(iii) The facilities provided in the original location plan are no longer sufficient for the expanding business, and therefore, the entire expansion of the existing office or a new location is necessary.

(iv) The lease for the office premises has expired and the owner of the premises is not prepared to renew it.

(v) Shifting of the business by the business enterprise from one place or one state to another.

3.4 The Office Building

The problem of choosing the right location for the office premises is as complicated as that of getting a proper and suitable building to accommodate it. The office building should not only be of a proper size and shape, it should also be of such design as to serve the particular needs of the enterprise often, it is rather difficult to get a building which is exactly suited to the requirements of organization. The management should try to obtain such premises which fulfill its requirements in the best possible manner.

The construction of one’s own office building may be necessitated in the following:

(i) When the business is large and well established.

(ii) When the demand for the products in services of the organization is of relative stable character.

(iii) When there is a cost advantage in the construction of the business premises.

(iv) When a specific type of building is required for office purpose e.g., centrally air-condition, sound-proof or specially constructed for housing computers etc.

3.5 Office Layout

After acquiring the building for the office, the important before the office manager is office space planning or office layout. According to Littlefield, “office layout may be defined as arrangement of equipped within the available floor space.

G.R.Terry defines office layout as “the determination of the space requirements and of the detailed utilization of this space in order to provide a practical arrangement of the physical factors considering necessary for the execution of the office work within reasonable cost.”
The object of an office layout is to make arrangements for the placing of men, materials, machines, furniture and equipment within the available floor space of the office in such a way that everything can be utilized in the best possible manner.

(i) The determination of correct amount of space for each employee and for machinery and equipment they use.

(ii) The correct arrangement of furniture, equipment and machinery etc.

(iii) The best possible environment conditions.

3.6 Office Environment

Office environment comprises of following.

(i) Office lighting.

(ii) Ventilation and temperature control.

(iii) Interior decoration and furnishing.

(iv) Office furniture.

(v) Freedom from noise and dust.

(vi) Safety.

(vii) Sanitary arrangement.

(viii) Security

(ix) Secrecy.

Office lighting

Lighting is perhaps the most important of office physical conditions. Probably the best way to grasp the importance of lighting to office management is to realize that virtually every office task is a seeking task. since office work is mostly paper adequate lighting should be provided in any modern office.

Office lighting possible for the worker to see what he is doing—clearly, quickly and accurately “ less than adequate lighting results in delays, and mistakes delays because it takes longer to read in poor light; mistakes because the visual image is indistinct instead of sharp and clear. Moreover, it causes over-strain, fatigue and headache to workers.

Lighting must have the following characteristics:
(i) **Sufficient quantity**: Sufficient quantity of light should be provided. The foot candle is the unit measure of light and represents the amount of direct light obtained from a distance of one foot form the standard candle.

(ii) **Intensity**: The light should provide the right degree of intensity and brightness. The light should be well diffused over the work place and should not cast any shadows. It should also be spread uniformly over all parts of the working surface.

(iii) **No Glare**: An efficient lighting system should not cause any surface glare. Direct glare which results from sunlight or ceiling light can be prevented by the use of shadows or light fixtures.

(iv) **No contrasts**: Abrupt contrast in lighting of work surface and remainder area should be avoided.

### 3.7 Types of Lighting Systems

(i) **Direct**: In this type of lighting, approximately 90-100 percent of the light is directed downward to the working surface. This system makes use of some shade on, or reflector for the source of light. It provides good intensity of light.

(ii) **Semi-direct**: In this system, a transparent or translucent shade is used which is directed 60-80 percent of the light downward; the remaining light is directed upwards and is reflected from the ceiling.

(iii) **Indirect**: In this system, 90-100 percent of the light is directed towards the ceiling or walls and is then diffused and reflected downwards on the work surface. This system provides light which is soft, avoids shadows and glare and does not cause eyestrain.

### Kinds of lighting

(i) **Natural**: Natural light or daylight is the best form of lighting. The maximum use should be made of natural lighting from whatever source available. Windows should be large and high up; but provision should be made to prevent direct sunlight falling upon the surface.

(ii) **Artificial**: Artificial lighting may be used to supplement natural light. Since it is generally not possible to provide natural over the whole working surface, artificial lighting has to be provided so that the working surface may be properly and evenly illuminated.
Artificial lighting is mainly of two kinds

(a) **Fluorescent** : The illumination produced by the fluorescent lighting closely resembles that of natural lighting. Although such lighting is very expensive to install, it is advantageous in the sense that it provides less heat and less glare, last longer than filament bulbs and consumes less electricity;

(b) **Incandescent** : This type of light is provided by filament bulbs. The installation of incandescent lighting is much less expensive than fluorescent lighting.

**Benefits of good lighting in the office**

(i) **Increased output** : A change from poor lighting conditions to good is almost certain to result in some increase in the rate of work output.

(ii) **Better quality of work** : The quality of work in an office can be improved appreciably by bring light up to accepted standards where light is not good, errors are more frequent, may be due to eye strain or fatigue.

