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Programme: M.A., HUMAN RESOURCE MANAGEMENT

Course Title : Office Management
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Unit-I
Office – Nature, Functions and Importance

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Office Organization

Effective office organization ensures efficiency and productivity. It involves creating a structured and functional workspace that optimizes workflow and employee morale.



Meaning – Definition – Characteristics and Significations

Definition

Office organization is the systematic arrangement of physical and digital resources to optimize workflow and productivity.

Characteristics

Key characteristics include clarity, accessibility, efficiency, and a focus on user experience.

Significations

It significantly impacts employee morale, efficiency, and overall organizational success.



Principles of Office organization

1

Space Planning

Optimizing the use of space to maximize productivity and comfort.

2

Workflow Optimization

Streamlining processes to reduce bottlenecks and improve efficiency.

3

Information Management

Organizing and storing information in a clear and accessible way.

4

Technology Integration

Leveraging technology to enhance communication, collaboration, and productivity.



Relation of Office with other departments

1

Human Resources

Ensuring employee well-being, training, and talent management.

2

Finance

Managing budgets, expenses, and financial reporting.

3

Marketing

Promoting products or services and managing brand awareness.

4

Sales

Generating leads, closing deals, and managing customer relationships.

Secretariat and General administration

Secretariat

Providing administrative support, managing correspondence, scheduling meetings, and handling phone calls.

General Administration

Overseeing daily operations, managing facilities, and ensuring smooth workflow across all departments.



Office Organisation: A Comprehensive Guide

Welcome to this guide to understanding office organisation. We'll delve into the meaning, types, principles, and best practices for creating efficient and effective workplaces.

