

Q1. Define office and give its importance ?

An office is defined as a central place where all sorts of clerical operations are performed to coordinate and control the affairs of an organization.

The office is the administrative centre of a business. The purpose of an office has been defined as the providing of a service of communication and record. (G. Mills and O. Standing-ford)

An office is concerned primarily with the work of making records using records and preserving them for future-reference. (W.H. Leffingwell and E.M. Robinson).

The acts of collecting, processing, storing retrieving and distributing information comprise the function of an office. (George R. Terry)

Importance:-

Every organization has a centre, which gives life to the whole organization. It is in the office that plans are conceived, records are kept and progress is evaluated.

An office plays an important role in an organization.

1. Office as an Information centre:-

Managers require up-to-date correct and prompt information for running an enterprise successfully the office is the repository of such crucial information.

2. Office As a Memory Centre:-

Records relating to different activities of an organization are prepared and maintained in the office.

3. Office as a service centre:-

An office provides a wide variety of services to the different department of an organization. These services include typing, duplicating, printing, mail-service etc.

4. Office as a coordinating Centre:-

It has become very difficult to maintain harmony between different departments.

5. Office as a control centre:-

An office collects feedback information on results and enables the management to keep a check on various activities of the business.

Functions of an Office:-

Various functions of an office may be divided into two broad categories:-

1. Basic functions
2. Auxiliary functions

1. Basic Functions:-

- a) **Collecting Information:** It is the main function of an office to collect and receive information. An office has to collect information from internal and external sources. The internal information refers to letters. The external information includes the information received from customers, dealers, suppliers, trade associations, etc.
- b) **Recording Information:** The information collected from various sources must be properly recorded for the purpose of future reference. Recording should be done in such a way that the information can be made available to managers quickly and easily.
- c) **Compiling Information:** The information collected by the office is in raw-form. Therefore , it must be systematically arranged and analyzed. The information becomes meaningful after it is compiled in the form of reports, charts, bills, financial statements, etc.

OFFICE -ADMINISTRATION

- d) **Furnishing Information:** An office serves as a clearing house of valuable information. The office provides the information whenever it is required by the management.
- 2. Auxiliary Functions:-**
- a) **Management Functions:** An office has to be managed effectively. Therefore, the managerial function of planning organizing, directing and controlling are performed in every office.
- b) **Personnel Function:** In small enterprises the office is expected to recruit, select and train the personnel. But in large organization, this task is entrusted to personal department.
- c) **Safety Function:** An office performs the task of safeguarding the assets of the organization. It arranges for suitable insurance cover to safeguard the fixed assets like plant and machinery , furniture and fixtures, etc.
- d) **Purchase Function:** Every office procures the right type of furniture, maintains and equipments for carrying out its tasks. It designs office forms.
- e) **Systems and Routines Functions:** An office develops appropriate procedures and practices for efficient performance of tasks.
- f) **Cost Control Functions:** A modern office assists in controlling costs. It employs times and labour- saving devices, utilizes well designed systems.
- g) **Public – Relation Function:** An office keeps continuous liaison with the public to build up a favorable image for the enterprise. It provides good reception services, consumer education companions, necessary information to govt. agencies and the like.

Functions of an office Manager.

Or

Role of office Manager.

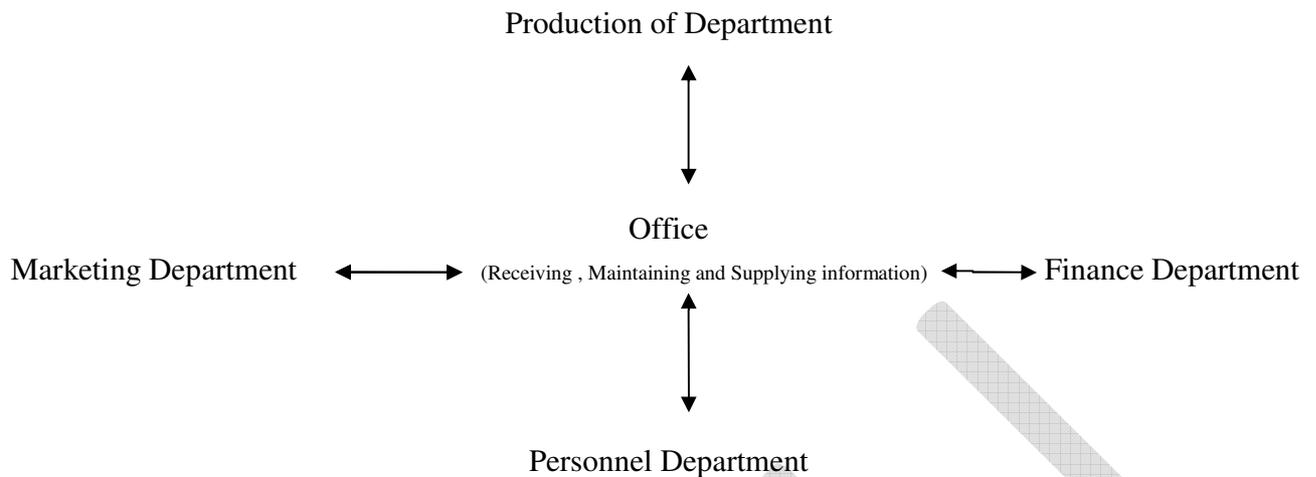
An office – manager plays a significant role in an organization. His role may be described in terms of following functions:-

1. **Planning the office:** The first task of an office – manager is to prepare plans for office work he develops appropriate system and procedures for efficient operation of the office.
2. **Organizing the office:** The office manager develops a sound organization structure for different office activities. He creates a proper layout, working-environment and physical conditions in the office.
3. **Managing the Personnel:** An office manager is concerned with recruitment. Selection and training of office clerks and assistants. He also develops and maintains cordial and teamwork among the office work.
4. **Controlling office Activities:** An office manager controls the affairs of the office. He exercises control over stationery, office – equipments, office costs etc, to ensure productivity and accuracy in office-work.

Relation of office with other Departments:-

It is clear that office work permeates through all the activities of business. An office serves as a connecting link, between different departments. It helps to bring together the different activities of the organization.

OFFICE -ADMINISTRATION



1. **Office and Production Department:** Production work is directly related to office work. Office work provides the necessary information form planning and control of production work. It renders clerical services like typing, duplicating and mailing and supplies necessary machines, equipment and furniture.
2. **Office and Marketing Department:** An office maintains contacts with the customers. It supplies information about the current fashions, competition, etc to the marketing department. Customers make enquiries and place order through the office.
3. **Office and Finance Department:** The office assists the finance dept. maintaining books of accounts in maintaining liaison with banks and other financial institutions. It helps the accounts, section preparing budgets and financial statements.
4. **Office and personnel Department:** The personnel dept. depends upon the office for performing its work. The office gives advertisement for vacancies, receives applications, sends interview and appointment letters, etc, on behalf of the personnel dept.