### 3.8 Ventilation

Ventilation in the office refers to the supply of clean and fresh air in right amount, at the right temperature and of the right humidity.

Proper ventilation is an important aspect of office environment; fresh air must pass through the office regularly. This is possible only when the office premises are properly ventilated. In the absence of proper ventilation, air becomes stale, causes headache, fatigue and restlessness to the employees. On the one hand, lack of proper ventilation makes a person sleepy and unduly tired and adversely affects his health.

**The following methods are generally used to maintain proper ventilation**

(i) **Natural ventilation** : Natural ventilation may be obtained by providing enough doors, windows and ventilators of the right type at the right places. They would ensure a regular flow of fresh air from the outside and of stale air from the inside. Natural ventilation can be increased by providing roof ventilators and internal tube ventilators.

(ii) **Artificial ventilators** : Artificial ventilators may be achieved by use of electric fans, exhaust fans, air-coolers, air filters etc.

**Types of Artificial Ventilators**

(i) **Electric fans** : Electric fans are used to circulate air because air-circulation is much better than stagnant air.
(ii) **Exhaust fans**: These fans expel the stagnant air from the room. They are very effective measures of ventilation.

(iii) **Air coolers**: Air coolers have also become very popular in offices. They draw in the air which passes through water and becomes cool.

(iv) **Room heaters**: Room heaters may be provided during the winter to keep the temperature of the work place above the atmospheric temperature.

(v) **Air conditioning**: Air-conditioning is usually the most suitable form of ventilation. It contributes to mental activity and boosts the efficiency of employees. It is a costly system, but it eliminates the problem of cleanliness, heat and ventilation.

Apart from providing good atmospheric conditions, air conditioning offers the following advantages.

(a) It helps maintain employees’ efficiency.

(b) It helps safeguard their health.

(c) It helps to keep production cost low and.

(d) It helps to protect the product or equipment in the plan.

### 3.9 Interior Decoration

Interior decoration may be described as the art of a careful decoration of interior of a room or a building, it has been found that an attractive décor not only adds to appearance of a room, but has a psychological effect on the people working in it.

**Interior decoration involves**

(i) A tasteful coloring of walls, doors and windows.

(ii) Placing of attractive art objects, pictures, painting and informative charts on the walls.

(iii) Floor covering, curtains and wall hangings, etc.

### 3.10 Furniture

After deciding the layout of the office accommodation and its decoration, it is necessary to turn to the furniture that is to be put in it. Office work mostly indoor desk work; suitable furniture should therefore, be provided for office
clerks so that they may be comfortable enough to perform office work speedily and efficiently. Office furniture is the basic facility with which the employee identifies himself. It is the duty of the office manager, therefore, to provide the right type of furniture in the office.

The usual furniture found in any modern office include desks, chairs and tables, racks, cabinets, cupboards, lockers, safes, trays, almirahs etc. the number of pieces and the kind of furniture to be purchased for any office depends on various factors:

(i) The number of departments and employees
(ii) The nature and volume of work to be performed and
(iii) The office space available for their suitable accommodation.

Factors: In selecting the furniture and other equipment to be used for a specific job, the following six questions should be considered.

(i) Is the working area adequate.
(ii) Can the clerk work comfortably.
(iii) Can the clerk use both hands.
(iv) Can the job be supervised.
(v) Is the work adequately protected against dust loss or damage.
(vi) Is there suitable provision for the clerk’s personal effects.

Short Answer Type Questions

1. Give some examples of artificial ventilation?
2. How to cover the floor covering?
3. Mention any four types of office furniture?
4. What is meant by location of Office?
5. What is Office Layout?
6. Define Ventilation?
Long Answer Type Questions

1. How the office manager can get maximum efficiency with minimum cost explain.

2. Explain principles of Office Accomodation.

3. Describe the importance of office building?

4. Discuss the importance of office layout?

5. Explain the types of lighting systems.

6. Write about importance of Office Furniture.
4.1 Introduction.

Office machines and equipments (often referred to as time and labour saving devices) have become an integral part of a modern office. There are a large number of machines and appliances which may be used for different operations in the office. There are various machines and appliances which increases speed and accuracy of the operations, and reduce work tensions etc.
Office machines also effect saving in the cost of office operations by increasing the output of the work; they make it possible for the management to keep the employees contented by relieving them of much of the pressure and monotony of work.

4.2 Objects of Mechanisation

Mechanization in the office refers to the process by which machines and equipment are introduced with a view to speeding up the administrative process. The decision to shift from manual to machine operations is governed by a comparison of the cost incurred with the cost saved. All the expenses and costs should be weighed against the savings made by their use. The introduction of mechanism leads to saving in time and reduced clerical costs, in the accuracy and speed of operations and in safeguard against fraud. Especially the following objects are important in assessing the desirability of mechanizing the office tasks:

1. Labour saving: Saving labour is the main reason for installation of many machines. But it is not necessarily the most important one. Saving on labour refers to annual savings on their wages, or an increase in the volume of the work handled by the existing office. But it will be effective if the number of employees is reduced after the usage of the machinery.

