



OFFICE ORGANIZATION AND MANAGEMENT

A.O.M.-1

**Chapter Wise Reference Book
Including Solved Sample Papers**

By: Vaishali Gupta, M.Com

Based on

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**Sample Preview
of the
Solved
Sample Question
Papers**

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QUESTION PAPER

Exam Held in
February – 2021

(Solved)

OFFICE ORGANIZATION AND MANAGEMENT

A.O.M.-1

Time: 2 Hours]

[Maximum Marks: 50

(Weightage : 70%)

Note : Answer any five questions. All questions carry equal marks.

Q. 1. What is office layout? State the principles you will keep in mind while designing the office layout.

Ans. Ref.: See Chapter-2, Page No. 8, Q. No. 3.

Q. 2. What do you understand by Centralised mail service? What are its advantages and disadvantages?

Ans. Ref.: See Chapter-7, Page No. 40, Q. No. 2.

Q. 3. "Computerisation of office work has some disadvantages also." Comment on this statement.

Ans. Disadvantages

Installing the computer requires a grueling and expensive task of system analysis and design. There is a scarcity of computer professionals to do this.

Management tends to treat computer like ordinary equipment viz., air conditioning equipment, and keep them aloof from the system development effort. Computer pervades the working of the entire organization and unless managements involve themselves fully during the system development effort and the employees, the customers, the vendors, etc. are willing to accept the computerized system and its outputs the system is bound to prove a failure.

The initial investment can be very high though this can be mitigated to some extent by the rental and tax concessions.

Since the lead-time of installing is long and the hardware technology is a rapidly advancing field, some of the peripherals/components may be rendered obsolete before even they are installed.

Some specific disadvantages of computerizing of office work are as follows:

1. There can be a communication gap between the computer professional and the user of the system.
2. Reliance on service bureaus or computer vendors.
3. Lack of master plan.
4. Organization of the management information system.
5. Lack of good management system.
6. Managerial participation.
7. Failure to identify information needs.
8. Poor systems prior to computerization.
9. Overlooking human acceptance.

Q. 4. What is work simplification? Briefly discuss the various factors to be considered while planning a programme of work simplification.

Ans. Ref.: See Chapter-19, Page No. 116, Q. No. 1 and Q. No. 3.

Q. 5. Discuss the various methods of purchasing stationery and their advantages and disadvantages.

Ans. Ref.: See Chapter-14, Page No. 89, Q. No. 6.

Q. 6. As the office manager, discuss the various factors you will keep in mind for effective supervision of the office staff.

Ans. Ref.: See Chapter-17, Page No. 108, Q. No. 4.

Q. 7. "Office communication must always be in the written form." Critically evaluate this statement.

Ans. Ref.: See Chapter-9, Page No. 55, Q. No. 2.

Q. 8. Write short notes on the following:

(a) Characteristics of a good internal communication system

Ans. Ref.: See Chapter-8, Page No. 48, Q. No. 3.

(b) Standardisation of office stationery

Ans. Ref.: See Chapter-14, Page No. 90, Q. No. 10.

Q. 9. Distinguish between the following:

(a) Horizontal filing and Vertical filing

Ans. Ref.: See Chapter-5, Page No. 22, Q. No. 3 and Q. No. 4.

(b) Centralisation and Decentralisation of office

Ans. Ref.: See Chapter-1, Page No. 4, Q. No. 6.

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Sample Preview of The Chapter

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OFFICE ORGANISATION AND MANAGEMENT

FUNDAMENTALS OF MODERN OFFICE MANAGEMENT

1

Nature and Scope of Office Management

CHAPTER AT A GLANCE

According to the modern view of office, "Office is a place where records are prepared, handled and preserved for future references and making them available as and when required." It divides its functions into primary and administrative functions.

Primary functions are associated with (i) receiving and collecting the information, (ii) organising the information in a suitable manner, and (iii) making it available as and when required.

Administrative functions include rest of the intangible products of an office such as public relations, planning and coordination among different functional heads; safety and security, cost reduction, appointment and training of office personnel etc.

Office is of great importance to other functional departments as it serves them with hospitality, maintenance of public relations, filing maintenance, library estate, security, stenography, stationery, mailing communication etc. Thus, every functional department of the organisation is associated with office in some or the other manner.

The design of structure of office organisation can either be dependent on geographical location or on the basis of services rendered by the office.

The nature of office activities can be classified into centralised and decentralised. Centralised office

activities are those activities which are requisite by functional departments and carried out under a common roof. But when they are segregated into different departments and the work is carried by specialized heads, it is known as decentralisation. Both have advantages and disadvantages in their own ways depending upon the nature of work of organisation.

Office management manages the task of application of the principle and practices of management for getting office work performed by the office personnel. Office management has the following elements → objectivity → means and methods → personnel → environment. Besides, the function of office management basically deals in planning, organising, staffing, directing, coordinating and centrolling.

