

## **UNIT - I**

### **OFFICE AND OFFICE MANGEMENT**

#### **Introduction**

The structure of modern business has become very complex owing to increased number of business transactions. This has led to the establishment of a number of departments such as purchasing, production, sales, accounting, financing, personnel and so on. To facilitate these departments to function efficiently and economically, there arises a need to coordinate the activities of all these departments. This is ensured by establishing a separate department in a business known as office. An office occupies the central position in a modern business. Therefore, it is rightly said that an office is the nerve centre of the whole undertaking.

#### **Meaning of an Office**

In simple terms, an office is a place where some business is transacted or services are provided. It may be defined as a central place where all types of clerical work are done and all kinds of papers (letter, correspondence, files, records, etc.) are maintained to coordinate and control the affairs of the organization as a whole.

#### **Definition of an Office**

Office work is concerned primarily with the records of the enterprises making records, using records and preserving them for future reference. 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. Office is a unit where relevant records for the purpose of control, planning and efficient management of the organization are prepared, handled and preserved. Office provides facilities for internal and external communication and coordinates activities of different departments of the organization. An office is a place where the control mechanisms for an enterprise are located; where records are initiated for communication, control and efficient operations of the enterprise. An office is the place where work in connection with the preparing and furnishing of information is done. The acts of collecting, processing, storing and distributing information comprise the functions of the office.

## **Characteristics of an Office**

On an analysis of the above definition of office, the following features become evident:

**(i). Location:** An office is established in a particular locality so as to coordinate the functions of various departments of a business. Several factors affect the selection of an appropriate locality for establishing an office.

**(ii) Accommodation:** Spacious accommodation is required for carrying out the functions of office smoothly. Provision of sufficient accommodation requires careful layout of office building.

**(iii) Departmentation:** A modern office performs a number of activities relating to the business. All activities of the office cannot be performed by the same people. The activities are grouped under different types and assigned to people working under different departments. This facilitates specialization in office.

**(iv) Work Conditions:** For increasing the efficiency of the office staff and to meet statutory requirements, it is necessary to provide good working conditions such as lighting, ventilation, air-conditioning, etc.

**(v) Clerical Staff:** Owing to increased volume of office work, we come across several types of clerical staff in an office. The clerical staff in a large sized office may be classified into

- a) Office superintendent who relieves office manager from supervising routine office work,
- b) Clerks of various grades such as first division clerk and second division clerk,
- c) Private secretary to assist office manager and
- d) Typist.

**(vi) Equipment:** To increase the speed of the office work, the office is equipped with modern office appliances and equipment like computers and fax.

**(vii) Information Service:** The office is rightly described as a producer of information

The office is responsible for the effective flow of information through appropriate channel to all level of management. In the words of George R. Terry in Office Management and Control man's greatest tool today is information...information is required by all members of an enterprise.

Retaining, analyzing and furnishing the appropriate type of information for various purposes to various people and from time to time is one of the important objectives of a modern office.

**(viii) Organization:** With a view to achieve the above object, an office is to be organized on a systematic basis. Clear cut relations are to be established between superiors and subordinates. The duties and responsibilities of every staff must be clearly laid down.

### **Requisites of an Ideal Office:**

- (i) To maintain a good flow of work without any bottlenecks.
- (ii) To prevent duplication of work and records.
- (iii) To ensure movement of staff to the minimum.
- (iv) To prevent unnecessary correspondence.
- (v) To divide the work among staff so as to derive the benefit of specialization.
- (vi) To keep paper work to the minimum.
- (vii) To apply the principle of management by exception.
- (viii) The exceptions to the rules must be kept at minimum.
- (ix) To prevent unnecessary checking of records and documents.
- (x) To use modern office appliances to reduce monotony in office work.

### **Importance of an Office:**

The modern commercial office is an indispensable department of every business undertaking may it be big or small, trading or manufacturing. The office exists to provide clerical services needed by all the departments of a business unit. In fact, without an efficient and well organized office, business activities cannot be carried on systematically and efficiently. Professor Dixie has aptly said that “the office is to a business what the mainspring is to a watch”. The importance of office will become evident from the following:

**(i) It Helps in Identification of Business:** In undertakings such as bank, insurance companies, etc., office is identified with business. Office enables the investors, customers, public, government, tax authorities, to deal with business undertakings. For enquiries, complaints, etc., people visit only the office but not other departments of the business.

**(ii) Facilitates Preparation of Records and Report:** The formulation of business policies to a large extent depends upon the reports and records which reflect the success or failure of the

business. Management requires information in the form of reports frequently. Some such reports are prepared weekly and some monthly. It is in the office; such records and reports are prepared and furnished to the management. So, office serves as a store room of all records which serves as the basis for the preparation of reports.

**(iii) Aids Management in Carrying Out its Functions:** It is through office, managerial functions such as planning, organization, coordination and control are performed. In the words of Leffing Well and Robison “a well organized office makes it possible for management to plan its operation intelligently, to put its plan into effect surely, to follow their progress currently, to determine their effectiveness promptly, to appraise the results without delay, and to coordinate all the activities of the business”.

**(iv) It Provides Employment Opportunities:** With the increase in the size of business, the office work also increases. To cope up with the increased office work, more number of office staff is required. Thus, existence of office department provides gainful employment opportunities to many people.

#### **Nature of an Office Functions:**

The nature of an office function in a business can be discussed as follows.

**(i) Office Occupies Primary Position in a Business:** In olden days, the position of office in a business unit was considered to be secondary in importance. The primary position was assigned only to production departments. The traditional view with regard to the nature of office work was that of non-productive. This is so because office work is not directly concerned with production of goods or services. When a clerk records the entries in a book, it does not involve in the production of goods or services directly. Therefore, it was considered that office staff belongs to the category of non-producers. But in modern days the office staff is treated on par with producers of goods. Although they do not actually engage in the production of goods directly, they help the production to continue. To identify the product for the office-worker, we must look beyond the particular piece of work done and consider the result that is accomplished. If there is no result, there is no product just as rejected manuscript ceases to be a product when it cannot serve as raw material for furnished product (i.e., book) for which it is intended. In this context, the office staff is non-producers. On the other hand, if a useful result is accomplished, i.e., where the work of office staff is used in subsequent stages as raw materials for desired results, then

office staff constitute producers. This is justified as economists say any agency that contributes to production is production in the economic sense of the term. However, the following conditions must be fulfilled to consider office work as productive work:

- a) The result must be anticipated and believed to be advantageous.
- b) It must make possible the performance of one of the primary functions of business.
- c) It must do this economically, i.e., at a cost which that function can bear.

**(ii) It is Complimentary to the Business:** The modern commercial office is inevitable for the efficient functioning of a business. Today's business, with the existence of a number of departments is ever expanding. There arises a need to coordinate the work of all these departments and this task is performed in the office through a network of office staff. A business unit without an office is incomplete by itself. The establishment of an office makes the business unit a complete undertaking.

**(iii) Office Job is an Art:** An art refers to a performance aspect requiring a certain skill and so is an office job. It is a place where several staff and clerks are engaged to perform various jobs such as recording, filing, accounting, typing and so on. The performance of all these types of jobs requires basic skill which is to be possessed by office staff. Above all, job also implies the art of getting the work done through the subordinates by the superiors.

**(iv) Office Management is a Discipline:** The study of office organization at one time was considered to be a part of the study of business organization. At one time was considered to be a part of the study of business organization. But today it is considered to be a separate discipline by itself. It is a branch of knowledge which involves the application of the modern principles of management to office department in order to carry out its function efficiently.

**(v) Office Management is a Profession:** The profession of office management is as old as the history of business. But in recent times the profession of office management has assumed greater importance. This is partly because of the specialization of office function on one hand and the aspirations by many unemployed youth for the office job on the other hand. Recognizing the importance of this profession, many universities and private institutions are offering courses in office management. Some courses are offered as full time courses and others on part time basis. These courses have attracted many young boys and girls, expecting a job opportunity in the office of many business organizations.

## **Functions of an office:**

### **Primary Functions:**

The functions of an office are mainly concerned with the recording of the business transaction, i.e., making, using and preserving records for future reference. Some of the records and books are to be statutorily maintained as per the requirement so far while other records are maintained to meet the needs of management. The primary functions of an office are:

**(i) Receiving Information:** Receiving information relating to the business from various sources is the major function of an office. An office receives information either from internal source or from external source. Information received from internal source is from the departmental heads and from other levels of management. The chief forms of such information are reports, letters and telephone messages. Customers, Suppliers, government, tax department, and investors constitute the external source from which information is received. Information from external source takes the form of letters, orders, invoices, enquiries, telegrams, etc.

**(ii) Recording Information:** Having received information from various sources and in different forms, the second primary function of an office is to record them in appropriate books. The first step in recording the information is to sort them out. Then, it involves entering the information in ledgers concerned as, for example, all orders received are recorded in an order book, all communication relating to enquiries in an enquiry book and so on. This helps not only in easy identification, but also enables quick reference. Recording of information is also obligatory for meeting legal requirements.

**(iii) Processing Information:** Usually the information received by an office is not in a form which can be used directly by the management for decision making. Therefore, it involves arranging and processing the information systematically by trained staff. Very often it may involve calculation, condensation and simplification which meet the immediate requirements of management. Instances of processing information relate to costing report, statistical statements, financial statements and other reports of performance in the business.

**(iv) Retrieval of Information:** The office provides such information to the management as and when needed from its records. The information to be provided may be of routine nature or special nature and it may be verbal or in writing. Examples of information provided by office are orders, estimates, invoices, progress reports, financial statements and instructions issued on behalf of management.

**(v) Protecting Assets:** This involves safeguarding the assets of the business. By far the most important intangible assets to be protected by an office are the business secrets. The other asset to be safeguarded is cash. Surplus cash which is not required for immediate use is to be deposited in the bank. Necessary steps must be taken to collect outstanding debts and minimize bad debts. All the valuable assets must be insured against probable risk of loss. Contract deeds must likewise be properly protected.

**(vi) Arranging Funds:** If the business undertaking happens to be a public limited company, the office has to arrange for funds by the issue of shares, debentures, public deposits, etc. It must arrange for payment of dividend and interest thereon.

**Secondary Functions:** The secondary functions arise in course of business and are incidental to primary function. These functions may be classified as following:

**(i) Communication:** Communication constitutes the core of the secondary function of the office. The office deals with two types of communication, viz., internal and external. The internal communication takes place between the management and individuals within the business through conference, interviews, telephone calls, instructions and circulars. The external communication takes place between the business enterprise and outsiders through letters, telephone, telegrams, orders and so forth.

**(ii) Computation:** This function involves ascertainment of cost incurred in manufacturing goods, checking the invoices, computation of wages and salaries payable to employees and assessing the value of by-products, wastes and scraps obtained in the production process.

**(iii) Statistical Work:** The statistical work in an office comprises of classifying, analyzing, summarizing and interpreting the report. It involves the preparation of comprehensive report accompanied by charts and diagrams as a recommendation for prompt action.

**(iv) Planning and Scheduling:** The planning function of office is concerned with determining what is to done, who is to do it and where it is to be done. Scheduling is concerned with the time at which the events planned are to take place, i.e., both planning and scheduling functions are based upon records.

**(v) Coordination and Direction:** One of the functions of office is to coordinate the working of other departments by issuing necessary directions from time to time. This increases the overall efficiency of business enterprise.

**(vi) Supervision and Control:** Office is also concerned with supervising the work performed in various departments and maintain pace of work in those departments which lack efficiency. This is ensured through control techniques.

### **Types of Office:**

An office can be classified into the three types on the basis of function, location and requirement by law. The following chart depicts the types of office.