2. Time saving: Saving the time is another objective of the mechanization. Machines should be used whenever it is important to save time, e.g.; when operations need to complete in specific period of time (such as the preparation of the wage sheets or of dividend warrants).

3. Accuracy: Although accuracy is always desirable, the consequences error, in terms of cost varies considerably in different situations. Office machines may be of special value in promoting accuracy, particularly in the operations of accounting and sales department.

4. Minimization of Frauds: Certain machines, if installed, do not save time or labour, but they help in reducing the chances of fraud, embezzlements, etc. by the employees.

5. Effect on Personnel: Many machine operations relieve manual drudgery, and reduce the monotony of work and fatigue. To the extent machine improve the morale of the employees.

4.3 The Criteria for Selection

When purchase of a machine is justified, the problem becomes one of the choice or in some cases one of the special design, A wide range of types of
machines are available, and the technology is continuously developing new and different types, each is likely to provide optional or special feature that should be consider by the buyer.

A large number of manufacturers of office machines have made the task of office managers more difficult, for making the choice of choosing the right machine, and it is not an easy task. There are some factors that we need to consider for selecting the required office machines.

Factors in Selecting Office Machines

(1) **Ease of operation** : Faster operation, less fatigue, and fewer errors go with ease of operations. Here are some contributory factors; indexing the amounts, operating the control keys etc.

(2) **Flexibility** : Unless there is enough work to keep a highly specialized machine busy, it is better to select one which can be used for different types of work. In absence of the flexibility the purchase of the machine is not at all justified.

(3) **Durability** : A machine is used by different people under varying conditions. Unless, therefore, it is strong and durable, it would be a poor investment.

(4) **Portability** : A machine is frequently moved from user to user or from one place to another place in the same work area. Compactness and ease of handling saves time and energy and increase the use of the machine. Modern machine have been reduced in size and weight without the sacrifice of the quality.

(5) **Adaptability** : If a machine can be used without disrupting an existing system, it would be better to do so than go in for one which necessitates a considerable rearrangement of the forms and records involved, of extensive recopying of information, and of adjustments in procedures.

(6) **Service** : Reliable and continuous performance demands quick repairs and proper maintenance. The machine which can be serviced promptly has advantage over one which cannot be so serviced.

(7) **Operating cost** : This includes such things as supplies, the space occupied, the special equipment and forms required, repairs, etc.

(8) **Reputation of the Supplier** : Few people have the expertise to judge the mechanical qualities of a machine; one has therefore, to depend upon the integrity of the manufacturer and dealer to furnish a good machine and to backup claims and guarantees.
(9) Styling: Modern office require machine which are pleasing in design and colour. Other design functions, such as are satisfactory from the point of view of touch and sound, should also be considered. These includes a convenient keyboards, simple motor bars, proper control keys, uniform action of all keys and levers; quiet operation, and neat, legible printing.

(10) Cost: Cost, not necessarily the purchase price, is a major factor in buying a machine. Frequently, a machine whose purchase price is higher than that of another is a better buy in the long run. If two machines are comparable in terms of savings in labour and time, maintenance costs, supplies and durability, the net purchase price should then be the deciding factor. The net prices include the trading allowances for present equipment and the expected residual values after depreciation.

4.4 Types of Office Machines

The different types of office machines are given below

(1) Type writer.
(2) Stenographic Machines.
(3) Dictating Machines.
(4) Duplicators.
(5) Photocopying Machine.
(6) Accounting and Tabulating Machines.
(7) Addressing and Mailing Machines.
(8) Punched cards Machines.
(9) Electric Computers.
(10) Other Miscellaneous Machines.

(1) Type writers: The typewriter is the most commonly used and best known of office machine. It is used for not only clean and neat letters and reports but also for the fact number of copies can be made with the use of carbon stencils. Type writers are available in different sizes and shapes and have different technological sophistications. Mention may be made of following types of typewriters.

(i) Standard Typewriters.
(ii) Portable Typewriters.
(iii) Noiseless Typewriters.
(iv) Electric Typewriters.
(v) Automatic Typewriters.
(vi) Variable Type machines.
(vii) Typewriter with Additional Attachments.
(viii) Special-Purpose Typewriters.
(ix) Electronic Typewriters.
(x) Electronic Typewriters with Spell check

Fig. 4.1 Type Writer

(2) Stenographic Machines: These machines are also referred as shorthand or steno typing machine. These are machines to which matters can be dictated phonetically on a moving paper tape. The typist then transcribes the tape on an ordinary typewriter. The machine is portable, and skilled operators can maintain at very high speeds. These are mainly suited for reports meetings; for the tapes can be passed on to typists from time to time during the course of the meeting, and the typing can be done almost simultaneously with the meeting.

Fig. 4.2 Stenographic Machines
The main advantage of Stenographic machine is.