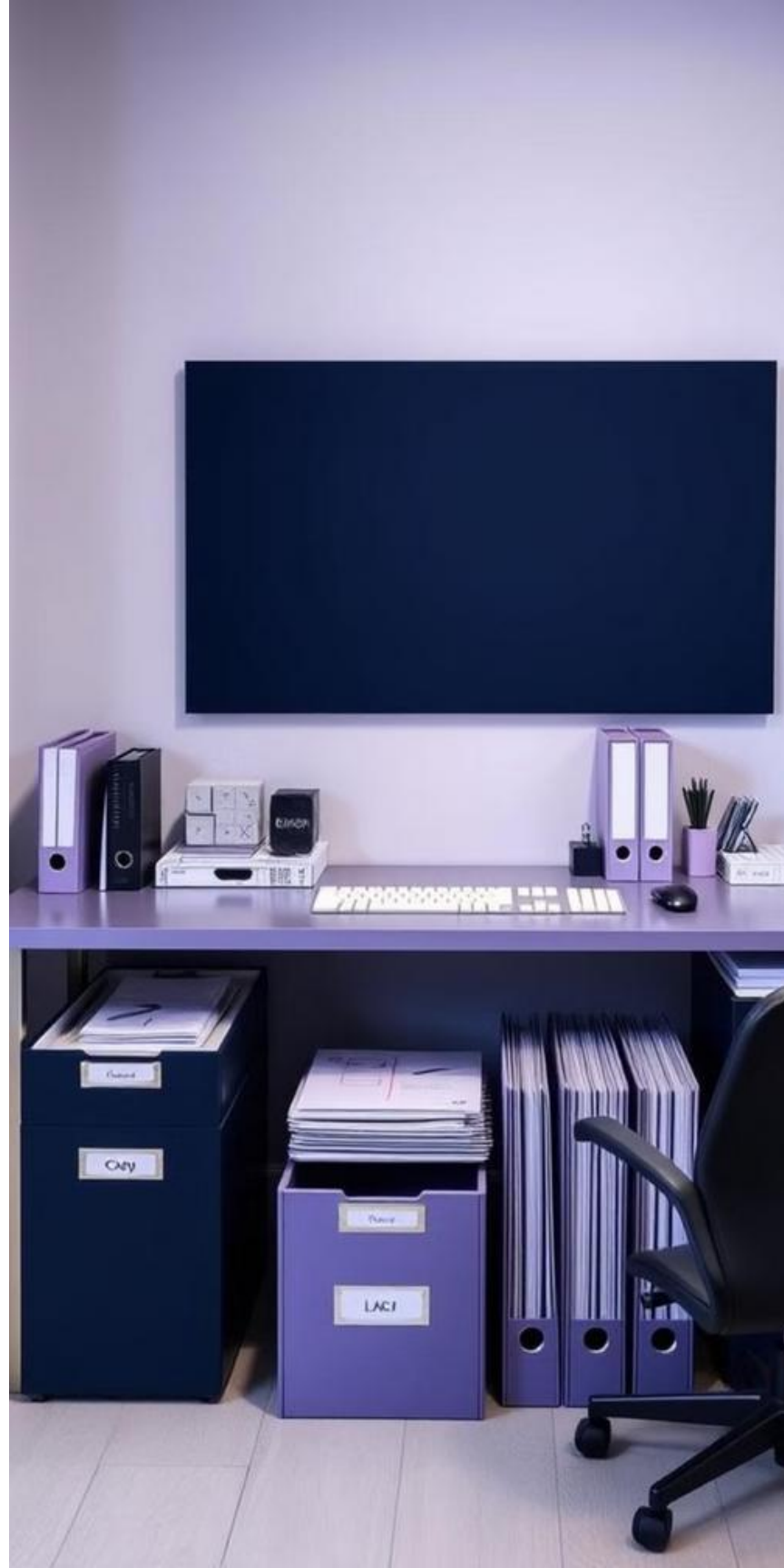
Formal and Informal Organisation

Formal Organisation

A structure defined by rules, policies, and procedures. It's hierarchical and emphasizes clear lines of authority.

Informal Organisation

Evolves naturally through social interactions and relationships. It's less structured and often influences communication and decision-making.



Principles of Office Organisation

1

Unity of Command

Each employee should report to one supervisor to prevent conflicting instructions.

2

Span of Control

A manager should only supervise a manageable number of employees to ensure effective control.

3

Delegation of Authority

Assigning tasks and responsibility to subordinates, empowering them to make decisions.

4

Departmentation

Dividing work into specific departments based on functions or areas of expertise.

Types of Organisation

Line Organisation

Hierarchical structure with clear lines of authority. Ideal for simple tasks and direct control.

Functional Organisation

Organizes departments by expertise, suitable for specialized tasks and knowledge sharing.

Matrix Organisation

Combines line and functional structures, with cross-functional teams working on specific projects.

Line and Staff Organisation

Line managers make decisions, while staff advisors provide expert support and guidance.

Committee Organisation

Decisions are made collectively by a group of individuals representing different areas.



Office Committees - Requisites



Diverse Representation

Include members from various departments and levels to ensure a comprehensive perspective.



Time Management

Establish clear timelines for tasks and meetings to maintain efficiency and productivity.