For efficiently and timely completion of, organisational objectives each function is being categorised into a unit known as department. These departments operate on the basis of different sections related with cash transactions, legal matters, filing, mailing, stationery and supplies, communication, duplication, maintenance and security etc.

The office manager is a person who manages all the non-technical, non-manufacturing and non-production aspects of a business by coordinating with technical, manufacturing and production heads. He is the person in charge for organizing the office activities, selection, training and recruitment of office personnel, choice for furniture and machines, coordination and

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control of office's day to day operations, providing proper working environment, designing systems and procedures, organization and maintenance of office communication system.

The qualities of an office manager cannot be restricted to educational qualities due to his vast job profile. He should have good communication skills as one of the most important job for him is to make proper and smooth communication with other members of the organization.

He should have great leadership skills so that his subordinates could follow him, trust him and feel comfortable under his leadership. He enjoys the status of the line manager with respect to the common services provided by the general office to other functional departments.

TERMINAL QUESTIONS

Q. 1. What is an office? Discuss its importance in business house.

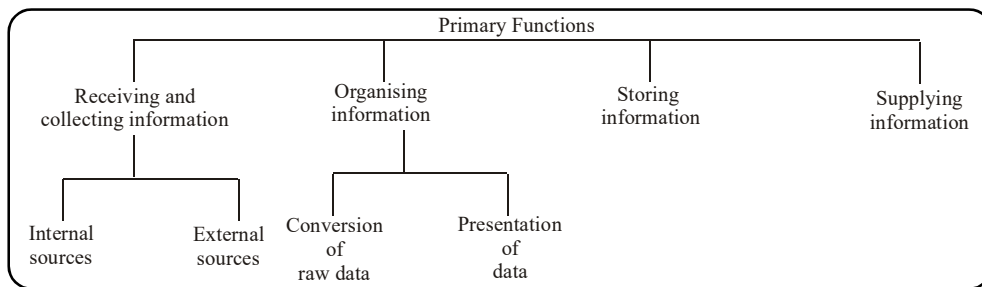
Ans. According to the traditional view, office was considered as a place where all the paper work was done with a routine nature. But with time, office has also broadened its definition.

According to the modern view of office, "Office is any place where records are prepared, handled and preserved for future reference, and making them available as and when required."

Importance of an office to a business house is as under:

(i) Provides information: All the management policies are based on certain data and information

(i) Primary Functions:



(a) Receiving and collecting information: There are many datas which any business organization or department require. They can receive datas from two sources i.e. internal and external sources.

Information such as letter, notes, memos, circular etc. received from within the organisation is the information collected from internal sources.

supplied by an office for decision-making and analyzing the performances of various functional departments. Office provides information like estimated amount required, sources of finance, cost of capital, alternative investment proposals, performance of different departments etc.

(ii) Provides help in decision-making: Decision-making is an integral part of any business house for which they require the datas from different departments and of previous years. All these datas and other facilities for decision-making is provided by the office for the business house.

(iii) Office helps in coordinating activities: No business house can run without a proper communication within and from outside the organisation. An office helps in receiving the necessary information and providing the requisite information to the concerned departments.

Thus, office helps in coordinating different activities among the various departments of an organization.

(iv) Office helps in controlling the cost of operations: By coordinating the relevant information among various departments office helps in controlling the cost of operations . Otherwise, if every department is to make all the communication by itself, it might prove to be very costly for the organization.

Q. 2. Discuss the various functions of an office. What steps will you take while organizing an office?

Ans. The functions of office can be classified as:

- (i) Primary functions
- (ii) Administrative functions

Information from banks, other organizations, customers, suppliers, government departments etc. are included in information from external sources as they are collected from authorities outside the organisation.

(b) Organising information: Processing and presenting the information in a proper way is essential

as the raw form of information is not useful for anyone. The steps included in organizing information are arrangement, summarise, tabulation and graphic representation of data. The data is generally organized in the written form, but with the emergence of computers, arrangement of the data is easier.

(c) Storing information into the data bank of the organisation: Various Government departments and business organizations need certain data for a particular period over a specific period time duration.

Sometimes management also require this data bank for decision-making and other managerial tasks.

(d) Supplying information: Time is the most important element when we discuss about information. Information irrespective of time is useless. Management needs information of a routine nature to be supplied by the office periodically, like stock position, cash, outstanding income, outstanding payment etc.

(ii) Administrative Functions

(a) Planning: Planning is the essence of management and proper planning involves consideration of the factors influencing a situation and laying down a course of action leading to a particular goal. Planning is also essential from the point of view of avoiding wastage, delay and to reduce cost of operations.

(b) To maintain public relations: Maintaining good relations with general public includes providing information about the policies, programmes and other matters related to matter of public interest.

(c) Coordination and communication of organizations activities: Coordination is an activity of orderly arrangement of group efforts to ensure unity of action in the realisation of common objectives which are in favour of organisation.

Communication includes providing information of meetings and resolution to individuals through different communication mediums.

