



Seminar on New emerging areas - Start Up and Entrepreneurship, New avenues of practice, Soft Skills and Office management on 23<sup>rd</sup> July, 2016

**OFFICE MANAGEMENT AND PRACTICE  
DEVELOPMENT STRATEGY  
FOR YOUNG CAS**

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# Office Management and Modern Office and its Functions

- 1 Principles of management
- 2 Functions of management
- 3 Meaning of modern office
- 4 Office work
- 5 Office Activities
- 6 Office functions



# 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.

# 1. Principles of Management

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



# 1.Principles of Management

- **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.

# 2. Functions of Office Management

- **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 a 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.**



# 2. Functions of Office Management

- **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.

# 2. Functions of Office Management

- **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.



- 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 Dictinary

## 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."



# 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.

# 5 Office Activities

- 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.**



# 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.

## 6 **Office 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



# 6 Office Functions

## (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 basis of past information which has to be supplied by the office in the most suitable form.

# 6 Office Functions

- **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.**



# 6 Office Functions

- **(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.

# 6 Office Functions

- **(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.



# 6 Office Functions

- **(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.



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**What is all this empowering us to do? Innovate, Get involved & Solve social problems for financial inclusion and better India BY BECOMING A PARTNER IN NATION BUILDING**

**Thank you for Getting involved in the discussion!**

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