Formal Documentation

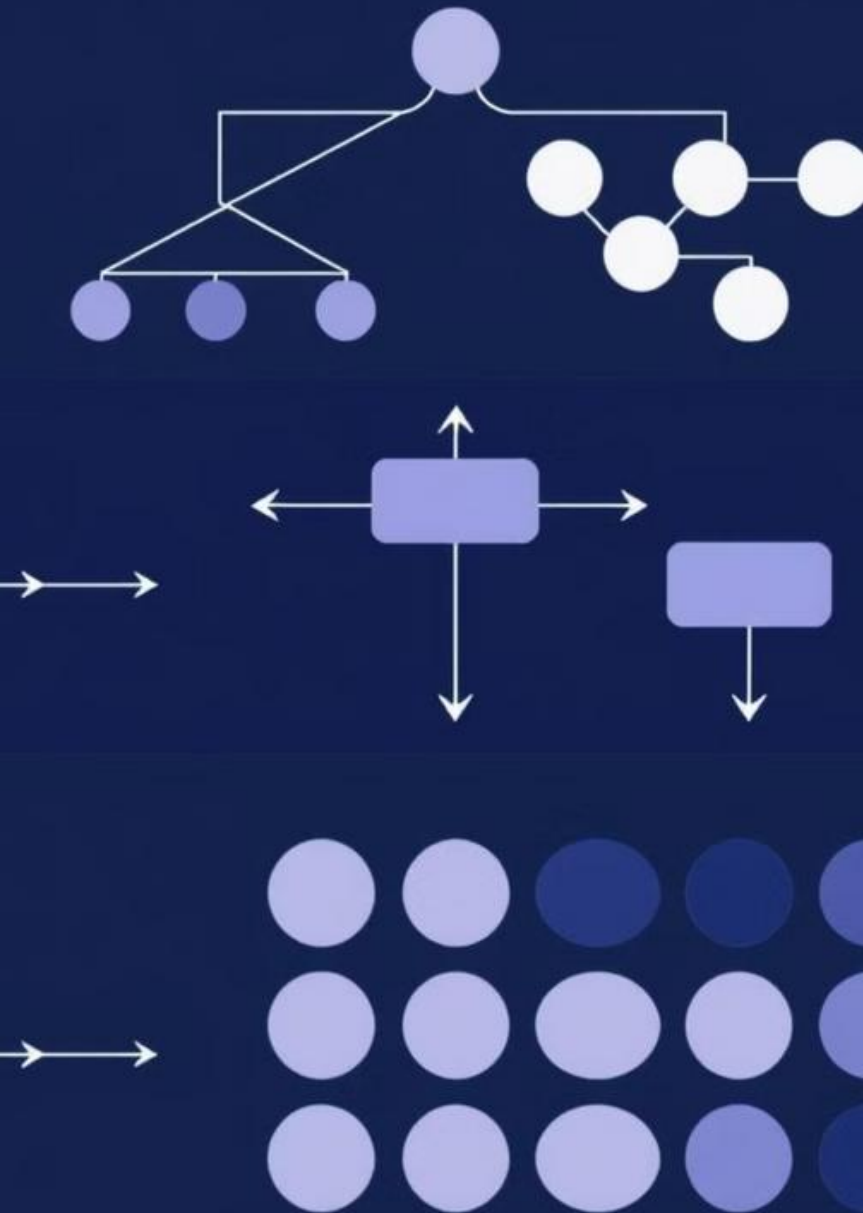
Keep detailed records of discussions, decisions, and actions to ensure accountability and transparency.



Effective Leadership

A strong leader guides discussions, facilitates decision-making, and ensures clear communication.

Forms of Organisational Structure



1

Centralized: All authority rests with top management, making decisions and dictating policies.

2

Decentralized: Authority is distributed among different levels, with decision-making delegated to lower levels.

