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Office Management

Chapter 1 Office Design & Functions

- Office definition
- Office design
- Levels of administration
- Office organization
- Qualities of employees
- Obligations of employees and employers

Chapter 1 Office Design & Functions

What is an Office?

It is a place where information is received, processed, filed and made available when required.

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Office Design:

1. A closed Office:

Each person sits in a separate room

2. The Cubicle:

Is a partially enclosed workspace, separated from neighboring by partitions

3. A Open Plan Office:

All employees sit close by using their own workstations.

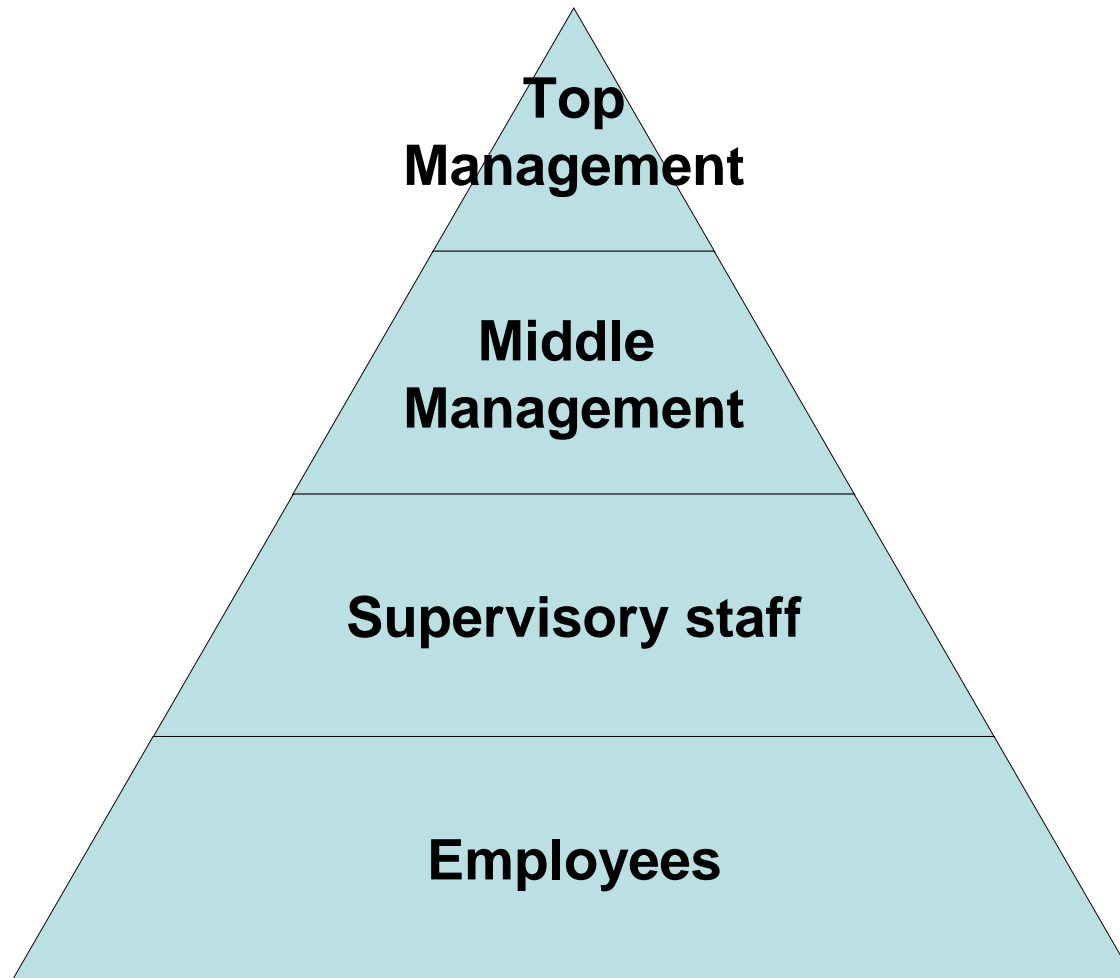
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Office compared:

OPEN PLAN	CLOSED OFFICES
No privacy	More privacy
Little security	Security (can be locked)
More noise	Less noise
Easy supervision	Difficult supervision
Faster communication	Slower communication
Teamwork (like a family)	Independently
Cheap lighting & conditioning	Costlier lighting & conditioning
Easy to move people	Difficult to move people

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Levels of administration:



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Skills and Duties:

1. TOP MANAGEMENT:

- Knowledge of management tools and skills
- Aware of external factors affecting the business
- Strategic decisions and of a long term nature

2. MIDDLE MANAGEMENT:

- Specialized understanding of certain managerial task
- Carry out decisions made by top management

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Skills and Duties:

3. SUPERVISORY STAFF:

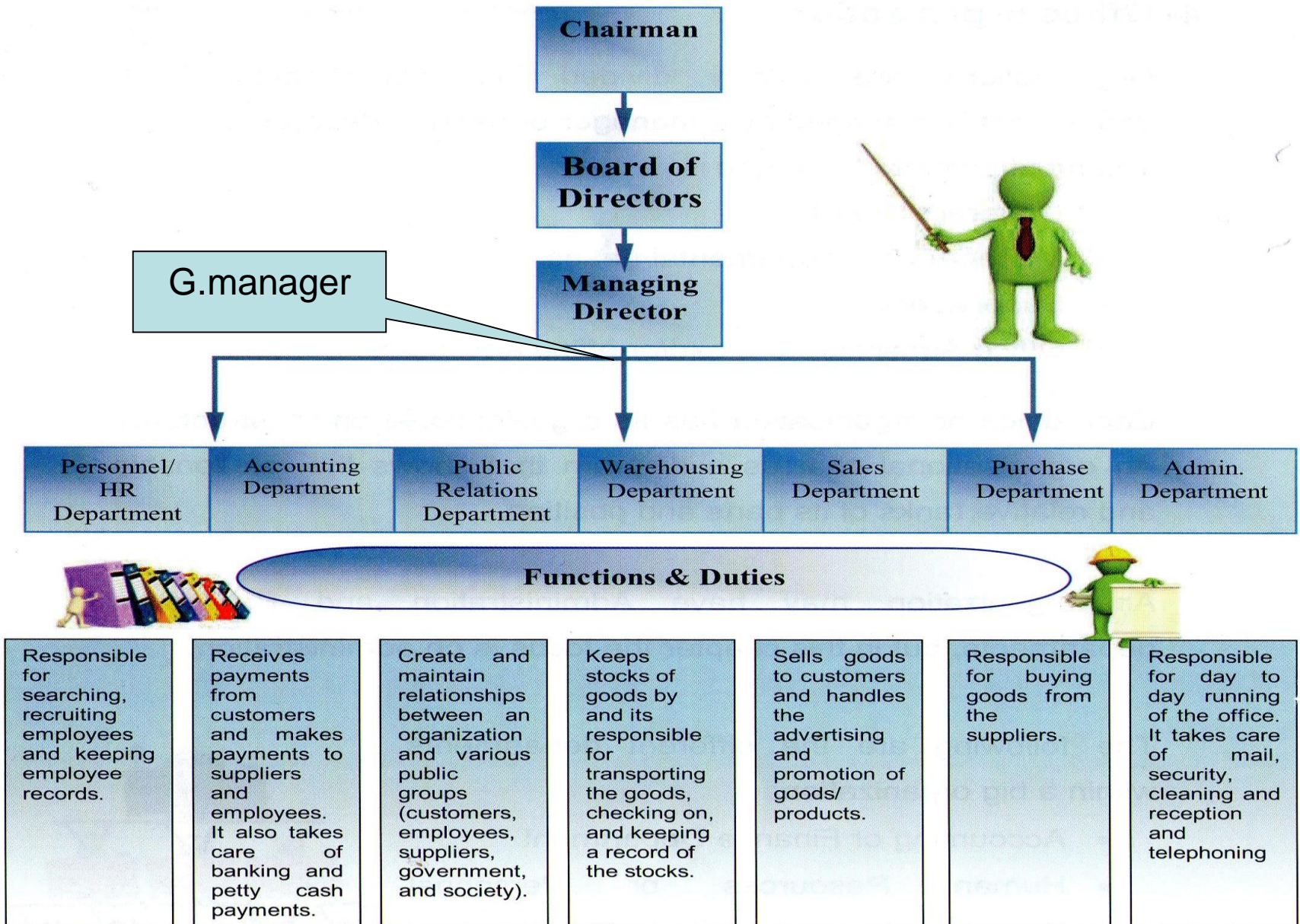
- Ensure that decisions and plans taken by top management and middle management are carried out
- Decisions are of a short term nature
- Direct supervision of employees