**On The Basis of Function:** On the basis of function performed by an office, it can be classified into two types. Head Office and Branch Office. A big business will have a number of branches spread over different places. The head office is an office which coordinates the work of all such branches established in different localities. The parent establishment is known as head office and its off-shoots are turned as branch offices. The best examples of a business which follows this type of classification are banks in our country which function with a net work of several branches spread all over the country.

**On The Basis of Location:** On the basis of location, office can be classified into two types: regional office and local office. A regional office is set up at the regional level to look after the business of that region. Indian Railways offer an example for this basis of classification where in it has eight zonal or regional offices. A local office confines its business to the local area where its operations are carried out.

**On the Basis of Legality:** According to the provisions of company Act every joint stock company must necessarily have a registered office to enable those interested in a company to communicate with it. A registered office may be established in a place other than actual place of business. An administrative office is situated to carry out the control and supervisory business near the place of business.

**Size of an Office:** Very often it is felt that an office is necessary only for a large sized business concern, but not for a small one. The reason is that modern business makes use of different types of office equipment which are needed for a large sized business. But this argument is not correct. Firstly, in modern days, hand operated machines are manufactured and made available to suit the requirements of small business. By using this equipment the efficiency can be maintained in office. Secondly, most of the functions which are to be performed by a large sized business are also common to small sized business, so the degree of mechanization and number of equipment



can be minimized in a small business but office as such cannot be dispensed with. Thirdly, at one time, office equipments were considered very costly and they were thought to be luxury to a business. But in modern days these equipment have become ordinary and are within the reach of most of the small businesses.

## **FILING**

### **Introduction**

A large variety of records are found in modern offices – letters, reports, invoices, contracts, vouchers, circulars, minutes, notice, tax records, statistical records, price lists, catalogues, etc. These records constitute a written evidence of business activities and the memory of the entire organization. Since human memory is limited and cannot recapitulate the numerous transactions taking place every day, records of business transactions must be maintained. All relevant papers and documents relating to the business must be kept in some order, so that, whenever they are needed, they can be produced for use.

### **Meaning of Filing**

Filing refers to the systematic arrangement of keeping business correspondence and records so that they can be readily located whenever required.

Stephenson defines filing as “a mechanism whereby business records may be stored may be so as to be readily available when required.

### **Functions of Filing**

The process of filing is concerned not only with the sorting of records but also with their systematic arrangements so that they may be traced easily asked for. Filing therefore, has four major functions:

- (i) Library Functions, by sorting and arranging the records for future reference;
- (ii) Administrative Function, by maintaining records of previous decisions and thereby helping the executive in framing business policies;
- (iii) Information Function, by maintaining, protecting and supplying the various types of information for various uses and purposes;
- (iv) Historical Function, by preserving in a systematic manner the important records bearing on the progress of the organization.

## **Importance of Filing**

Filing is the core of records management. A large number of papers and documents cannot be preserved and handled without proper arrangement. Systematic preservation of various types of information is made possible only by a good filing system. An efficient filing system provides the following advantages:

- (i) Efficiency:** A good filing system enables the office staff to handle the records properly without any delay. It saves time and brings efficiency in office operations.
- (ii) Ready Reference:** Sometimes, customers repeat their past orders. Filing helps in finding their previous letters and re-executing the orders.
- (iii) Planning:** Management has to refer to past records for framing business policies. Old records serve as the basis for future actions. Filing enables executives to take correct and quick decisions at the proper time.
- (iv) Better Control:** Records help to control various operations in the organization. A proper check is kept on incoming and outgoing letters. Letters requiring immediate attention are disposed of quickly.
- (v) Protection:** A good filing system protects the documents against possible loss or damage.
- (vi) Evidence:** Filing provides documentary evidence for use in the court of law in case of a legal dispute.
- (vii) Legal Compliance:** Filing helps to fulfill legal obligations by keeping the documents and records which are required to be preserved under the provisions of law.
- (viii) Follow-up:** Filing facilitates follow up action in case of securing orders, collecting payments from customers and getting supplies from the vendors.
- (ix) Goodwill:** A good filing system enables the staff to handle correspondence correctly and quickly. This builds up the reputation of the organization.

## **Steps in Filing**

The filing system should be planned carefully keeping in view the objectives of filing and the nature of records. The main steps involved in installing a filing system are as follows:

**(i) Listing of Documents:** First of all, a list of all documents and papers to be filed is prepared. This list should be prepared keeping in view the requirements of the organization. Only those documents should be filed which will be useful in future.

**(ii) Determining Period of Storage:** The time period for which the documents are to be preserved should be decided in consultation with the concerned departments.

**(iii) Acquiring Storage Space:** The storage space should be acquired keeping in view the filing needs of the organization and the funds available for storage.

**(iv) Layout of Filing Department:** Proper layout of the filing department is necessary for preserving records in an easily accessible manner. The storage arrangement should be decided on the basis of the frequency of use of the documents and the officers who will need them.

**(v) Determining Filing Equipment:** Various types of equipment should be procured to store different kinds of documents. The choice of filing equipment depends mainly on the nature and importance of records. Fireproof equipment might have to be purchased for storing valuable documents and confidential records. Open shelf may be used for storing routine type of records.

**(vi) Determining System of Classification:** A suitable system should be selected for the classification of records.

**(vii) Protection of Records:** The arrangements to be made for protecting the records from loss or damage should be decided.

**(viii) Training of Staff:** The staff members employed in the filing department should be given sufficient training for handling various filing operations. Their duties and responsibilities should be clearly defined.

**(ix) Issuing Procedure:** Only authorized persons should be allowed to enter the filing department. Moreover, the files should be issued only to the authorized persons. A record should be maintained of the issues and receipts of all files.

**Filing Systems:** The office manager has to decide whether the filing should be centralized or decentralized. The merits and demerits of both the filing systems are given below.

## **Centralized Filing**

**Meaning:** Under centralized filing, the records of all the departments of the organization are maintained at one place and they are controlled by a common index plan. A separate department known as 'filing department' is created and all the files are preserved in this department. The

individual departments are relieved of the work of maintaining records. All files, filing equipment and filing staff are located at one central place.

### **Advantages**

Centralized filing system offers the following benefits:

- (i) It avoids unnecessary duplication of records. There is no need to make out several copies of orders, invoices, etc., for different departments. This saves time and effort.
- (ii) Since the filing work is concentrated at one place, there is better utilization of storage space. Duplication of filing equipment is avoided and fewer filing cabinets are needed. As a result cost of filing operations is reduced.
- (iii) It ensures uniformity and standardization in filing operations. Uniformity facilitates quick location and delivery of required documents. It also increases the efficiency of clerical operations.
- (iv) Trained personnel can be employed to look after the filing operations. It results in greater accuracy and avoids delays in filing work. It permits specialization.
- (v) Better supervision and control can be exercised on the retrieval retention and transfer of records. Follow up measures can be operated more efficiently.
- (vi) Fragmentation of related documents at different locations is avoided. There is completeness of related documents as all records are stored at one place. Integrity of files can be maintained and loss of valuable records can be prevented by limiting access to file personnel only.
- (vii) Heads of different departments are saved from the botheration of maintaining records. They can devote their time and attention to the main activities of their departments.
- (viii) Location and cross referencing are easy.

### **Disadvantages**

Centralized filing suffers from the following limitations:

- (i) Since all records are stored at one place, the risk of loss due to fire, theft, etc. is increased.
- (ii) Considerable time is wasted on frequent transportation of records from the central storage area to the user departments. This may cause delay and inconvenience to them.
- (iii) Centralized filing may make it difficult to maintain secrecy of confidential documents.

- (iv) Since the filing clerks may not be aware of the specialized work of certain departments, the chances of misfiling are increased.
- (v) The central filing department may become a store of unwanted and unnecessary documents.
- (vi) Centralized filing is not suitable where some departments are located in different geographical areas.

## **Decentralized Filing**

### **Meaning**

Under decentralized or departmental filing systems, every department maintains its own records. The documents and files relating to a department are arranged and preserved in that department itself.

### **Advantages**

Decentralized filing provides the following benefits:

- (a) It saves valuable time because the documents needed by a department are readily available in the department itself. Referring becomes easy and quick.
- (b) The secrecy or confidential nature of documents is maintained as they are retained in the department itself.
- (c) Specialized knowledge about the department prevents misfiling. The safety of the papers is also ensured.
- (d) When the departments are located in different geographical areas, it is the only viable method.

### **Disadvantages**

Decentralized filing suffers from the following drawbacks:

- (i) There is duplication of efforts, space and equipment which increases the cost of filing operations.
- (ii) Specialized staff cannot be employed as the filing work in each department is not adequate enough to keep them fully occupied.
- (iii) There is lack of uniformity and Standardization of office operations.

- (iv) Confusion may arise in filing documents concerning more than one department. This may cause interruptions in filing work.
- (v) It is difficult to supervise, coordinate and control the filing operations performed in different departments.

**Conclusion:** Thus, both centralized and decentralized filing systems have their own merits and demerits. The choice between the two systems depends on the size and nature of the organization. The following suggestions may be useful in this connection:

- (a) Decentralized filing is particularly suited to big and autonomous departments.
- (b) Decentralized filing is better in case of departments located in different geographical areas and for documents of a confidential nature.
- (c) Decentralized filing should be used for documents which are frequently referred to by different departments.
- (d) In case of all other documents, and departments centralized filing is useful.
- (e) A central cum decentralized system may be used in practice. It is a combination of the two systems explained above.

## **Essentials of Good Filing System**

The maintenance of an efficient filing system is one of the complex problems in an office. There is no one ideal filing system, and no one ideal type of filing equipment which will meet the requirements of every record in every office. However, a good filing system should have the following characteristics.

- (i) Compactness:** The filing system is compact. In other words, it should not take up unnecessary space because modern office space is costly.
- (ii) Accessibility:** The records should be readily accessible. The system should be such as to allow the making of insertions without disturbing the existing order of the files. The importance of accessibility is greater in situations where records are to be written.
- (iii) Economy:** The filing system should be economical. It should be economical in time, space, money and operation. The cost of the installation and operation of the filing system should be as low as possible.

## **Classification of Filing**

The greatest difficulty is not in filing records, but in finding them. Records can be looked upon in different ways ; for instance, the sales manager may think in terms of the customer's name, the factory manager may think in terms of the customers, name, the factory manager may think in terms of the product ordered, the inspection clerk in terms of the job number. The answer to the problem of locating a record determines the system of the classification to be adopted. Classification is the process of selecting headings under which documents are grouped or classified on the basis of common characteristics before filing takes place.

**Alphabetical Classification:** An alphabetical classification is usually in accordance with the first letter of the name and is strictly in alphabetical manner in much the same way in which words are printed in alphabetical order in a dictionary. The telephone directory is another example of the use of the alphabetical order. On this basis, the letters and folders containing letters from various correspondents are arranged according to the first letter with which the name of the correspondent begins. For example, correspondence with those whose names or surnames begin with a will be classified and arranged together. If there are several names having the same first letter, the arrangement takes into account the subsequent letters also.

The alphabetical method of filing can be used in correspondence filing, contracts, orders, staff records, stock records, etc. This method can well be adopted for offices where the number of correspondents or subject files does not exceed 1,000.

### **Advantages**

- (i) It is easy and simple to understand and operate.
- (ii) It is self-indexing. No separate index is needed.
- (iii) It is elastic, i.e., new headings can be introduced at any point without disturbing the classification.
- (iv) It provides a direct reference and offers a quick check so that the chances of misfiling are minimized.
- (v) There is convenience of grouping papers in the name of a company, etc. (vi) Useful provision for miscellaneous papers can be made.

### **Disadvantages**

- (i) It takes a long time to find papers in large systems, and thus reduces the speed of operation.
- (ii) There may be congestion under common names.

(iii) Papers may reasonably be filed under different headings or may be misfiled because of mis-spelling of names.