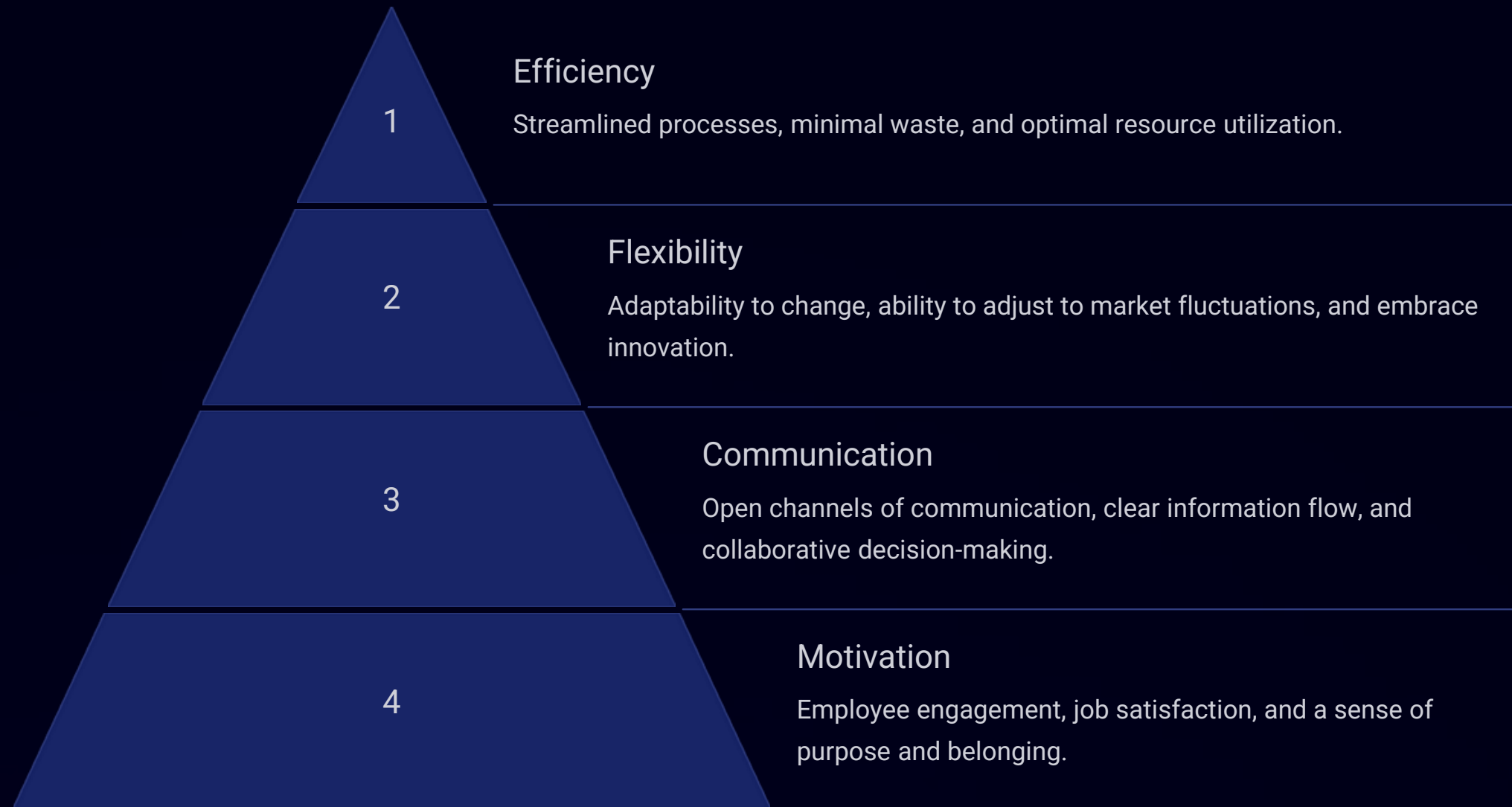
3

Functional: Departments are specialized by expertise, with managers overseeing their respective functions.

4

Divisional: Divisions operate as independent units, each responsible for specific products or services.

Ideal Organisation



Departmentation - Basis

1

Function

Grouping employees based on their expertise or skills, such as marketing, finance, or sales.

2

Product

Organizing departments around specific products or services, allowing for focused expertise.

3

Territory

Dividing the company into geographical regions, with managers responsible for each area.

4

Customer

Categorizing departments based on customer segments, tailoring services to their needs.

5

Process

Grouping employees based on specific processes or workflows, such as production or customer service.

Organisation Charts - Types

1

Line Chart

Hierarchical structure, showing direct lines of authority and reporting relationships.