(d) Safety and security of records: The office has a responsibility of keeping, maintaining and making available all the records of an organisation as and when required. Office also looks into the safety and security needs of organisation. It also provides adequate insurance cover.

(e) Administrating the office personnel: To maintain efficiency and effectiveness, it is necessary to select the right type of office personnel for various works and arrange for their training.

NATURE AND SCOPE OF OFFICE MANAGEMENT / 3

Q. 3. Why is departmentation of office necessary? Bring out clearly the relationship of office with sales and production departments.

Ans. Departmentation is the process in which different types of office activities are classified under different categories where a particular group of people are assigned under these categories to look their day to day operation. It smoothenes the operational activities of the organisation.

Relationship of office with sales department: Sales department is entitled with the responsibility of making all the sales on behalf of the organisation. Preparation of indent, inviting tenders, arranging the quality tests for goods purchased and collecting payment from related vendors etc.

Relationship of office with production department: Besides the production of goods, production department is entitled with the responsibility of making the goods available in the market at right time with the least manufacturing cost and waste.

Office helps production department in its targets by informing it about procurement and availability of raw materials, maintenance schedule of machines and equipments, booking orders and places for dispatching the goods.

Q. 4. What do you mean by office management? What are the elements of office management?

Ans. Management can basically be defined as the art of getting the things done through others where as office may be defined as a place where clerical activities like receiving, recording, analyzing, storing and communication of information takes place for all the departments of the organisation.

Thus, we can define office management as “that branch of art and science of management which is concerned with efficient performance of office work whenever and wherever that work is done”.

Office management includes planning, organising, coordinating and controlling of office activities while providing guidance to the personnel employed in using appropriate means and methods to perform office services.

Office management includes following four elements:

(a) Objective: Every organisation runs with a particular aim and target. As far as office is concerned, it is entitled with three aims of service, profit and social

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responsibility. Through, its services, office coordinates with rest of the department of the organisation and provides them with suitable information. Profitability of an organisation indicates the performance of all the elements in an organisation.

Social responsibilities stress the attainment of goals in accordance with certain moral and ethical codes laid down by the industry and society in which the enterprise operates.

(b) Means: According to the desired goals the office manager sets certain tricks or methods to achieve them, they are known as means. It requires knowledge of all the standard means i.e. machines and tools in their day to day working life. Office management is also concerned with providing suitable means of equipments and working condition to all the office personnel.

(c) Personnel: Any machine or means cannot completely replace the human factor involved in it. Office machines can only help office staff in conducting the work easily, accurately and timely.

Office management provides recruitment, training and placement of office employees.

(d) Environment: Almost one-third life of an employee is spend in the organisation or sometimes even more than this, so definitely the right kind of environment is an essential element for an office manager. A good environment includes neatness, cleanliness, availability of common facilities, approachable location, proper lighting, ventilation, comfortable temperature, social gatherings, recognition of employees and their performances etc.

Q. 5. Describe the principles you will keep in view while organizing office activities.

Ans. Principles to be kept in mind while organizing office activities are:

(a) Principle of objective: The structure of office activities is designed to attain the main goal of the organisation and communicate the information at the right time, to the right person in a particular manner. This principle is now also modified of providing information at the minimum cost.

(b) Principle of division of labour: The total office activity of total office the objective should be divided into different fields. Total activity is divided into units and sub-units and jobs and tasks.

(c) Principle of simplicity: The structure in an organisation should be simple and easily understandable by the members of the organisation.

(d) Principle of unity of function: Office is considered as the source of information. This function is sub-divided into making, storing and retrieval of records, and passing on information as and when required.

(e) Principle of span of control: Span of control defines the man-power working under a particular supervisor. Span of control is identified by the nature and complexity of a task with the capacity of the supervisor.

(f) Principle of parity of authority and responsibility: Authority and responsibility are two correlated terms both followed by one-another. For completing a responsibility the necessary authority should be provided but with that it is also followed that when we provide authority to a person, he becomes responsible for the task assigned.

(g) Principle of coordination: Office is the coordination centre of the whole organisation and thus it is the responsibility of office manager to coordinate and communicate the information among all the functional departments.

(h) Principle of continuity: This principle suggests the continuation of work, plans, plan adjustments etc.

(i) Principle of initiative: Subordinates should not be made to feel dependent on the superiors' orders and instructions so as to give up independent thinking.

(j) Principle of efficiency: The efficiency of an organisation is measured by the efficiency of every individual unit, group and employee.

(k) Principle of flexibility: The organisation activities should be moulded into the way to adopt to changes in the nature of business and technical aspects of the work situation.

Q. 6. What do you mean by centralisation and decentralisation of office services? Bring out merits and demerits of both.

Ans. Centralisation of office services means putting together all the activities of an organisation at a place under some efficient office manager.

Merits

- The functional heads of various departments gets relief by centralisation and can concentrate more on technical work.
- Office employees develops specialised skills and became more efficient.