(i) Dictating can be taken at a very high speed.

(ii) It is less fatiguing to operate than take down matter in shorthand.

(iii) Since the machine uses phonetic system this machine can be used for taking dictation in any language (English, German, French etc.,)

(iv) This machine is portable and noiseless.

(v) It offers a facility of typing even when dictating is going in progress.

(3) Dictating Machine: Dictation to a stenographer writing in shorthand or typing on a stenographic machine the presence of both dictator and stenographer is needed. This may not be possible always, the stenographer might be busy taking dictation from other executive, or doing some other important work.

The executive may feel the urgency of dictating letters or may want to dictate letters while on tour or at his residence or in the late evening hours. These difficulties may be overcome by the use of dictating machines: The executive may dictate something to the machine and leave the rest of the job to be done by the typist. This machine provides for the storage and later for the reproduction of the spoken messages.

(4) Duplicator or the duplicating machines: It frequently happen that more than one copy of a letter or a document is required. The simplest method is to make the copies at the same time as the original. This is usually done by the use of carbons, carbon-backing or carbonless copy paper. Each of which will provide a small number of legible copies.
But when copies are required in large, or cannot be made in the first instance, duplicating or copying processes are employed. The term copying is therefore used when one or more copies are taken direct from the original. And the term duplicating is used when a sustainable number of copies are prepared from the master copy.

Fig. 4.4 Digital Duplicating Machine

(5) Photocopying machines: Photocopying is a term which covers a number of processes. The essence of the photocopying of any document is that it is an exact photographic copy of the original which is obtained by the use of a special machine, not requiring the assistance of typists. Although the processes differ in many respects, the equipment consists basically of two parts, viz.; the exposure unit, in which the original and copy paper are exposed to a suitable source of light, and the processing unit, in which the copy paper is developed and fixed. The process unit is usually built into the same casing as the exposure unit.

Fig. 4.5 Photocopying Machine

(6) Accounting and Tabulating machines: Modern organizations, including government offices, have to cope with a large volume of figure work. Not only accuracy but also speed too, is essential in doing the figure work.
Accounting machines help in computing and analyzing various types of figures with the utmost accuracy and at fantastic speed.

The various kinds of computing, accounting and tabulating machines are considered below.

(I) Adding listing machine.

(i) Adding Machines: These can be operated either manually or electrically. In a manual operated machine, a key is depressed, and machine prints (and adds) when the cranks at its side is pulled. In electrical machine, however, the power bar takes the place of the crank. There are two major types are there they are.

(II) Non-listing Adding machine.

(ii) Calculating Machines: These machines are used when calculations are made on a large scale. These machines contribute greatly to business efficiencies by eliminating the routine and tiring mental work. And by eliminating errors etc., these are used specially for multiplications and divisions; in addition to normal arithmetic operations they also perform percentages, decimals, square roots, logarithmic etc.

Fig. 4.6 Accounting Machine

(7) Addressing and Mailing Machines

Addressing Machine: Since 1893, when the first addressing machine was marketed, there have been phenomenal improvements in the design and working speed. The term addressing came from the function for which the machine was first designed, viz, reproduction of names and addresses on newspaper wrappers. The machine is in reality an office duplicating machine; out instead of producing many copies of only one master, it prints one copy or a few copies, as required, of each of a series of masters. These machines are used mainly in newspaper offices, banks, insurance companies etc., Addressing machines are of different types:
(i) Metal Plate Machine.

(ii) Film Stencil Machine.

(iii) Spirit Master Process.

**Mailing Machine**: Various types of mailing machine are used to handle inward and outward mail. These machines are called mailing machines and are discussed below.

(i) **Letter opening machines**: These are used to open a mail.

(ii) **Paper folding machines**: these are used where a large number of letters, circulars and other documents are folded each day.

(iii) **Inserting Machines**: These are used to insert the folded letters into the envelopes automatically at a very high speed.

(iv) **An Envelope-sealing machine**: it is used to automatically seal the envelopes. This machine dampens and sticks the flaps of the envelopes and works at a very high speed.

![Addressing Machine](image1.png)

**Fig. 4.7 Addressing Machine**

![Mailing Machine](image2.png)

**Fig. 4.8 Mailing Machine**
(8) **Punched Card Machines**: These machines are used for variety of purposes— for invoicing, sales and purchase accounting, calculation of wages, stock control, cost accounting, budgeting etc., these machines perform clerical operations as well—writing, copying, sorting, comparing etc.,. An average punched card operation involves the following processes:

(i) Preparation of punching documents.

(ii) Punching of the cards.

(iii) Verification of the punched cards.

(iv) Sorting.

(v) Tabulating.

(9) **Office Computers**: Electronic computers are the latest additions to the long list of office machines.