2

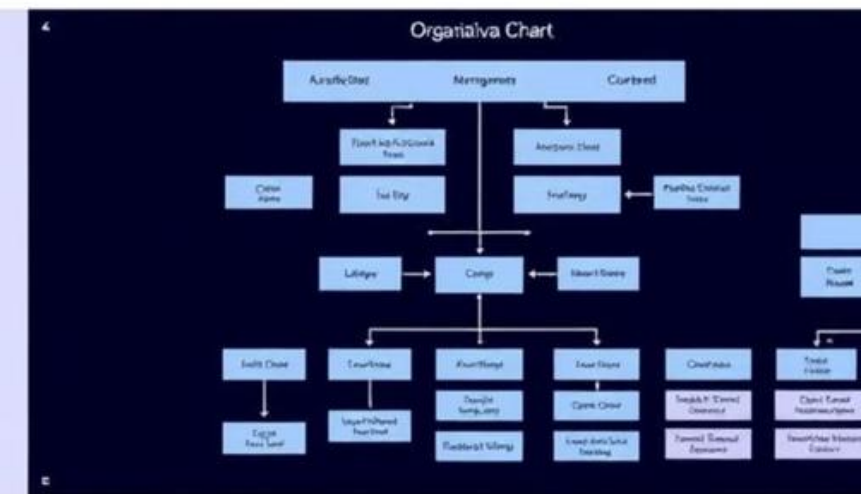
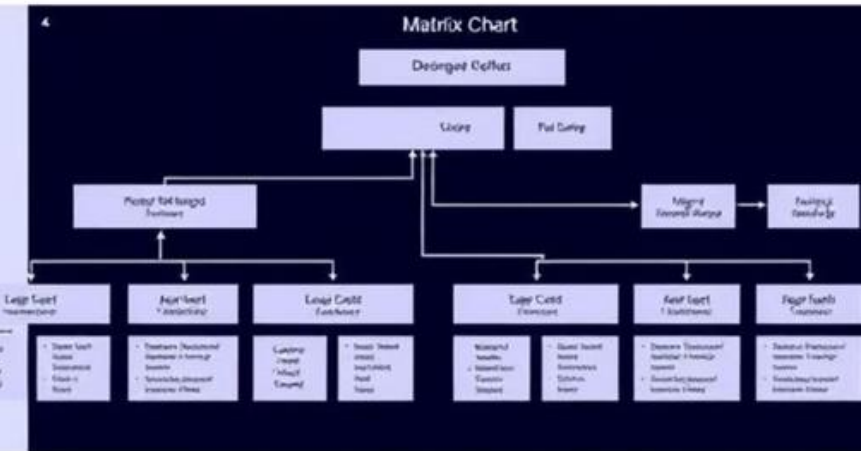
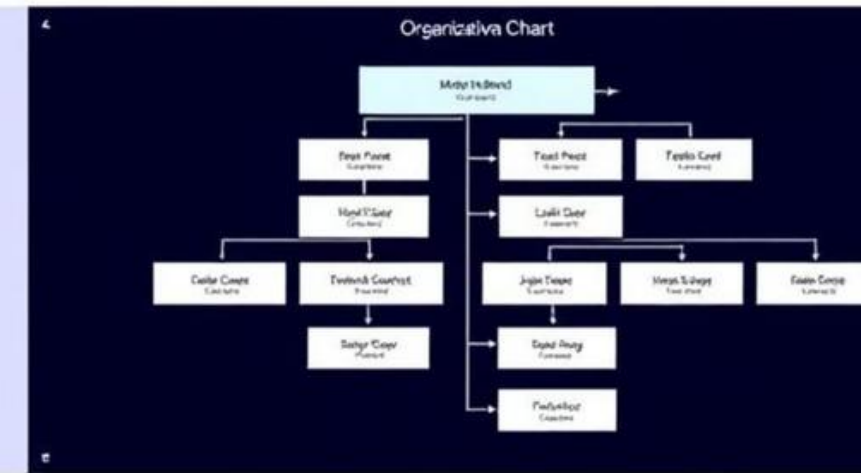
Functional Chart

Represents functional divisions and their relationships within the organization.

3

Matrix Chart

Combines line and functional structures, displaying both vertical and horizontal relationships.





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Relation of Office with Other Departments



Office functions are interconnected with other departments, like accounts, purchase, sales, and production, ensuring efficient operations and seamless workflows.