(iv) There may be difficulty in forecasting the space requirements under different letters of the alphabet.

### **Alphabetical Numerical Classification:**

#### **Meaning**

The alphabetical numerical classification is a combination of the first two systems of classification. In this system, filing is alphabetical, but under each of the alphabetical letters there are numbered folders. Thus, in the alphabetical group 'R' correspondence with Ramesh Chander may be given number R/1., with Ram Kumar R/2, and so on. This system is quite commonly in use in banks libraries, transport authorities, etc.

#### **Advantage**

This system has all the advantages of the alphabetical and numerical classifications, plus the following:

(i) It is an elastic classification, since it can be expanded to an unlimited extent.

(ii) It facilitates a quick reference.

(iii) It avoids confusion of names of the same letter of the alphabet common in the alphabetical classification and has the exactness of the numerical system.

#### **Disadvantages**

The main drawback of this method is that it may become extra complicated in a large organization.

### **Geographical Classification:**

#### **Meaning**

As the name indicates, this classification is based on the geographical origin of the papers or documents. When it is desired that the records should be maintained by territories or geographical area, this system of filing is most suitable. This is often essential for the maintenance of sales records or customers accounts. The classification may be town wise district wise, state wise, country wise or continent wise. The steps in geographical filing are:



- (i) Geographical limits are set and areas are defined which will make one unit
- (ii) All states are arranged in an alphabetical order for example, Andhra Pradesh, Assam, Bengal, Bihar, etc.
- (iii) Within each State, district wise or town wise classification may be made and an alphabetical arrangement, too, may be made.
- (iv) Within each sub division, the classification of different parties may be arranged alphabetically or numerically.

### **Advantages**

The advantages of a geographical classification are:

- (i) It assists in speedy location of files.
- (ii) Direct filing is possible.

### **Disadvantages**

The disadvantages of a geographical classification are:

- (i) The geographical location should be known, otherwise misfiling may result.
- (ii) Generally speaking, an index has to be prepared.
- (iii) For better results, this method should be combined with any other method of classification.

The method of geographical classification is useful for the filing of correspondence according to town or according to the customers, orders in a sales area.

## **Subject - Wise Classification**

### **Meaning**

Under this method of classification, all letters and documents relating to a subject are brought together in one file, even though they may have come from different sources and from different people. Letters, etc., may be classified and grouped on the basis of their subject matter and may be arranged alphabetically. The subject headings may again be sub divided into different sub groups, which may be alphabetically or numerically arranged. This basis of classification is adopted where the subject matter is of greater importance than the names or addresses of the correspondents. Sometimes this system is the best system and is adopted by professional firms as architects, engineers, purchasing officers, etc, where it is most convenient to file correspondence under contract or under the type of material bought.

### **Advantages**

The advantages of subject classification are:

- (i) There is convenience of reference, if the subject is known.
- (ii) There is the possibility of unlimited expansion.
- (iii) It is useful when it is desired to combine different papers on single subjects.

### **Disadvantages**

The disadvantages of subject classification are:

- (i) Filing by subject is comparatively slow and difficult, for it requires that the filing clerk should under the contents of papers, documents, etc., and should know in what connection they are likely to be required.
- (ii) Greater care has to be exercised in selecting the titles for the files. Titles must be descriptive; short and self explanatory.
- (iii) It is not very suitable for miscellaneous papers.
- (iv) Favorable cross reference is frequently required, this method is most time consuming.
- (v) An index may be needed, which makes this classification somewhat expensive.

## **Chronological Classification**

### **Meaning**

Under this classification, records are filed and arranged in strict date order. It is often employed in filing invoices and other vouchers associated with accounts, particularly when these constitute a journal. In correspondence filing, letters may be filed in order of the date of writing shown on them. But this system cannot be used independently. The records should be classified according to their subject and may then be placed in order of date inside the file relating to that subject.

### **Advantages**

The advantages of chronological classification are:

- (i) When dates are known, it is a useful method.
- (ii) It is good for overall classification, e.g., correspondence in different years.
- (iii) It is very simple to operate.

### **Disadvantages**

The disadvantages of chronological classification are:

- (i) It is useful only for a small business.

- (ii) It is not useful when the date is not known.
- (iii) Incoming letters might be separated from outgoing replies.

## **Factors in Selecting Classification**

The system of classification and arrangement of files greatly affects the speed of reference, accuracy in filing, flexibility and transfer to reserve storage. It is, therefore, important to make a right choice of the system of classification which an organization wants to use. In making such a selection, the following factors may be considered.

- (i) Convenience:** What is the most convenient method of reference (or cross reference)?
- (ii) Size:** What is the size of the system? Larger systems should be numerical.
- (iii) Simplicity:** Which is the most simple system? Simplicity should be viewed in terms of filing, location and cross reference. The alphabetical system is generally the simplest.
- (iv) Expansion:** The system should facilitate expansion. The numerical system serves this purpose best.
- (v) Speed of Reference:** This too, is an important consideration. Some compound or combined system may achieve this objective.
- (vi) Accuracy:** Which system avoids the possibility of misfiling?

### **Methods of Filing**

Various methods of filing may be classified into two broad categories (i) Conventional or old methods, and (ii) Modern methods.

**Conventional Methods:** The main conventional methods of filing are given below:

- (i) Metal Holders:** Under this method, papers and documents are placed in metal holders in chronological order. Metal holders are used for holding the papers together. This method is inconvenient and outdated. It is not of much use in practice.
- (ii) Bound Book:** All letters and documents are pasted in this book in chronological order. It avoids the possibility of loss or misplacement of any paper. But it is of limited use in practice.
- (iii) Spike or Pillar File:** A spike is a wire fitted with wooden stand. It may be kept on a table or hung on the wall. The papers to be filed are punched through the sharp point of the spike. They are put in the spike one above the other on the wooden base. This is a very cheap and simple method. But it does not protect the papers against damage by dust or insects. It is very

inconvenient and time consuming to refer to a particular document. This method is suitable for a very small office only.

**(iv) Concertina File:** It is made of cardboard and contains a number of pockets usually sufficient to permit alphabetical classification and is readily portable. It is suitable for keeping only a small number of papers because its capacity is limited.

**(v) Box File:** It is a flat cardboard or metal box. Spring clips are fitted within the box to hold the papers. Papers are generally placed in manila folders which are numbered to facilitate quick reference. This method of filing is simple to operate and economical. It protects the papers from dust and damp. But it is not suitable for permanent storage of records in large organizations. Due to constant use the spring may become loose and unable to hold the papers firmly.

**(vi) Pigeon Hole File or Docketing:** It involves the use of a cupboard or special admirals divided into a number of small compartments. The cupboard is open from one side and the compartments are square holes, called 'pigeon holes'. Each pigeon hole bears a letter of the alphabet. When the letters are received, they are sorted according to the alphabets and then put into the respective holes. For instance, the letter received from Ram is inserted into the pigeon hole marked with 'R'. Sometimes, on the folded letters or documents their brief particulars are also recorded. This recording is known as docketing.

**(vii) Press Copy Book:** Under this method, all outward letters are copied out in a book maintained for this purpose. Actually the practice is to get an extra carbon copy of each letter. The copies are then filed in the master file in chronological order. This helps to preserve documents which may become an evidence. But it is a very cumbersome and time consuming method. Location of documents and cross reference is difficult.

### **Modern Methods of Filing**

Conventional filing methods are not suitable for modern and large offices. Therefore, the following sophisticated methods have been developed:

**(i) Horizontal Filing:** Under this method, the documents are inserted in files or folders. The files are kept in drawers in horizontal position i.e. one upon the other. The papers are filed in the folders in chronological order. When a file removed for reference, a guide card about its movement is kept in its place. The following types of files are used:

**(a) Flat Files:** These are covers of card board or thick paper fitted with metal hinges for fastening the papers together. A separate file is allotted to each customer or subject. All the letters relating to that customer or subject are kept in that file in chronological sequence. The document is punched and then inserted in the metal hinges of the file. The papers lie flat one above the other in the files. These files are placed horizontally in drawers. An index is generally displayed outside the drawers for quick reference.

**(b) Arch Lever Files:** These are strong cardboard folders containing strong metal arches. These arches can be operated by a lever. When a paper is to be filed, it is punched with two holes with punching machine. The lever is then moved upward which opens up the metal arches or springs. After the paper is inserted through the holes the lever is pressed down to close the springs. The papers in the file lay flat, one upon the other. This system is simple and economical. It helps to preserve the papers neatly. Any document can be referred to without removing the papers lying upon it.

**(ii) Vertical Filing:** Under this method, files are kept in a standing or upright position. The documents to be filed are firstly put into folders and then the folders are placed in drawers or cabinets in alphabetical or numerical order. The following types of equipment are used in vertical filing:

**(a) Folders:** These are the basis of vertical filing. Folders are made of manila paper, flexible plastic or rubber. The back of the folder is slightly higher than the front. The extended back is used to write the contents of the folders. When the folders are placed in the cabinet, the extended edges are visible in a sequence so that contents can be ready easily.

**(b) Cabinets:** Folders are kept vertically in a steel or wooden cabinet. A cabinet contains several drawers. The drawers are deep enough to hold the folders in vertical position. Each drawer is fitted with a spider which pushes it backward and forward. There is also a mechanism in the drawer to hold the folders together. In order to divide the drawer into convenient sections guide cards are inserted at appropriate places.

**(c) Suspension Filing:** Under vertical filing there is no device for holding the folders and they may slide down. Suspension filing has been developed to overcome this limitation. Under this method, folders are fitted with metal bars suspended on a metal frame which is fitted inside the drawer are special cabinets containing drawers fitted with metal frames to support the suspended folders are used.

**(d) Lateral Filing:** Under this method, files are arranged side by side on shelves or racks in upright position. Documents are put in folders which have hooks. The folders are hung on the railings of the shelves. The tips of folders are fitted with title indicators. All the files kept in the cupboard are simultaneously visible. Lateral filing has several advantages which are given below:

- (i) It is economical because it occupies less space.
- (ii) Removal and replacement of files is easy and less noisy.
- (iii) It facilitates sorting of a large number of files.
- (iv) It is highly flexible and offers ample scope for expansion.
- (v) It provides greater visibility so as to facilitate quick reference.
- (vi) It facilitates quick location of records. Even ordinary almirahs can be used.

**(v) Open Shelf Filing:** In this method, files are kept vertically or horizontally in the open shelves. Such shelves are used in libraries. Open shelves may be up to the height of the ceiling and ladders may be used for operators. It provides all the advantages of lateral filing. Open shelves are cheaper and can accommodate more files. However, this method requires a dust free area in order to protect the life of the records.

**(vi) Visible Card Filing:** This method is becoming popular in larger organizations. A visible file shows all relevant information. The information is recorded on the edges of the cards. The cards are kept in open trays or filing cabinets. Each card is so arranged into a metal hinge that it overlaps the one before it and remains visible. Visible card filing can be used for maintaining records of inventories, customers, suppliers, shareholders, employees, etc. The main advantages of visible filing are as follows:

- (i) Due to simultaneous visibility of all cards, reference to the stored information can be made at a great speed.
- (ii) Signals and tabs can be used to draw instant attention to specific cards.
- (iii) New papers can be easily inserted.
- (iv) Important information is available at a glance and it is not necessary to read the whole card.

**(vii) Rotary Card Filing:** Under this method, cards are attached to a belt or series of rings that surround the core of a rotating wheel. Card can be inserted or removed by rotating the wheel to a desired location. The wheels may be kept in vertical or horizontal position in specially designed desks.

**(viii) Motorized Filing:** In this method of filing, an electrically operated console is used. The operator sitting at a desk can get a view of the relevant file by pressing the button. The motorized filing equipment consists of a cabinet that houses a motorized push button, chain driven arrangement of fixed cradles on which trays of record cards are revolved vertically. This method permits instant reference to the desired files. It is very convenient and reduces fatigue on the part of the operator. But equipment used in this method is very costly.