A computer is a replica of a human brain and performs all types of clerical operations quickly and accurately, it is used to solve the business problems...
through the application of a variety of logical, mathematical, logical and decision making techniques. A big computer is capable of carrying out concurrently several completely disassociated jobs or systems in accordance with pre-determined priorities. The basic types of computers are the analog, the digital and digital-analog. The leading manufacturers of computers in the world are IBM, National, Burroughs etc.

(10) Desktop publishing system: It is one of the most promising and exciting application of personal computer technology today. It is called “Desktop Publishing” because most of the tools it requires can fit on top of a desktop. Desktop publishing means literally, running a publishing company from the desktop.

Fig. 4.11 Desktop Publishing Machine

4.5 Miscellaneous Machines

In addition with the above office machines, the following are the some other machines and equipments that are used in modern office.

(1) Time recording clocks: These machines are used to record the correct time of arrival and departure of the office and the factor employees. The time is printed on the cards.

(2) Payroll machines: These machines are also called as steel paymasters; they perform many tasks that are related to payments of wages. They can make calculation of wages, counting the exact money for the employee (by making up the denomination of the notes).

(3) Cheque writing machines: Also known as protectographs, these machines are used to write particulars on a cheque. And crossing it the usage of these machines eliminates the possibility of frauds and alterations of the content of the cheque.
(4) **Cheque signing machines**: This machine imprints the specimen signature of the drawer on a large number of cheques. The use of this machine provides protection against the forging of a signature.

(5) **Numbering machines**: These machines are used to imprint the serial numbers on the office forms, reports and other papers. They are fitted with a self-inking device and change the number automatically it is pressed against a paper.

(6) **Impression stamps**: Different types of rubber stamps are used in an office to imprint date, numbers, time or words like paid, received, cancelled, registered and book post etc.

(7) **Laminators**: It is a machine to protect office documents. It is ideal for laminating engineering drawing, sales literature, legal documents, identity cards, important contracts etc.

**Short Answer Type Questions**

1. How to utilize the computer in an office?
2. What type of points you remember to purchase office equipment?
3. What is miscellaneous machine?
4. What is Office Machine?
5. What is dictating machine?
6. What is Photo copy machine?
7. Define mailing machine?
8. What is Computer?

**Long Answer Type Questions**

1. What is the objective of office machines?
2. Explain the factors in selecting the office machines?
3. Discuss the importance of office machines?
4. Mention various types of office machines.
5. Explain briefly about miscellaneous machines.
UNIT 5

Records Management

Structure

5.1 Records.
5.2 Importance of records.
5.3 Records management.
5.4 Filing.
5.5 Methods of filing.
5.6 Indexing.
5.7 Types of indexing.
5.8 Stationary.
5.9 Importance of stationary.
5.10 Methods of purchasing.
5.11 Stationary control.

Learning Objectives

After the end of this unit the student will be able to

• Understand what is a record, its importance and management is.
• What is filing? its methods.
• Indexing and its types.

• Gain knowledge on Stationary.

5.1 Records

The term record may be defined as “any written data that are made for possible future use”. It refers to the vast bulk of correspondence and other documents which are created, received and stored in any business office.

Classifications of records

(1) Correspondence records.

(2) Accounting records.

(3) Personnel records.

(4) Legal records.

(5) Other business records.

5.2 Importance of records

A large variety of records are found in modern office-letter reports invoices contract voucher circulam minutes notites tex record stastical record pricilist catalogues etc. These records constitute a written evidence of business activities and the memory not recapitulate the numerous transactions taking place every day; records of business transactions must be maintained.

5.3 Record management

Record management is the management control of records. (Peterson) the term records management has been defined to include “the activities of designed to control the life cycle of a record, its creation to its ultimate disposition.

The life cycle of a record refers to the stages through which it passes, including the following: creation, utilization, storage, retrieval, and disposition. according to Littlefield:”records management ,broadly defined ,includes: forms ,reports ,reproduction of written material ,filling records, retention , microfilming and related services.

5.4 Filing

Filing is a form of record-keeping. Documents are filed in order that they may be available for use at some future data, which is the precise purpose of making records. Filing provides a mean of preserving records of business transaction. According to Leffing well:”filing is the process of so arranging and sorting original records, or copies of them, that they can be readily located when required.
5.5 Methods of filing

Various methods of filing are based on the different types of equipment in use. These methods may be classified in two broad categories.

(1) Conventional methods.
(2) Modern methods.

Conventional methods

The old methods of filing are still in common use in most offices. However they are being gradually replaced by modern methods. The most important conventional filing methods.

(1) Methods holders.
(2) Bound books (guard books).
(3) Spike or pillar-and-post filing.
(4) Expanding pockets.
(5) Concertina file.
(6) Box files.
(7) Pigeon-hole method (docketing).

Modern filing methods

The conventional filing methods and equipments are obsolete and useless from the standpoint of large-scale organization. This equipment was useful when the number of record was very small. Many sophisticated, improved and new filing equipment have been developed to meet the filing requirements of a modern business and these may be classified as.

(a) Horizontal filing.
(b) Vertical filing.