4. EMPLOYEES:

- Task oriented (done)
- Carry out tasks directed by the supervisory

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OFFICE ORGANIZATION



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Qualities and ethics of employees:

- **Punctuality:**

Employees come on time, doing the work on time and leaving on time.

- **Loyalty:**

Treating the office like their own family and respectful

- **Confidentiality:**

Private matters of the organization should be kept in the organization.

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Qualities and ethics of employees:

- **Non-discriminatory attitude:**

Everyone should be treated the same way

- **Positive attitude to change:**

Employee should try & learn the new concepts and technology

- **Appropriate Appearance:**

Employee should dress properly for the office.

- **Ability to work with others:**

Learn to work with others and respect their opinions

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Obligation: (responsibilities)

1. Employees

- Attend in person
- Be competent (know your job)
- Take care of employer's property
- Carry out legal instructions properly
- Arrive on time
- Be honest (say the truth, don't say secrets to outsiders).
- Work safely
- Have good communication skills

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Obligation: (responsibilities)

Employers

- Provide a clean and safe working place
- To pay fair salaries
- Give all details of rights of an employee
- Treat every employee with same respect and equality
- Give a minimum number of holidays required by law
- Allow leave for emergencies

Questions



1. Define the following:

 An Office

 Punctuality

 Cubicle Office

2. From your point of view decide whether it is better for organizations to use open-plan office when housing their workers. Justify your decision.

3. As an employer, what are your basic responsibilities towards your employees?

4. Complete the following table:

Position	Level of Administration
General Manager	-----
-----	Middle Management
Supervisor	-----
Buyers	-----

5. Circle the correct answer. Only one answer is correct.

(1) The Purpose of an office is to :

- find and recruit employees and keep their records
- keep accounts and receive and make payments
- train and motivate employees and keep their records
- receive, process, file and make information available when required

(2) Customers receive their payments from the:

Department.

- Purchase
- Accounts
- Public Relations
- Sales

(3) Warehousing keeps stocks of goods owned by the business and are also responsible for:

- Public relations
- Security
- Transporting the goods
- Advertising and promotions

(4) Good employees are those who:

- Work as a team
- Have negative attitude to change
- Discriminate between customers
- Are careless about other safety

(5) Open and closed offices when compared, you come to the conclusion:

- Closed office is more secure and easier to move staff
- Open office is less secure and easier to supervise staff
- Open office is more private, less noisier and secure
- Closed office is less private but it encourages teamwork.

6. Prepare diagrams illustrating:

- Levels of administration in a typical business organization
- Organisation chart of a typical business organization

11. Tick (✓) for true and (✗) for false in the following sentences.

- Positive attitude to change means an employee is open minded and ready to try and learn new technology.
- Suppliers normally receive their payment form the sales department.
- Employees should come in person to work, but they need not to be honest.
- Employers must provide a save working place
- Closed office is more private and secure than an open plan office.
- Middle management makes ensure that decisions of top management are carried out.