## **INDEXING**

### **Introduction**

After having acquired the basic knowledge about the system of filing, we are going to discuss about the technique of storing of various files in the systematic manner which is called as Indexing.

### **Meaning**

An Index is anything that points out or indicates. It is a ready guide to the location of the required file record. It is process of determining the documents which are to be filed. It is an important aid to filing and filing because, when a large number of files are maintained for various purposes, they can be located or indicated by some sort of a guide, which is known as the Index. It is a reference list for locating a particular document in the file. It enhances the utility of the filing system because documents can be easily got at.

### **Advantages of Indexing**

A good system of indexing offers the following advantages:

- (i) Indexing helps the filing clerk to locate easily the documents and letters concerning a particular correspondent. Thus it facilitates locations.
- (ii) A good system of indexing ensures cross-reference, and so saves time and effort.
- (iii) Indexing improves the efficiency of the records administration.
- (iv) In order to achieve these benefits, a good system of indexing should be.
  - a. Simple to operate and use.
  - b. Economical in operation.
  - c. Flexible to allow for expansion when required.

- d. Should go well with the system of filing in the organization.

## Essentials of Indexing

A good system of indexing should possess the following essential features:

- (i) Simplicity:** A good system of indexing should be simple to understand and easy to operate. It should not be unnecessarily complex in operation.
- (ii) Economy:** A good indexing system should be economical in terms of space, equipment and effort.
- (iii) Flexibility:** The system should have sufficient scope for expansion. It should have multiple uses. e.g. to locate a file, to provide important information, etc,
- (iv) Safety:** It should protect the records against dust, insects, fire, rats, water, etc; It should have a locking arrangement to prevent pilferage of records.
- (v) Efficiency:** It should be speedy in operation. It should take the least possible time to locate a card or to insert a new card.
- (vi) Suitability:** The indexing system should go well with the system of filing in the organization. The type of indexing should be selected on the basis of the nature of filing operations.
- (vii) Cross Reference:** Cross reference should be given under the head under which a document could be filed but has not been filed.
- (viii) Signaling:** A slip or tab should be attached to the exposed edge of a card or file to draw attention to certain facts recorded on the card.

## Types of Indexing

The various types of indexes are also known as the methods or systems of indexing. Several types of indexes are used in various offices as aids to the filing system. Some of them are rather crude and rigid, while others are highly sophisticated and expensive. The choice of any system of indexing depends upon the nature and volume of the records to be indexed. Some of the important types of indexes are described below:

**Page Index:** An ordinary page index consists of a page for each letter of the alphabet, fitted with a tab showing the letter and on each page are written the names beginning with that letter and quoting the relevant page numbers. This is the type of index most in use for minutes, and is



comparable to the index given at the end of a book. This type of indexing may take the following forms.

**(i) Bound Book Index:** It is in the form of a bound book or register divided into alphabetical section in which the names of person or documents are entered. Each section has the leaves cut away at the right hand side so that the initial letters of all the sections are visible at a glance. All entries relating to a particular letter of the same letter of the alphabet are arranged in the same section or page order. The book index is very cheap and is good for maintaining a record for a long period. The pages cannot be lost or disarranged because they are bound. But an alterations in the index is difficult and it accommodates a comparatively less number of entries. It is therefore an inflexible method.

**(ii) Loose Leaf Index:** A loose leaf index is one in which pages are not fixed permanently but are held by a device which makes it possible for one to take out some page or insert additional pages. The sheets of pages are fitted on to metal hinges and screwed. When a leaf is inserted or removed, the book is unscrewed and the relevant sheet is inserted or removed from it. This method, therefore, has the advantage of being flexible and adaptable. It offers ample scope for expansion. The main drawback is that the sheets may be manipulated. Lost or damaged because of the leaning of punched holes.

**(iii) Vowel Index:** This is an extension of the bound book index. In big organizations, where the list of correspondents is very large, too much time is wasted in locating the name under reference. Therefore, to facilitate, quick reference, the book is maintained on the basis of a vowel classification. Under this method, the sections of the index book reserved for each letter of the alphabet are divided into six sub-sections which are reserved for the 5 vowels (a,e,i,o,u) and y. The names of the correspondents or the headings of the files are recorded on the page allotted to the letter of alphabet and the vowel sub section in that order. For example, the name of Mr. Ramesh will appear on the page allotted to R and sub-section 'a' for 'a' is the first vowel in the name of Ramesh. like book indexing vowel indexing, too, is less flexible and has a very limited use.

### **Advantages**

Page indexing has the following advantages:

- (a) It is very simple method of indexing and can be under stood by everyone.
- (b) It is an inexpensive method.

(c) Very little equipment is needed to put this method into operation.

### **Disadvantages**

The following drawbacks should also be noted.

- (i) It is an inflexible method of indexing.
- (ii) Names not in use have to be deleted from the index. As a result, the appearance of the index book or register becomes very shabby.
- (iii) Names are entered in a chronological order in the book (the order in which they come.) A strictly alphabetical arrangement of names may not be possible.

### **Loose Index**

A loose card index is used to overcome the difficulties (drawbacks) of an ordinary page index. It consists of a number of cards of small size (12 x 7 cms), each concerned with one item of the index. The reference heading is written along the top edge of a card, and the remaining space is devoted to indicating the place where the corresponding record may be found. Cards are arranged in an alphabetical or numerical order and placed in drawers or boxes of suitable dimensions. Each drawer may have a rod running from one end of it to the other to hold the cards in position. These drawers are divided into alphabetical section by means of guide cards. To facilitate the location of an individual card, tabbed guide cards may be inserted at intervals.

### **Uses**

Card indexing has numerous uses, some of which are:

- (i) To keep particulars of employees
- (ii) To keep accounts of stock items
- (iii) To keep records of investments and assets
- (iv) To keep the names and address of customers, dealers shareholders, creditors and debtors.
- (v) To keep records of different assets
- (vi) To keep records of installment sales or sales on hire purchase basis
- (vii) To keep the specimen signatures of account holders (in a bank)
- (viii) To keep a catalogue of books (in a library)

### **Advantages**

The card indexing offer the following advantages

- (i) The cards can be arranged in any order alphabetical, numerical, geographical etc., and order can be changed to suit the changing needs of the business.
- (ii) The system is quite cheap to install and operate. The equipment required includes cards and drawers of the desired size.
- (iii) The cards provide a complete list of the names, address, telephone numbers, etc., of the persons or firms with whom the dealing take place.
- (iv) The system is highly elastic: New cards can be inserted or dead cards removed at any time without disturbing the sequence.
- (v) The system is flexible. The number of cards can be increased or decreased from any group without disturbing the order of the cards.
- (vi) Each card may be ruled according to the particulars or information required.
- (vii) The system is simple to understand and operate. Every person in the organization can operate the system with great ease and without requiring any book.
- (viii) Cross reference is facilitated.
- (ix) Cards can be put to many uses. For instance, in a library two cards per book may be prepared, one for the author and the other for the title of the training.
- (x) The cards wanted for reference can be taken out without in any way holding up the work of recording of information as other cards are left behind.
- (xi) In a big business house, cards indexing are cheaper than ordinary indexing. Expenses of having a bound book and its occasional renewal, with addition, to existing correspondence are saved or an avoided.
- (xii) For special purpose, coloured cards can be used to facilitate easy classification of customers or sub groups.
- (xiii) Guide cards to tabs may be used to highlight certain information, etc., overdue accounts, stock items in short supply, etc.
- (xiv) The index may be used by several persons may use the card index at the same time.
- (xv) Any information can be obtained or recorded quickly and without difficulty.

## **Drawbacks**

The disadvantages of a vertical card index are:

- (i) The card index is blind, i.e., a large number of cards cannot be seen at a glance. It therefore takes a longer time to locate a particular card.
- (ii) There is a danger of separate cards being lost, mutilated or destroyed.
- (iii) Supervision or checking may be difficult if system provides for a free removal of the cards.
- (iv) Cards get torn or spoiled through constant handling and therefore have to be replaced.
- (v) The system is comparatively more costly than ordinary page indexing.

### **Visible Card Index**

Under this system, the cards are laid flat in transparent covers in a shallow tray or in metal frame. Each card is fitted into a metal hinge so that it overlaps the one before it in such a way that a narrow strip at the bottom, containing the name or title, remains visible. The principal underlying the visible card index is that the cards overlap, so that one line of entry on each card projects and is visible, thus forming a one-line index. The cards tray may contain 50 cards and is fitted horizontally into cabinets or attached vertically to the metal stand. The trays are fitted with hinges which enable the operator to write on each card without removing it from its place. This saves time because a speedy reference to cards and the posting of cards become possible. The catchy advertisement slogan for the visible card index is; Look at the record not for it',

### **Advantages**

The visible card indexing offers the following advantages:

- (i) It occupies less space and provides instant reference.
- (ii) Though visible indexing costs more, the saving in time and labour is so much that it offsets the additional cost. Studies have shown that it saves 75 per cent of the time required to look up card under the non-visible system.
- (iii) Additional information can be easily written on the cards without even disturbing the order in which they have been kept.
- (iv) Speedy reference is possible as the names of the customers or subject are all visible.
- (v) Posting of the cards is very speedy, which saves time.
- (vi) It helps listing of customers or subjects as a photograph of the tray one provide a ready list with minimum effort and expense.
- (vii) It aids the management in controlling purchases, inventories, sales, production and other functions of a business.

## **Disadvantages**

The disadvantages of a visible card index are:

- (i) The requisite type of equipment is more costly than the equipment required for a non-visible indexing system.
- (ii) The training of the staff is necessary for the operation of the visible card indexing System.

Because of the advantages offered by this system, it is now used by all the modern offices.

## **Strip Index**

In every office, whatever the organization, a list of the names addresses and telephone numbers, etc., of the correspondents has to be maintained. The strip index is especially designed for this purpose. It consists of a frame into which strips of stiff papers can be fitted in any required order. Each strip is devoted to one item. Frames containing these strips may be either fixed on the wall, or arranged on a rotary stand which can be turned round so that one can look at any part of the index. The strips can be protected from exposure or damage with removable transparent celluloid or plastic window sheets. Strip indexing offers similar advantages and suffers from the same drawbacks as those of visible card indexing.

## **Wheel Index**

This is a modern method of visible indexing, popularly known for its providing instant reference. The method is a variation of the visible card index discussed earlier. Under this system, cards are arranged about the circumference of a wheel which may be portable or set in a cabinet or desk. A single wheel can hold as many as 5,000 cards and as many as six wheels can be set up within easy reach of a clerk sitting at his desk. The capacity can be further increased when wheels of a bigger diameter and arranged horizontally. In this system, cards can be withdrawn and inserted without disturbing the other cards and entries can be made on the cards without removing them from the wheel.

## **SELECTION OF SUITABLE INDEX**

Since every system of indexing has its merits and drawbacks, a selection of a suitable system of indexing becomes a very difficult task. Some methods are rigid, while others are flexible, though

sophisticated and expensive; some are blind, while others are visible. In the circumstances, in deciding about the type of the indexing system to be used in the office, the office manager should consider the following factors:

- (i) The requirements of the filing system adopted by the organization.
- (ii) The objectives of keeping an index.
- (iii) The type and the extent of information needed.
- (iv) The frequency of withdraws or insertions.
- (v) The requirements of space for a particular system and the availability of space.
- (vi) The need to take out the card for the purpose of recording information.
- (vii) The cost of equipment, labor, stationery and supplies required for each system and the amount of money available for the purpose.
- (viii) The need for the use of signals.