(a) Horizontal filing

Horizontal filing indicates the horizontal positions of files. Under this methods, papers, folders, other containers are placed in a horizontal or flat position “one on the top of another on shelves or in shallow drawers.” The paper are filed in a chronological order (date-wise). These files come in a variety of folders. some of these are.
Fig 5.1 Horizontal Filing

(1) **Flat files**: these are covers of cardboard or thick papers, fitted with metal hinges with which to fasten the papers together. A separate cover/file is allotted to each customer or subject, and all the correspondence and document relating to the customer or subject is placed in that cover in a chronological order.

Fig 5.2 Flat files
(2) **Arch files**: these are strong cardboard folders containing strong metal arches, which can be operated by leaves. If a paper is to be filed, it is punched with holes with the help of a punching machine; the lever is then moved upward which opens the springs or metal arches.

![Fig 5.3 Arch files](image)

(b) **Vertical filing**: vertical filing indicates the vertical position of the files. Under this method, paper folders or files are kept in upright or standing position. This system is an improvement on the horizontal filing system in which a great deal of time is consumed in locating a paper or document.

![Fig 5.4 Vertical Filing](image)
• **Folders**: folders are the basis of vertical filing. They are made of manila paper or some other strong paper and are used to hold papers and documents.

• **Cabinets**: for general office use vertical filing cabinets made of wood or steel are fitted with four drawers. The drawers in these cabinets run on ball bearings, and are deep enough to hold the folders in a standing position.

• Suspension filing.

• Lateral filing.

• Open-shelf filing.

• **Visible filing (card filing)**.

### 5.6 Indexing

An indexing is anything that points out or indicates. It is a ready guide to the location of the required file or records. It is a process of determine the documents which are to be filed. It is an important aid to filing and finding because, when a large number of files are maintained for various purposes, they can be located are indicated by some sort of a guide which is known as index.

### 5.7 Types of Indexing

The various types of indexing is also known as methods of systems of indexing. Some of the important types of indexes are given below:

(i) **Page Index**: An ordinary page index consists of a page for each letter of the alphabet, fitted with a tab showing the letters, and on each page is written the names beginning with that letter and quoting the relevant page number. This type of index may take the following forms:

(a) Bound Book Index.

(b) Loose Leaf Index.

(c) Vowel Index.

(ii) **Loose or Vertical Card Index**: A loose card index is used to overcome the difficulties (limitations) of an ordinary page index. It consists of a number cards of small size (12cms x 7cms), each concerned with one item of the index. The references heading is written along the top edge of a card, and the remaining space is used to indicating the place where the corresponding record may be found.

(iii) **Visible card Index**: Under this system, the cards are laid flat in transparent covers in a shallow tray or in a metal frame. Each card is fitted into
metal hinge so that it overlaps the one before it in such a way that a narrow strip at the bottom, containing the name or title, remains visible.

(iv) **Strip Index**: In every office, whatever the organisation, a list of the names, addresses and telephone numbers, etc., of the correspondents has to be maintained.

### 5.8 Stationary

Every modern office requires a large variety of stationery and other articles in connection with its day-to-day work. These include items like paper, carbon papers, typewriter ribbons, pens, pencils, erasers, pins, labels, file fasteners, file boards and file boxes, ball pens and refills, paper rolls, cello tape, link eradicators, type calendars, tapes, stencils, and duplicating paper knife, tags, sealing wax, stamps and stamps pads, envelopes, letterheads and writing pads, and so on.

### 5.9 Importance of Stationery

According to Robert H.A Davis “a ream of your letter head stationery represents 500 contracts! Your stationery is you to your customer and business associates. Select it with as much consideration as you would use an office buyer, if you have the responsibility of selecting the stationery for your firm, remember that you have a great influence over the effect the letter have on your company’s clients, the labour cost of preparing office paper work, and the basic costs of paper consumption.

### 5.10 Methods of Purchasing

The methods of buying may be divided into four main categories, although there may be a combination of them.

1. **Tender**: very large firms and local authorities use the system of purchasing by tender. Here, the purchasing authority decides on the items of stationery, determines the quantity required for, say, a year, and then invites stationery manufactures or dealers to tender the price for the different lots.

   (a) The lowest tender is not always the best or the most economical and

   (b) A contract for a period of time may mean that highest prices would be paid if the market prices should fall during the contract period.

2. **Quotation system**: under this system, every time large quantity of anything is ordered, the different suppliers are asked to submit quotations, perhaps with samples. This system has the advantage of getting supplies from many stationery firms, whose quotations is accepted.
(3) Buying from same suppliers: it is always advantageous to purchase from the same suppliers. Whose quantity and service have been found satisfactory over a period of time.

(4) Spot purchasing: under this method, stationery supplies are purchased through various sales representations who may call upon firm. They sometimes bring samples, and invariably seek to increase the quantities ordered. But this definitely is not a recommended way of buying.

## 5.11 Stationery control

Control over stationery in the stores may be exercised in a number of ways. These include.

