OFFICE MANAGEMENT SYLLABUS

PAPER I

(i) Controlling Forms; Supplies, Standards

Controlling of office forms - Determine what is being accomplished -Evaluation of present forms-Applying Corrective Measures -Gains from controlling forms Controlling Office Supplies - Controlling and Standard -Extent of Standards- Advantages of Standards. Means of Expressing Standards -Change and Standards -Office standardization - Meaning and Implication.

(ii) Controlling office Quantity and Quality

The problems of Quantity. Variation - Quantity Controlling Efforts Means of controlling office work Fluctuation Routing-Scheduling - Dispatching - Office Quality Control - Office Quality Control Approaches Statistical Quality Control Chance and Assignable causes Control Chart- Implementing SQC in an office.

(iii) Controlling Office Time-Use

Office work measurement - measuring Unit - modified work measurement Units Timing office work -Preliminaries of office Time standards -Subjective Judgement Past Performance Records - Work sampling - standard Time Data -Stopwatch study Standard Data from stopwatch study -Example of office Time standards - PERT

(iv) Office Cost Controlling and Budgeting

Cost and the office manager -Approaches to cost reduction -Items offering Greatest cost reduction opportunities cost consciousness among employees. Establish effective cost control programme -Determining. What is Being accomplished cost wise -Evaluating. The cost expenditure applying corrective action, if necessary, why use a Budget? Kinds of Budgets -All Budgets concern the office Manager Preparation of the Budget -The Budget period -Revision of Budget Making Budgeting more effective.

(v) Office Manuals

Evaluation of Manuals - Types of Office Manuals - Manual of policies-Manual of operations -Manual of office Rules and Regulations - historical Manual -Multiple purpose manual -Sources for manual

2. Organizing:

(i) The Office Organization

Management and organising -objective and organizing -Meaning of organizing Relating of office, to organization of Enterprise- Organizational content and placement of the office -The office services Arrangement -The systems and procedures Arrangement -

The Modified systems and procedures Arrangement-The Administrative service-organizational arrangement -The top staff, administrative services- Arrangement, centralization and office organizing, Evaluation of office Centralization The office Activities.

(ii) Organizing work Division and People

Work Division -Existent Division of work - Individual -Job content -Job specialization - Work Division Arrangement - What Arrangement to Use -job analysis -obtaining job analysis data -Job Description -Importance of people in organizing -Manager's attitude and organizing Organizing and social implications -challenge of organization and people to manager.

(III) Authority and Organizational Relationships

Characteristics of Authority - Span of Authority -Organizational Relationships and span of Authority -Responsibility -Delegation of Authority - problems of Delegation -Developing Delegation of Authority. Line Authority and Staff Authority -Advisory Staff Authority -Functional Staff Authority -Service Staff Authority -Control Staff Authority - Organization Charts - The Line Organization. The Line and Staff Organization - Use of Committees.

(iv) Dynamic Office Organizing

Responsibility for organization changes- organization continuity - need for organization Balance -major influences Bringing organization change -process and machines Used the relationships followed The Degree of centralization practiced. The personnel Employed recruiting -sources of office help selection of office help - Tools of personnel Selection Format for reorganizing

(v)Principles of Office Organizing

Benefits of good organization organizing principles. consideration of the objective of the Enterprise. Utilization of Functions as Essential Components-Establish Reasonable Organizational Units - Definition of each job - Organizational Measurement of productivity- Consideration of the Human Element. Provision of Effective Leadership -Unity of Effort Attainment

Determination of clearly defined channels of Authority and responsibility - Establishment of definite Authority and Responsibility-Establishment of climate for Delegation of Authority- provision for

coequality of Authority and Responsibility -Hold the organizational levels to a minimum- Attention to co-ordination of the Activities - Provide flexibility in organization -Application of simplicity.

PAPER II
1. Actuating:
(I) Motivating Office Personnel
Historical Developments of Viewpoints towards Employees - Motivating Employees -motivation Basis -Leadership communication - communication media - suggestion systems- merit rating -merit rating Plans - administration of merit rating- promotions- Absenteeism and Tardiness Employee Economic- security, -Employee's recreational activities -Suggestions for Effective motivating research in Actuating office Employees.

(II) Office Salary Administration

Administration of compensation -job Evaluation- pricing the job - job price range -Advantages of job Evaluation -How well the Incumbent is doing his job- Fundamentals of office Incentive plans -Fringe Benefits- Social and Economic influences.

(III) Developing Office Employees
Fundamentals of Developing -objectives of supervisory Training - objectives of Employee Training -Advantages of Training- Types of Training- Make up of Training; Programme-Cost of Training- Effectiveness of Training.

(IV) Safety and Trade Unionism in the Office

Office Accident occurrence -Managerial Safety Action- Initial safety steps to be taken-office safety personnel- promoting safety consciousness -The office and Trade Unions.

(V) Supervising Office Employees

The supervisor's Status -The work of the Supervisor- knowledge and Skill of the Supervisor - Relationships with others in Organization. Coaching and Counselling- Supervising Female employees -The supervisor and Planning Effective Time -Use by the supervisor. Authority and Selection of office Supervisors -Supervisory Training

2 Office Management in the Modern Context

(I) The new Office Technology -Office Automation -Need for Automation-Feasibility of automation -social aspects of Automation.

(II) The systems approach and procedure approach -systems identified -systems and office Technology -systems, Procedure and Methods-systems and procedures in office management-advantages of systems and procedures- Designing of systems and procedures.

(III) Elementary Idea of Computers -Basic Types of Computers - Management and the Use of Computers -Major computer uses in Office Management-Computerized Office Applications.