### **Steps in filing and finding records**

The following steps need be taken for filing a particular record letter or a document:

- (i) Consulting of Index:** The first step is to find out from the index the description and location of the folder concerning that document or record. Where files are arranged alphabetically; a separate index is not required. In such a case, only the files have to be referred.
- (ii) Filing the Document:** If a file folder is there, the document shall be placed there on top of the other letters since in the folders, documents are filed chronologically.
- (iii) Making New Folder:** If there is no file folder, a new one has to be opened for future needs. Where the document is not an important one and a new folder need not be opened, it may be placed in miscellaneous file in the alphabetical order.
- (iv) Cross Referencing:** If cross referencing is required, the document may either be filed at the chief place and reference to it is made at other places, or is copied out and a copy is fixed at each place of reference.
- (v) Placement of Folder:** After filing the document, the file folder is placed in its proper place in the filing cabinet.

The following steps need to be taken for finding a particular record:

- (i) Tracing Out the File Folder:** The first step again is to consult the index and locate the particular file folder for document now needed. Instead of index, files are directly referred in case of alphabetical classification.

**(ii) Removing the File:** When the file folder is traced out, it shall be removed from the filing cabinet and an out guide card inserted in its place to indicate the destination, if the file is sent to a particular person.

**(iii) Miscellaneous File:** Where the document is in a miscellaneous file, the file should not be removed. Instead, only the document shall be removed and an out guide card placed in the appropriate point. The document shall be placed in a temporary file and sent to the person who wants it.

**(iv) Refilling:** When the concerned file folder or document is returned to the filing section after reference to it has been made, the file or document should again be placed at its appropriate point by removing the out guide card placed there earlier.

## QUESTIONS

### I. Briefly answer the following questions

1. Define office
2. What are the objects of office?
3. What are the characteristics of office work?
4. What are the features of office work?
5. What are the factors for the growth of office work?
6. What are the factors determining the size of office?
7. What are the measures for the size of an office?
8. Write the importance's of office?
9. What is Filing?
10. What the modern methods of filing?
11. What is classification?
12. Mention the factors selecting classifications?
13. What is Chronological Classification?
14. Describe Geographical Classification.
15. What is Index?
16. What is Indexing?
17. Mention the types of index.
18. List out the essentials of indexing.

**II. Answer in detail the following questions**

1. State and Explain the modern concept of office
2. Define office. Discuss the main feature stating nature of office work.
3. Explain the purpose and nature of office work.
4. Explain the factors determining size of office.
5. Future office: challenges and Task- Discuss
6. Describe the main functions of office.
7. Enumerate the importance of office
8. Give various auxiliary or subsidiary functions of office.
9. Explain in detail the methods of filing.
10. Enumerate the modern method of filing.
11. Explain the various forms of Classifications.
12. Describe the factors selecting classifications.
13. Enumerate the steps in filing.
14. Explain in detail the importance of filing.
15. Describe the centralized filing and explain the advantages and disadvantages.
16. Describe the decentralized filing and explain the advantages and disadvantages.
17. Enumerate the different types of index.
18. Elucidate the essentials of Indexing.
19. Explain the selections of suitable index.



## Modern Office Functions

After completion of this unit you should able to know:

Functions of Office Management  
Intricacies of Office Management  
Role of a Office Manager  
Also understand about office organization.

- Introduction
- Definition of Office Management
- Functions of Office Management
- Scientific office Management
- Departmentation
- Functions of an Officer Manager
- Office Organization
- Let's Sum-up
- Key Terms
- Self Assessment Questions
- Further Readings
- Model Questions

Management simple means to control or to administer. Office management means the method of controlling an office so as to enable to achieve a given aim. In our modern society, all kinds of business are carried on by a group of people, who have enough knowledge in their respective filed. But group of people, who are working for a common object, must be guided and controlled by a leader or an authority. This is the function of the management. Management is a technique of leadership or control of an office in order to attain the aimed result through the efforts of other people in grouped activities. This is possible when the office is properly organized and managed. Office function is carried on by a group of people for a common result, by giving services to the organization. The management has to organize the office in such a way to attain the objectives. It is the function of the management to orgnaise, guide and control the whole

Before to enter into the topic, it would be essential to understand the meaning and definition of administration which is as follows :

According to schedule, “Administration is the force which lays down the object for which an organization and its management are to strive and the broad policies under which they are to operate. Management is the force which leads guides and directs an organization in the accomplishment of a predetermined object. Organisation is the combination of the necessary human beings, materials, tools, equipment, working space and appurtenances, brought together in systematic and effective correlation, to accomplish some desired object.”

It is known through economics that the factors of production are divided into four- land, labour, capital and entrepreneur. The last one is important under the present study. The entrepreneur is the man, who brings together the other factors in a business. The other factors can be called as organization. For example consider a human body. Human body can be compared as an organization. It has various organs- ears to hear, eyes to see, hands to work, legs to walk, etc. Each organ has a specific work. Each of the organs of course works in coordination with the other organs. All the activities of the different organs combined, can be considered as an organization. Finally, there is a top administrator the brain. Similarly in business, production department, sales department, personnel department etc. have to do the proper function as directed by the management. The organization may refer to the function of organization or to plans carried out through persons. Organization is concerned with and exists when an employ is selected, assigned jobs within his ability to work through a clear understanding. He must understand what he should do, how he should do and when he should do.

Office Administration denotes the function of giving birth to major policies upon which the enterprise is to be functioned. In a joint- stock company, the Board of Directors makes the major policies and in a partnership firm, the partners lay down the policies. In all kinds of business the function of administration is the same. Making the policies is the function of administration.

### Definition of Office Management :

According to Leffingwell & Robinson, “Office Management as an function is that-branch of the art and science of management which is concerned with the efficient performances of office work, whenever and wherever that work is done.”

According to Mill & Standingford, “Office management may be defined as the art of guiding the personnel of the office in the use of materials, methods, machines and equipment appropriate to their environment in order to achieve its specified purposes.”

Wylie defines “office management as the manipulation and control of men, methods, machines and materials to achieve the best possible result- result of the highest possible quality with the best possible effort and expense, in the shortest practicable time and in a manner acceptable to the top management”.

Now we can understand from the above definitions that office management means planning, organizing, coordinating and controlling the activities of an office.

### Functions of Office Management :

There is no universally accepted classification of management functions. This is because different authors, who were considering different organizations, gave separate classification of management functions. Office management is similar to the general or administrative management; it performs the same functions as are performed by the management. The functions of office management in brief, are given below:

### I. Planning:

Planning is a fundamental function of office management. All types of organizations prepare plans. Planning our studies, our careers, new products etc. are examples of planning. It is the determination of a course of action to achieve a desired result. Planning concentrates on setting and achieving objectives of an organization. It is an intellectual process. It is characterized as the process of thinking before doing. Planning function of management precedes all other managerial functions. “Planning is deciding in advance what is to be done. When a manager plans, he projects a course of action for the future, attempting to achieve a consistent, co-ordinated structure of operations aimed at the desired results.” Planning involves projecting the future course of action for the business as a whole and also for different sections within it. Planning is thus the

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preparatory step for actions and helps in bridging the gap between the present and the future. Since planning is essentially choosing, it is dependent upon the availability of alternatives. It is through this process of choosing that office manager can obviously be seen as an important aspect of planning. Planning process comprises determination and laying down of objectives, policies, procedures, rules, programmes, budget and strategies etc. The operations of the office will not run smoothly if they are not planned adequately. Planning makes it possible to occur which would not otherwise happen.

### Benefits of Planning:

1. The business objectives can easily be secured through plans.
2. Planning gives direction to activities in the office.
3. It focuses attention on objectives.
4. It provides co-ordinated efforts and reduces risk and uncertainties.
5. It facilitates the process of decision-making.
6. It encourages innovation and creativity.
7. It serves as a basis of control.
8. It encourages the sense of involvement and team spirit.
9. It eliminates unproductive office work and thus helps to minimize cost.
10. It helps in economical operations.

## II. Organising:

It is an important managerial activity by which management brings together the human and material resources for the achievement of certain objectives. Organization is the foundation upon which the whole structure of management is built. It may be conceived of as the structuring of functions and duties to be performed by a group of people for the purpose of attaining enterprise objectives. Organizing is the determining, grouping and arranging of the various activities deemed necessary for the attainment of the objectives the assigning of people to those activities, the providing of suitable physical factors of environment and the indicating of the relative authority delegated to each individual charged with the execution of each respective activity.

According to Louis A Allen, “Organisation is the process of identifying and grouping the work to be performed, defining and delegating responsibility and authority, and establishing relationships for the purpose of enabling people to work most effectively together in accomplishing objectives.”

According to Liver Sheldon, “Organisation is the process of combining the work which individuals and groups have to perform with the faculties necessary for its execution that the duties so formed provide the best channels for efficient, systematic, positive and co-ordinated application of the available effort.”

The important steps involved in the process of an organization are:

- Organization structure is developed to achieve objectives. Organisation as a process of management is concerned with identifying and grouping of activities to be performed.

- Closely related and similar activities are grouped together to form departments, divisions or sections. Grouping may be done on several bases depending on the requirements of the situation. Such grouping of activities is called departmentation.

- Each group of related activities is assigned a position most suited for it. Every position is occupied by an individual. While assigning duties, the requirements of the job and the competence of the individual should be properly matched together. The process of assigning duties goes on till the last level of the organization.

- Authority without responsibility is a dangerous thing and similarly responsibility without authority is an empty vessel. Hence corresponding to the responsibility authority is delegated to the sub-ordinates for enabling them to show work performance.

- Having determined the various parts and portions of the job to be done, the next step will be to fix suitable and well-qualified persons into these activities. Each person in the group will be given a specific part of the job to do and will be made responsible for it.

‘Staffing’ is concerned with the recruitment, selection, placement, training, growth and development of all those members of the organization whose function is to get things done through the efforts of other individuals. After determining the number and type of personnel to be appointed to fill different jobs management starts recruiting, selecting the training the people to fulfill the requirements of the enterprise. According to Franklin Moore, “Staffing is a forward looking activity because tomorrow keeps becoming today. Attrition constantly reduces executive ranks through retirement, death, resignations and occasional dismissal; so young men keep moving up. Besides this, most enterprise grow, providing new openings for managers.” The function of staffing was considered to be a part of organizing but recently it has developed into a distinct function of management, and is, therefore treated separately in the chapter relating to



Control is thus closely related to the planning job of the manager. But it should not be

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viewed merely as a postmortem of past achievements and performance. In practice, a good control system should suggest corrective measures so that negative deviations may not recur in future.

## VIII. Communication:

Communication is a means by which different persons are linked together in a group or organization to attain a common goal. No group activity is possible without communication. It enables the members to coordinate, to exchange and to make progress. A good communication should aim at making everyone concerned aware of the goal which the organization wants to achieve.

The two main objectives of communication are to inform and to persuade. Communication is the means by which behavior is modified, change is effected, and goals are achieved. Communication is essential for effective control and motivation.

Scientific Office Management :

Scientific management, as the name implies, means the application of the scientific method for the solution of the problems of management. In its application, the scientific approach is used in meeting problems of all types instead of depending on tradition. In view of the present day complexities and growing magnitude of management

responsibilities, scientific office management is perhaps the best solution. It does not mean that office management is a pure science. It is the application of scientific principles to management decision-making. In the words of Frederick W. Taylor, the father of Scientific Movement, “the scientific management means knowing exactly what you want men to do and seeing that they do it in the best and cheapest way.” Scientific management is characterized by a scientific method of attack in the solution of business problems and the development of managerial techniques. It looks, considers and evaluates customs and traditions, personal institution and experience, and inductive deductive thinking.