(1) Fixation of levels: the simplest method of ensuring continuous supply of all stationery items is to determine the minimum, maximum and re-order levels of the stationery items. These levels may be fixed in the basis of past experience of the rate of consumption, the time taken placing an order and arrival of fresh supplies etc.

(2) Two-bin system: the two-bin system may be employed to keep in bin-B some quantity of stock to be used to avoid the stock out position. When the supplies of bin-A have been exhausted, an order for fresh supplies may be placed for its replenishment before the stock in bin-B is used up.

(3) Stock taking: there are three methods of stock taking: perpetual, continuous and period. Under perpetual stock taking, the counting of the quantities in the stock is made at the time of receipts and issues, the system may be adopted for costly items and for those which are stored in large quantities so that pilferage may be avoided.

### Short Answer Questions

1. What is Filing?
2. Write any five stationery items?
3. What is horizontal filing?
4. What is Indexing?
5. Explain the legal records?
6. What is page index?
7. Explain the spot purchasing?
8. How to fixation of levels?
Long Answer Questions

1. What is record management?
2. Explain the importance of records?
3. Explain various methods of modern filing.
4. Describe what is best filing?
5. Write the types of indexing?
6. Explain the importance of stationery?
7. What steps in methods of purchasing?
UNIT 6

Office communication, Correspondence and Mail Service

Structure
6.1 Importance of communication.
6.2 Effective communication.
6.3 The communication procedures.
6.4 Office correspondence.
6.5 Organization correspondence.
6.6 Mail service.
6.7 Facilities of Mail service.
6.8 Arrangements with the Post Office.

Learning Objectives

After the end of this unit.

- Student should be able to understand what is office communication and its importance.
- Student should be able to understand different communication procedures.
- Student should be able to understand about mail services in detail.
The term ‘communication’ is derived from Latin word ‘communis’ which means common. The process of communication which takes place between one human mind and another establishes a common meeting ground for understanding. Communication is any means by which a thought is transferred from one person to another. It involves receiving information and giving information.

Communication is one of the fundamental functions of an office, and a process essential for all forms of business. It is the process of conveying information from one person to another through post, by telephone, by messenger service or by any other means. The term communication has been defined as “an exchange of facts, ideas, opinions or emotions by two or more persons. It is the process passing information ideas and making one self understood by others. Thus, in its simplest sense, communication is the conveying of information from one person to another.

6.1 Importance of Communication

Communication is a two way channel of transmitting ideas, plans, commands, reports and suggestions that influence attitudes towards an organization and its objectives. It is said that, ‘the success of an organization depends on the adequacy of communication’. The importance of communication may be highlighted thus communication is broadly classified into two types.

(i) Internal communication

Importance of internal communication.

(a) Communication and management control.
(b) Communication and coordination.
(c) Communication and integration.
(d) Communication and motivation.
(e) Communication and training.

(ii) External communication

Importance of external communication.

(a) Communication and external environment.
(b) Communication and competition.
(c) Communication and public relation.
6.2 Effective communication

Communication is a major function of an office. All office work, whether performed in one department or in separate departments, is inter-related and inter-dependent. An efficient performance of office work necessitates a regular exchange of information and messages among individual executives, different department and life blood of a commercial and industrial enterprise. The success of an organization depends to a very large extent upon its ability to communicate effectively with its employees and customers. The effective communication service as part of the office organisation.

Communication systems and procedures

A communication service must be accurate, speedy and economical. The office manager should be familiar with the various devices of communication and the different factors which should be considered before adopting a particular communication system.

These facts are

(i) Speed: The time taken to transmit a message to its destination and the speed of the communication system should be considered on the basis of the urgency of communication the message.

(ii) Distance: The distance between various persons or departments who are in need of a communication service should be considered, and communication media, suitable for covering the distance, should be selected.

(iii) Accuracy: The communication medium which is selected should ensure accuracy in the transmission of messages. If figures are spoken over the telephone, they are liable to be misheard in such cases, written communication is desirable.

(iv) Secrecy: If it is desired that persons other than the intended recipient of the information, should not become aware of the information communicated, the medium that is selected should ensure secrecy;

(v) Safety: The risk of losing the communication in transit should be considered.

(vi) Records: If it is necessary to keep some record of a communication, it would be better to use written communication.

(vii) Impression: A communication should be in such a form the desired reaction from the person receiving it. In some cases, a form of letter is adequate while in other it might result in the communication being thrown unread into the wastepaper basket.
(viii) **Cost** : All elements of cost should be taken into account the relative cost both of installation and running the different systems of communication, should also be considered.

(ix) **Expansion** : The flexibility and scope for future expansion of the communication device to be adopted should be considered.

(x) **The effect of peak load periods** : The selected communication means have the capacity to satisfy the peak loads.

(xi) **Responsibility** : it may be important that responsibility for receipt of communication is fixed by having it in writing with a copy is retained.

### 6.3 The Communication Procedures

According to Louis a Allen, communication is a four way process, It involves.