Techniques of scientific management involve the following steps:

1. Setting up of standard tasks through scientific investigation and research (time, motion and method of studies)
2. Analysis of operations to evolve the best method of doing the standard task.
3. Scientific selection of personnel and their training in the methods involved.
4. Standardization of materials, equipment and working environment for workers.
5. Introduction of specialization in the administrative and organizational set up.
6. Improvement of worker management relations through good faith, perfect understanding and better incentive wage plans.

The principles and techniques of scientific management are equally applicable to office



management and lead to increase productivity of labour. Elimination of waste of all types, whether men or materials is aimed at.

### Elements of the Management:

The four elements of office management are:

1. Purpose : The office manager must be fully aware of the aims and objectives of the organization in order to make correct decisions. If he knows the purpose of office, he will provide direction to the office activities and thus make it easy to evaluate the performance of different individuals.
2. Environment: The office environmental is not only the physical environment but also the external factors such as the laws and customs of the community within which the firm operates. Efficiency of office personnel depends upon the perfect understanding of office environment. The environment is always changing and the officer must take decisions accordingly.
3. Personnel : It is the most important element. The office manager must select suitable personnel and place them in appropriate jobs. They must be given proper training and then only they can increase their efficiency. To realize the desired objective of the office, the personnel must be provided with sufficient incentives to motivate them to contribute their efforts whole- heartedly.
4. Means : It is a tool and include materials, methods, machines and equipments with the help of which office activities are performed by the office employees. The office manager must know how to use these means in the best manner. The best use of means leads of greater efficiency and effectiveness in the work.

## Department:

Departmentation is the process which is used to group business activities into units for the purpose of efficient administration at all levels. The process of organizing an enterprise consists of (a) dividing and grouping the work to be done and (b) assigning different duties and responsibility to different people. In other words, the total activities of the business are divided into a number of functional departments, each entrusted with a particular type of business activity. A large business house has, therefore, as many sectional offices as there are functional or operating departments. It is difficult to function for a business enterprise unless its activities are divided into group of functions, for example, production, purchasing, financing, accounting etc. These classified functions are performed by a group of specialized employees. A section is a group of workers under one supervisor. There is a general office, under the control of the Secretary, which co-ordinates the activities of the functional departments as well as those of sectional offices.

**Basis of Departmentation:**

Different concerns follow different bases of departmentation depending upon their size and nature of operations. The bases of departmentation usually followed by most business enterprises are:

1. **Product Basis:** When a firm produces large number of products and the volume of business done in each product is sufficiently large, then internal organization may be formed on the basis of products handled or service rendered. One department is in charge of one line of products. For instance, a firm dealing with paints, chemicals, plastics and fertilizers, it may have four departments each dealing with one product.
2. **Geographical Basis:** When an organization is large and geographically dispersed, departmentation on territorial basis may be made. For instance, a large Fan Manufacturing Company doing business in all the states of India may have separate departments for each state.
3. **Functional Basis:** Most business enterprises, however, prefer to segregate their departments on the basis of the major activities or functions of the enterprise, viz. production, purchase, marketing, accounts etc. The various activities of the business enterprise are divided into a number of functional departments. Thus matters relating to production are dealt with by the production department, matters relating to accounts by accounts department and so on.
4. **Customer Basis:** Under this basis of departmentation, activities are grouped according to the type of customers. For example, a large cloth store may be divided into wholesale, retail and export divisions. Each department specializes in serving a particular class of customers. For example, a large readymade store may have a separate department each for women, men and children.
5. **Process or Equipment Basis:** Manufacturing activities may be sub-divided on the basis of their process or production. For example, production department of a textile mill may be divided on the basis of processes of production, like designing, spinning, weaving, dyeing, bleaching etc.

### Advantages of Departmentation:

1. An organization can avail benefits of specialization.
2. The efficiency of the management increases.
3. It is easy to fix accountability for the results.
4. Better control is facilitated.
5. It is easy to fix responsibility on workers.
6. It facilitates coordination.

The main purpose of the office is to provide efficient clerical work to the functional departments and top management. For reasons of efficiency and economy and to secure specialization, various activities to be performed by an office are divided into different departments. Each department of the office performs a specific function and the clerical

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staff attached to it becomes specialized in that particular function through constant dealing with the same work. Thus departmentation leads to greater efficiency which reduces the cost of office. Generally, a modern office has cash department, accounts department, filling department, typing department, mail department etc.

### Functions of an Office Manager:

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correspondence, messenger services, communication system, filling and indexing, protection of records etc. There is no hard and fast rule as to the functions of an office manager. His functions depend upon the type and size of the organization.

He has to face difficult situations very tactfully, and must have pleasing manners always in dealing with critical positions and in suggesting suitable ideas. He must be tactful.

## Office Organization :

An office organization involves the division of office activities into certain departments as well as persons. The office manager defines, and assigns activities, so that they can be most effectively executed. It means the determination and assignment of duties to the workers, and also the establishment and the maintenance of authoritative relationship among these grouped activities. Each department works in coordination with the other departments. Organization is the backbone of the management. With proper care at all levels, it is possible for the management to attain the aimed goal.

Further each department splits the job into many simple processes; and each process is operated by a person. The sub-division of a sub-divided job makes the work simple, easy to understand and quick to perform. The office may be divided on the basis of size and nature of a concern. However, for big concerns there may be the following departments : (1) Accounts Department, (2) Cash Department, (3) Correspondence Department, (4) Purchase Department, (5) Sales Department, (6) Advertising Department, (7) Filing (Record) Department etc. Further if the concern is very large, there may be Credit Department, Personnel Department, etc. In practice, the principle of division of labour to an office organization means the division of office (work) into as many departments as necessary and each department is made responsible to increase the sales. The purchase department is responsible for good purchase and is answerable if bad quality of goods are purchased. The credit department is answerable if bad debt increases, so on and so forth. Thus, the responsibility is being fixed on all departments. In addition, a person, who deals in one item continuously, becomes an expert and specialist. Through him better and quicker result is possible for the management.

Therefore, by division of labour responsibility can be fixed on individuals. People gain more efficiency in the work.

Functions of office management, are quite interesting and important keeping in mind the objective, and goal of different organizations. There is enough disagreement among management writers on this classification. The terminology is also not always alike, different authors offering different names for the same functions of management. But in this unit it is clearly high lights on planning, organizing, staffing, directing, motivating,

Further an attempt has been made and focused upon scientific office management which implies the application of the scientific method for the solutions of the problems of all types of management which leads to increased productivity of labour. Here it is considered the basic elements of management i.e., purpose, environment, personnel and means.

Office Management: Concerned with the performance of office function.

**Planning:** Deciding in advance what is to be done.

Staffing: Selection of men for various jobs.

Motivating: Stimulating individual to accomplish a desired goal.

Coordinating: Means keeping the team by ensuring suitable allocation of tasks.

**Office Manager:** An executive who is in charge of a office to organize and control of perform efficiently and effectively.

Communication: It is a means by which persons are linked together to attain a common goal.

Scientific Management: Application of the scientific method for the solution of a problem.



## UNIT - III

### MODERN OFFICE EQUIPMENT

#### **Introduction**

So far we have discussed various matters regarding office functions, office management, office location, office accommodation, office furniture, office filing, and indexing. The next step is to discuss about the Office Machines and Equipments. In the modern world, the mechanization plays a vital role in office organisation.

#### **Meaning of Mechanization**

The concept of mechanization in the office refers to the process by which machines and equipments are introduced with a view to speeding up the administrative process. In other words, the mechanization means the decision to shift from manual to machines in the operation of an office.

#### **Objectives of Mechanization**

The following are the important objectives for which mechanization is introduced:

- (i) Saving in Labour:** The main reason for the installation of office machines is to reduce the labour cost. Savings in labour cost refer to annual savings in their wages, or an increase in the volume of work handled by the existing office.
- (ii) Time Saving:** Saving in time is another objective of mechanization. Machines should be used whenever it is important to save time. Time saved in office routine may be beneficially utilized in some other operations of the enterprise.
- (iii) Accuracy:** Office machines may be of special value in promoting accuracy, particularly in the operations of the Accounting and Sales Department. The machines also exercise a check on manual work, apart from locating errors and frauds.
- (iv) Minimization of Frauds:** Certain machines, if installed, do not save time or labour, their value lies in the fact that they reduced the chances of fraud, embezzlements etc, by the employees. Examples of such machines are cheque writing machines, franking machines etc.
- (v) Effects on Personnel:** Many machine operations relieve manual drudgery, and reduce the monotony of work and fatigue. To that extent machines improve the morale of the employees.

**Advantages of Mechanization:** Since mechanization has become an important part of the modern office administrative process, a critical analysis of its advantages and disadvantages may be made. The main advantages of mechanization are.

**(i) Better Quality of Work :** The work performed by a machine is usually uniform, and is neat and more legible than when it is done by hand. An analysis can be obtained automatically at the time of entries in ledger accounts and stock record etc.

**(ii) Lower Operating Cost:** Office machines are labour and time saving devices. They lead to savings in wage-bills or release the staff for other work. Machines do require a large amount of initial capital investment; but, in the long run, their use is profitable.

**(iii) Improved Efficiency:** Machines bring speed and accuracy to all types of office work, and thus increase the efficiency of employees.

**(iv) Facilitates Control:** From the management point of view, greater control is possible and more information may be available than before; hence an extensive use of a machine would ensure that office work is performed efficiently.

**(v) Greater Accuracy:** Mechanization ensures accuracy of work, especially in accounting, computation and statistical calculations. It prevents clerical errors and omissions.

**(vi) Relieves Monotony:** mechanization reduces the monotony of doing repetitive work, which is boring and time consuming. As a result, the employees who do a great deal of repetitive work are somewhat more contented than they would be if machines were not used.

**(vii) Facilitate Standardization:** Mechanization facilitates standardization of office routines and procedures, and therefore, a better co-ordination of work is achieved.

**Disadvantages of Mechanization:** The disadvantages of mechanization are.

**(i) Workers Resistance:** Workers often disapprove of machines, particularly computers, partly because they fear that they might lose their jobs and partly because of various real difficulties which they have experienced with individual machines. But it is unwise to generalize from single and faulty. Machine installations as it is best to bear in mind the advantages which generally arise from their applications.

**(ii) High Cost:** A small firm cannot install accounting machines or computers because of their very high cost. The cost of the operation of certain types of machines and equipment is also high and beyond the resources of small offices. Moreover, the breakdown of big machines is often expensive, apart from the fact that this breakdown dislocates office work.



**(iii) Uneconomical:** If office machines are not used to their fullest capacity, they become uneconomical. Idle machine means idle capital.

**(iv) Require Special Skill:** Machines call for specialized skills for their operation. Moreover, the machines cannot perform the work which needs great intelligence. For instance, when an accounting machine is installed, an accountant is still required.

**(v) Risk of Obsolescence:** some machines have a high degree of obsolescence; the machine and its methods may be out of date before it is fully paid for. To avoid this risk, it is better to purchase only those machines which have as wide and as universal an application as possible.

**(vi) Surplus Staff:** Some machines require trained and experienced operators when, therefore, an operator is absent work piles up. For this reason, two operators have often to be employed in an office when there is work only for one; the second operator is required for relief purposes alone.

**(vii) Dominance of Machine:** Unless great care is taken, the machine will become more important than the work it performs and the human labor will be relegated to a subordinate position.

**(viii) Other Problems:** Machine usually creates noise and space problems in the office.

### **Factors in Selection**

**(i) Ease of Operation:** Faster operation, less fatigue, and fewer errors go with the ease of operation. Here are some contributory factors; indexing the amounts, operating the motor bar or handle, operating the control keys, visibility of the printed result, recording of the answer simplicity of operations is an important factor in training operation efficiently and inexpensively.

**(ii) Flexibility:** Unless there is enough work to keep highly specialized machine busy, it is better to select one which can be used for different types of work. In the absence of this flexibility, the purchase of the machine would not be justified at all.

**(iii) Durability;** A machine is used by different people under varying conditions. Unless, therefore, it is strong and durable, it would be a poor investment.

**(iv) Portability:** A machine is frequently moved from user to user or from one place to another in the same work area. Compactness and ease of handling saves time and energy and increase the use of the machine. Modern machines have been reduced in size and weight without the sacrifice of quality.

**(v) Adaptability:** If a machine can be used without disrupting an existing system, it would be better to do so than to go in for one which necessitates a considerable rearrangement of the forms and records involved, of extensive recopying of information, and of adjustments in procedures.

**(vi) Service:** Reliable and continuous performance demands quick repairs and proper maintenance. The machine which can be serviced promptly has advantage over one which cannot be so serviced.

**(vii) Operating Cost:** This includes such things as supplies, the space occupied, the special equipment and forms required, repairs, etc.

**(viii) Reputation of the Supplier:** Few people have the expertise to judge the mechanical qualities of a machine; one has therefore, to depend upon the integrity of the manufacturer and the dealer to finish a good machine and to back up claims and guarantees.

**(ix) Styling:** Modern offices require machines which are pleasing in design and color. Other design functions, such as are satisfactory from the point of view of touch and sound, should also be considered. These include a convenient keyboard, simple motor bars, proper control keys, uniform action of all the keys and levers, quiet operation, and neat, legible printing

**(x) Cost:** Cost, not necessarily the purchase price, is a major factor in buying a machine. Frequently, a machine whose purchase price is higher than that of another is a better buy in the long run. If two machines are comparable in terms of saving in labor and time, maintenance costs, supplies and durability, the net purchase price should then be the deciding factor. The net price includes the trading allowance for present equipment and the expected residual values after depreciation.

### **Classification of Office Machines**

Office machines have been classified in many ways. One writer has classified them as follows:

(i) Machines for computing, such as adding machines and calculators.

(ii) Machines for the creation and preparation of accounting records, such as book keeping machines and addressing machines:

(iii) Machines for the handling of correspondence, such as dictating machines, scaling machines, and label pasting machines.

(iv) Machines for handling money, such as cash registers, coin-changers, and cheque protectors.

(v) Machines for inter communication, such as the telegraphic typewriter and electric alarm systems.

## **Types of Machines**

The following are the various types of machines used in the modern office:

### **Typewriters**

The typewriter is the most commonly used and best known of office machines. It is used not only for neat and clean letter and reports but also for the fact that a number of copies can be made with the use of carbons or stencils. Typewriters are available in different sizes and shapes and have different technological sophistications. Mention may be made of the following types of typewriters.

**(i) Standard Typewriters:** Standard typewriters are of standard size and are designed for use in typing correspondence and reports on quarto, foolscap or A4 size paper, and are satisfactory for most office work. The basic standard typewriter may be modified in a number of different ways to meet special requirement. Remington, Godrej and Facit are the different makes of standard typewriters available in India.

**(ii) Portable Typewriters:** These typewriters are light weight and smaller in size. They are ideal for personal use by business executives who often go on tours.

**(iii) Noiseless Typewriters:** Though not completely noiseless, these typewriters are much quieter than the standard typewriters. They utilize a special type of bar to reduce the noise of the impart of the bar on paper. They are of great advantage when the typist works in the same room with an executive or with other clerks. But they are not so good for multi-copy work as standard typewriters one, are rather expensive to maintain.

**(iv) Electric Typewriter:** An electric typewriter operates on electric power. It is a standard typewriters provided with an electric motor. A very light touch on the typewriter keys put them in motion. It has been established that the energy input for an electric typewriter is about 1/4 of that required for a standard typewriter. The following advantages may be derived from the electric typewriters:

(a) In the hands of skilled typists, they are faster to operate than standard typewriters. They give uniformly good impression even when the touch of fingers is erratic.

(b) They lessen the fatigue of typist and improve the quality of his work.

(c) They can provide as many as 20 copies with the use of carbons as against five provided by standard typewriters.

(d) They are good for cutting stencils and the typing of invoices.

**(v) Automatic Typewriters:** They are power driven machines which operate from a player piano type roll which has been cut on a standard typewriter. The matter to be typed is first punched on paper tape or paper roll, or a special stencil is cut to serve as a master plate or record. The master is then placed on the automatic typewriter, which plays back or type out the matter, at a very speed (up to 200 letters can be produced in a single working day) at about 150 words per minute. When non-standard matter- name, address, special codes, etc. is inserted, the automatic device is switched off to insert this matter. One form of automatic typewriter can store a substantial number of standard paragraphs, from which routine letters can be composed by a push button selection.

**(vi) Variable Type Machines:** These are typewriters on which different sizes and styles of typefaces and type blocks may be interchanged according to need and without much difficulty. Spacing between letters can also be adjusted by fitting a special space adjustment device on the machine. A variable type machine is also known as a vari-typer. In vari-typers, the type, instead of being carried on bars, is mounted on a block or golf ball which is dropped into position on the machine. As a key is depressed, the block turns until the required character is in position, and then the printing action takes place. Type blocks can easily be interchanged without removing the paper from the platen, thus permitting a variety of type styles on one sheet of paper. Vari-typers are of particular value in the cutting of stencils for printing office forms, and also for laying out statistical reports, when a range of type styles can be used to distinguish one set of figures from another, and to give whatever emphasis may be required.

**(vii) Typewriters With Additional Attachments:** A variety of type writer attachments have been introduced to do special purpose jobs. For typing continuous strips of office forms, a continuous stationery attachment may be fitted to a standard typewriter. By fitting a front feed attachment to the typewriter, certain papers for example, cheques and receipts-can be inserted in the front and typed. The card holding attachment enables the operator to insert stiff labels and

cards in the machine and type them with ease. A typewriter fitted with carbon roller equipment makes copies without the use of carbons.

**(viii) Special-Purpose Typewriter:** Special purpose typewriters are available for special types of work; for example, tabulation, typing of scientific formulas, etc. The dual unit typewriter is used to type formats, tables, formulas etc. The hectograph carbon roll typewriter is used to produce master sheets for hectograph duplicating machine. The flat bed typewriter is capable of typing directly into bound books.

**(ix) Electronic Typewriters:** Electronic typewriter incorporate the latest micro- processor technology which makes it a technological marvel of supreme versatility and reliability, so much so that it is virtually a thinking machine. Every function on the electronic typewriter is automatic, and the machine obeys any command for alignment, proportional spacing, underlining and centering, to name just a few.

**(x) Electronic Typewriters With Spell Check:** An improvement over the traditional electronic typewriter is the introduction of spell check in it. The moment a mistake is made, the spell check stops the typewriter. It then refers to its mammoth, over 80,000 word dictionary and corrects the mistake. It thus improves the efficiency of the office by giving flawlessly typed documents.

## **Duplicators**

If frequently happens that more than one copy of a letter or document is required. The simplest method is to make the copies at the same time as the original. This is usually done by using carbons, carbon backing or carbonless copy papers, each of which will provide a small number of legible copies. For example, up to 4 copies may be obtained by hand, up 6 copies on a standard typewriter, about 12 copies on a noiseless typewriter up to 20 copies on an electric typewriter. But when are required in a larger number, or cannot be made in the first instance, duplicating or coping processes are employed. The term copying is therefore used when one or a few copies are taken direct from the original and the term duplicating is used when substantial number of copies is made from a prepared master copy. The different types of duplicating machines or processes are considered below:

**(i) Gelatin Duplicator:** This is the oldest type of duplicator. It consists of a tray containing gelatin on to which the master copy (prepared with a special aniline ink) is pressed. The copying paper is then pressed on the gelatin with a dampened roller to obtain a copy. This is not a popular

method these days because the duplicating process is cumbersome, and only a limited number of copies (up to 20-25) can be obtained.

**(ii) Spirit Duplicator:** A spirit duplicator is also known as the hectograph and can reproduce typewriting, handwriting or drawing in a variety of colors. In the hectograph method, a master copy is prepared on a sheet of art paper by means of a hectograph carbon paper. The carbon paper is placed with the coated surface upwards, and the art paper is placed with the coated surface upwards and the art surface of the paper is placed on it. The matter to be reproduced is then written in pencil, with ball pen or on the typewriter on the exposed side of the art paper, causing a carbon impression in reverse to be obtained on the surface. The master copy is then fitted round a drum on the machine so that the carbon image is on the outside. To get the copy, the master is subjected to a slight dampening with crude mutton oil which enables it, when passing through the machine, to remove a fine carbon deposit from the master, and leave an impression on the copy paper.

**(iii) Stencil Duplicators:** The stencil duplicator was first invented in 1881 as a flat-bed machine. In 1889, the rotary duplicator was developed. Since then, stencil duplicators have undergone a tremendous development and change. Today's stencil duplicators can be manually-operated or power driven. They are available in the market under different brand names—Roneo, Gestener, Kilburn etc. The stencil method of duplication employs a coated fibre sheet, which is typed or traced with a stylus with the matter to be duplicated. The stencil is then put on the duplicating machine. The stencil gets ink through the cuts on it and imprints the material on the duplicating paper which comes in contact with the stencil automatically when the machine is operated by hand or by electricity.

**(iv) Electronic Stencil Duplicators:** The latest innovation in duplicating machines is the electronic stencil duplicator, on which master are electronically scanned so that the contents of the documents are reproduced accurately and precisely on a stencil from which copies are made. Electronic duplicators are most versatile. Photographic copies of any type of document, chart, diagram, illustration, etc., whether handwritten, typed or printed, can be obtained with an electronically produced stencil. Up to 10,000 copies may be prepared with a stencil which takes only a few minutes to prepare. But because of its cost, (about Rs. 50,000) the machine cannot be used by a small or medium-sized office.

**(v) Off-Set Litho Machines:** The off-set lithograph is not so much a duplicating process as an office printing process. In this system, masters are prepared on thin metal sheets or specially surfaced paper. They can be typewriter with the aid of a special ribbon, hand written or drawn by using a greasy ink or ball pen,

### **Photocopying**

Photocopying is a term which covers a number of processes. The essence of the photocopying of any document is that it is an exact photographic copy of the original which is obtained by the use of a special machine, not requiring the assistance of typists. Although the processes differ in many respects, the equipment consists basically of two parts, viz., the exposure unit, in which the original and the copy paper are exposed to a suitable source of light, and the processing unit, in which the copy paper is developed and fixed. The processing unit is usually built into the same casing as the exposure unit. In some processes, it is necessary to remove the copy from the exposure unit and feed it manually into the processing unit (known as the two-stage process). In others, the processing follows automatically after exposure and the finished print is obtained (known as the single-stage process). There are Nine Methods of photocopying:

**(i) Reflex Methods:** By this method, a negative copy is produced on photographic paper. After wet processing and drying this is used in turn to produce one or more positive copies by further exposure and developing.

**(ii) Diffusion Transfer:** By this method, the first exposure is made on to a negative, but unlike the reflex process, the negative is processed in the machine together with a sheet of non-light sensitive paper to produce an immediately readable copy. The negative can be used several times, and up to 15 copies can be produced from the same negative.

**(iii) Gelatin Transfer:** By this method, after wet developing, the negative copy is squeezed against a plain sheet of paper to which the image is physically transferred. This process employs a gelatin-coated matrix on which the negative copy is developed. It is a very cheap method, for it makes use of uncoated non-light-sensitive copy paper. Six to fifteen copies can be obtained by this method.

**(iv) Direct Positive:** By this process, a photocopy is produced in a single stage on to the photographic paper. A special translucent paper is available which, together with a suitable light

filter, can produce a right-way reading positive image, although the quality is slightly unsatisfactory in this case.