(i) Asking.

(ii) Telling.

(iii) Listening.

(iv) Understanding.

According to Ernest dale, communication is a four way process, It involves.

(i) A sender.

(ii) A receiver.

(iii) A message.

(iv) A motivation climate.

### 6.4 Office Correspondence

Correspondence and the handling of mail are the two basic office routines of any organization, which are closely related to other office services-typing and duplication, filing and indexing forms management and communication. “Correspondence means communication in writing as between individual and institution on matters of common interest.

### 6.5 Organizing Correspondence

Correspondence may be centralized by creating a separate correspondence section or department: or it may be carried on by each of the department individually.
Centralized correspondence

In a centralized correspondence section, a correspondence supervisor should be appointed to look after all the correspondence.

Advantages: the advantages of a centralized system of correspondence are.

(i) Correspondence is specialized: as a result, there is greater proficiency and high standard of work.

(ii) Centralized correspondence facilities: effective follow-up and leads to better results by ensuring better continuity in correspondence.

(iii) The correspondence: staff can be adequately and quite easily trained. The cost of training is fairly low.

(iv) Specification: the correspondence activity tends to increase the rate of output as well.

Disadvantages

(i) Delays are caused because drafts correspondence may be sent back and forth from correspondence department to a functional department and vice-versa.

(ii) A centralized correspondence section may lack adequate technical and specialized knowledge of a particular functional department.

(iii) The work of functional departments may be interruptible because of frequent visits, inquiries, collection of information, etc.

Decentralized correspondence

Under the decentralized correspondence system, each functional department makes its own arrangements for correspondence.

Advantages

(i) There is no interruption in the work

(ii) Departmental correspondence takes care of the technical and specialized needs to different functional departments.

(iii) The sense of departmental loyalty on the part of the correspondence staff tends to result in better quality work.

Disadvantages

(i) Departmental correspondence staff may lack proficiency in the art of correspondence.
(ii) Under a decentralized system, the correspondence staff may not be adequately trained. The problem of absence and replacement may also upset departmental functioning.

(iii) There may be lack of co-ordination between different departments on policy matters, which will be reflected in the correspondence of different departments.

6.6 Mail services

Mail may be described as the written communication that passes through the messenger service or the post office. Every business house maintains continuous contact with its customers, branches and departments, and government’s agencies.

Business mail is of three distinct types.

(i) Incoming or inward mail.

(ii) Outgoing or outward mail.

(iii) Inter-department mail.

These three types of mail may be in the form letters, documents, packets, parcels, telegrams, orders.

Efficiency of mailing service

A mailing service is an integral part of office activity, and the backbone of modern organizations. An efficient mailing service offers the following advantages.

(i) It ensures continuous contact with outsiders

(ii) It creates a lasting impression on outsiders

(iii) It improves inter-departmental relation and efficiency.

(iv) It supplements the efforts of the correspondence and records management departments.

6.7 Facilities for mail service

The type and the extent of facilities to be provided for the handling of the mail service depend upon the volume of mail to be handled. For instance, the space and the number of mailroom staff depends upon the volume the work and the extent to which mechanical equipment is used. A proper mail service facility should be provided for at the time of formulating the layout plan or the
office, so that the mailing service is integrated with the activities of whole organization and serves it in the best possible way.

6.8 Arrangements with the post office

Small business often prefers to have their inward mail dropped into their letter boxes special arrangements by big business houses are.

(a) Post boxes: Post boxes are available on rent at certain major post offices. Any individual or firm may rent such a box from a post office, from which he or his messenger may collect his letters or parcels. Every post box is allocated a number, and any postal article bearing that number is placed into that post box.

Advantages: Post boxes offer the following advantages.

(i) Regular and early delivery of correspondence.

(ii) Correspondence may write only the post box number instead of detailed address of the addressee.

(iii) The renter or his messenger may clear the post box as and when he desires to do so.

(b) Post bags: Under this arrangement, a bag and a lock and duplicate key are supplied by the renter to the post office. All postal articles addressed to his firm are placed by the postal authorities in that bag, which is delivered to the renter.

This system offers the following advantages.

(i) It provides a safeguard against tampering with the letters between the post office and the firm’s office.

(ii) This arrangement is particular suitable in mail order business, when a large volume of inward mail is received.

(iii) The renter may use such bags to dispatch unregistered outward mail to the post office.

Short Answer Type Questions

1. What is communication?

2. Write any three facts of communication?

3. Write four phases of work in organization?
4. Define office correspondence.
5. What is Mail Services?
6. What is the Organising Correspondance?

Long Answer Type Questions

1. Describe the importance of communications?
2. What is effective communication system and procedure?
3. Explain the process of communication?
4. Explain the facilities for mail service?
5. Explain briefly about centralised correspondence? Explain its advantages and disadvantages.
6. What are the advantages and disadvantages of decentralised correspondance.
7. What is mail services? Explain the efficiency of mail service.
8. What are the arrangements with Post Office?