**(v) Dye-Line:** This process is also known as the blue printing process, and is used for copying plans, chares, etc. The matter is drawn on a translucent or transparent paper placed in a printing frame in direct contact with a sensitized paper and exposed to sunlight or artificial light. The positive copy is then developed and washed like the negative of a film. Diazo paper is cheap, and the developing is quite rapid.

**(vi) Electrostatic:** Electrostatic copying or Xerograph is a process of electrical photography which uses ordinary papers and which requires no chemical treatment. Under this system, the original document is placed in the machine, where the image is illuminated and projected through a lens system on to a selenium plane or drum which has been previously given a positive electric charge. The properties of selenium are such that where light falls, the electrical charge is lost, but where it is shaded, the charge remains. Thus an electrostatic pattern of the image is left on the place. On this image, a negatively charged ink powder is cascaded, which adheres to it, giving a powder image of the original. This is then transferred on to paper and made permanent by exposure to heat. Xerographic machines have been developed to a stage where all that is necessary to do is set the dial on the machine for the number of copies required and push the print button. The copies are then printed automatically.

**(vii) Thermal Process:** In the thermograph or heat transfer process, the document to be copied should be drawn, written or printed in a mineral-based ink or ink pencil. Thus it will not copy ball pen inks, some coloured inks and spirit duplicated copy. By this method, the original document together with a sensitized paper, is fed into the machine, and is subjected to heat from an infra-red lamp. The infra-red rays are absorbed by the mineral based writing but are reflected from the plain areas on the original an impression is thus caused on the copy paper by heat transfer. The operation is quick and requires no chemical processing. But the copy paper is relatively expensive.

**(viii) Dual Spectrum:** The thermal process produces copies only from black images and cannot be used to copy coloured images. In the dual spectrum process, however, the originals may be written in any colour and may even be single-sided or double-sided. The dual spectrum process is a dry contact process which produces positive copies in a single stage. Moreover, since it is a flat-bed machine, copies may be made from bound books.



**(ix) Microphotography:** Microfilming strictly speaking is not a copying process. It is associated with the maintenance of records. The photographing of documents on motion picture film (8mm, 16mm or 35mm) is known as microfilming. By this method, documents to be preserved are photographed by a machine, known as “Recordok”, on a single roll of film. Up to 6000 photographs can be taken in an hour and up-to 1,000 documents can be recorded on 10 meters of 16mm film, which can be stored in an area equivalent to that occupied by a match box. After the photographs of documents are obtained, the film roll is developed into a negative. This film is numbered, indexed and filed properly for future reference. Whenever required, these films can be processed and prints obtained. To view documents which have been microfilmed, a machine known as the “Reader” is used, which projects the film on to a screen for easy reading.

### **Accounting Machines**

Modern organizations, including government offices, have to cope with a large volume of figure work. Not only accuracy but speed, too, is essential in doing figure work. This job may either be done manually or with the help of accounting machines. Accounting machines help in computing and analyzing various types of figures with the utmost accuracy and at fantastic speed. It is for this reason that the use of accounting machines has become increasingly popular in modern offices. The various kinds of computing, accounting and tabulating machines are considered below:

**(i) Adding Machines:** Adding machines may either manually operated or electrically operated. In a manually operated machine, a key is depressed, and the machine prints (and adds) when the crank at its side is pulled. In an electrical machine, however, the power bar takes the place of the crank. Adding machines are two major categories: adding-listing machines and non-listing adding machines.

**(ii) Calculating Machines:** Calculating machines are used when calculations have to be made on a large scale. These machines contribute greatly to business efficiency by eliminating routine and tiring mental work, and by eliminating errors, etc. They also contribute to economy in staffing and generally increase clerical efficiency. Calculating machines are primarily used for multiplication and division; and they accomplish these functions by repetitive, high speed addition and subtraction. They perform operations of percentages, decimals, squaring, square roots, logarithms, etc. They act as memory banks for certain types of operations, and are

particularly suited to the calculation of interest, commission, discount, statistical data interpretation, etc. Calculating machines may be broadly classified into the following five categories.

**(a) Printing Calculators:** This machine looks like an adding listing machine and may have a full bank keyboard or a ten-key board. It is very easy to operate. The keys are depressed to register the figures for calculation. Then the symbol key (for multiplication, etc.) is pressed, and the answer is obtained by pressing the total key.

**(b) Key-Driven Calculator:** It looks like a non-listing adding machine. The keys are depressed and the figures appear on the dial of the machine. Multiplications are obtained by repeated additions and divisions by repeated subtractions.

**(c) Rotary Calculator:** It may be operated manually or electrically. This machine can perform all the four functions of addition, subtraction, multiplication and division. It is of two types—lever-set, key-set; and both operate on the same principle.

**(d) Automatic Calculator:** They are actually rotary calculators which operate electrically.

**(e) Electronic Calculator:** an electronic calculator is capable of performing extremely complex calculations. It operates electrically, and valves and transistors are used in it as in a radio or a TV set. It can be electrically operated or battery operated; and it may be a full bank or ten-key type. It works at a very high speed and performs complex calculations in less than a thousand part of a second.

**(iii) Cash Registers:** Cash registers are machines used by such organizations as departmental or chain stores, big retail shops, supermarkets, etc., where a large number of customers make cash payments for purchases. A cash register simultaneously records cash transactions on a tape, produces printed slips and operates cash drawers. The receipts are added simultaneously and the total is shown on the meter. The register can also be used to check the receipts with the cashier. The machine record is kept under lock and key and forms a complete unalterable record of its operations.

**(iv) Coin-handling machines:** Coin-handling machines are used in organizations where coin-handling is of great importance, e.g., banks, railway stations, retail stores, super markets, transport offices, booking agencies, etc. These machines are three types: coin sorters; cash counters; and coin changing machines. Coin sorters are used to sort (separate) coins of different denominations after they are passed through the machine; the totals, too, are recorded on the

dials. Cash counting machines are used to find out the total of the coins passed through them; the total is shown on the dial. Coin changing machines automatically calculate the change which is to be returned to the customer and deliver the correct amount. The advantages of coin handling machines include:

- (a) Greater speed;
- (b) Relief from the monotony of the job of separating and counting coins;
- (c) Accuracy in calculation and balancing the change etc. Coin handling machines, however, are not popular in India.

**(i) Address Machines:** Since 1893, when the first addressing machine was marketed, there have been phenomenal improvements in its design and working speed. The term addressing came from the function for which the machine was first designed, viz, reproduction of names and addresses on newspaper wrappers. The machine is in reality an office duplicating machine; out instead of producing many copies of only one master, it prints one copy or a few copies, as required, of each of a series of masters. It is now used in different types of jobs involving repetitive information-to prepare job cards, payroll sheets, invoice, notices dividend lists, etc.

**(a) Metal plate Machine:** It uses metal plate made of zinc or aluminum on which is embossed the name, address or their information which is to be duplicated. The metal plate is embossed by an electrically operated typewriter called the plate embosser. Plates can be mounted with an index card for quick reference. Metal plates are strong and last long.

**(b) Film Stencil Machine:** It uses a film stencil mounted on a cardboard frame. For quick reference, the frame has a label bearing the same information as the stencil. The stencil can easily be prepared on a typewriter and are easy to handle.

**(c) Spirit Master Process:** This machine works on the principle of spirit duplicator. The master copies under this process are easy to prepare on the typewriter without any apparatus being fitted. This addressing machine is cheap, neat and compact.

**(ii) Franking Machines:** Postal stamping or franking machines are used to affix stamps on outward letters and envelopes. In large offices, where hundreds of outgoing envelopes have to be stamped every day, these machines are very useful. A franking machine may be hired from the posts and telegraphs office under a license. The letter or envelope to be stamped is inserted in the machine and a handle is operated. The machine marks the letter with the required denomination of the postage stamp. When the amount of postage set in the meter is used up, the machine gets

automatically locked until the meter is again reset on further payment. By means of this machine, a firm's insignia, trade mark, slogan or advertising message can be printed on the envelopes at the time the postage impression is made. The advantages of the machines include:

- (a) Simplified postage accounting;
- (b) Saving in time;
- (c) Elimination of errors in stamping; and
- (d) Avoidance of wastage of stamps.

**(iii) Mailing Machines:** Various types of machines are used to handle inward and outward mail. These machines are called mailing machines and are discussed below:

- (a) Letter opening machines are used to open the mail. These machines open letters by cutting a very thin strip from one edge of the envelope. They can be operated manually or electrically, and can be adjusted to open envelopes at a speed of 100 to 500 letters per minute.
- (b) Paper folding machines are used where a large number of letters, circulars and other documents have to be folded each day. An electrically operated folding machine can fold 10,000 to 20,000 sheets of paper per hour.
- (c) Inserting machines are used for the automatic insertion of the folded letters into the envelopes at a high speed.
- (d) An envelope-sealing machine is used to automatically seal the envelopes. This machine dampens and sticks the flaps of envelopes and works at a very high speed.

### **Punched Card Machine**

Punched card machines are used for a variety of purposes for invoicing, sales and purchase accounting, calculations of wages, stock control, cost accounting, budgeting etc. These machines perform clerical operations as well-writing, copying, sorting, comparing, etc. The following punched card equipment is used for these purposes:

**(i) Punching Machine:** This machine is used for punching the holes in the punch cards, corresponding to the information which needs to be processed. A punched card machine may also be fitted with a mark sensing device which allows for the holes to be punched automatically corresponding with pencil marks made on the cards.

**(ii) Punched Card:** It is a printed card form containing holes representing numerical and alphabetical characters and arranged in columns ranging from 40 to 160 in numbers.

**(iii) Verifiers:** These are used to verify the accuracy of the original punching.

**(iv) Reproducing Punches:** These can automatically reproduce another card, either whole or in part.

**(v) Sorting Machines:** These will sort out the punched cards under any selected column on the card. The machine sorts out one column at a time by sensing the position of the hole. Sorting is done at a speed of 1000 cards per minute.

**(vi) Interpreter:** It can read the specific information contained in the punched card and print it in alphabetical characters on the face of the card. This printing helps the user to read the card in an ordinary way.

**(vii) Collators:** These are used to supplement the sorting equipment. They can combine two sets of punched cards into one set in the right order, or separate one batch of cards into two or more batches, or sort cut cards by the pre-determined punch holes, irrespective of the sequence.

**(viii) Tabulator:** It is the main into which punched cards are fed. It prints the final record resulting from the operations of the machines described above in the foregoing paragraphs. It prints the information under different heads, makes totals and sub-totals, and calculates and prints balances, etc. It is a very versatile machine and can print invoices, statements of accounts, purchase or sales analysis statements, wage sheets, etc.

## **Office computers**

**(i) Meaning:** Electronic computers are the latest addition to the long list of office machines. A computer is a replica of the human brain and performs all types of clerical operations very quickly and accurately. It is used to solve business problems through the application of a variety of mathematical and logical or decision-making techniques. In doing so, it can decide what, where and when previously prepared data are required and, if necessary, issue instructions to an operator accordingly. The basic types of computers are the analog, the digital and the digital-analog. Digital computers are commercially very popular. The leading manufacturers of computers in the world are IBM, National, Burroughs, G.E.C., English Electric Corporation, Honeywell, Frenti, etc.

**(ii) Functions of Computers:** A computer is a giant mechanical brain which can process, analyze, store or supply information instantaneously. It can perform the following functions:

- (a) To receive one or more programmes of instructions, store them and obey them as and when required;
- (b) To take new information through one or more input channels and store it for reference as required by any of the programmes;
- (c) To perform any arithmetical calculation, which may be repetitive in nature, as required by the programme;
- (d) To select any carry out alternative courses of action, according to the information it produces;
- (e) To apply checks to the data it receives or produces and, if a test indicates a failure, produce a record or signal to procure human intervention;
- (f) To store the data produces for future reference;
- (g) To select information from the store, arrange it in any sequences, and discharge it through one or more output channels to be printed for human use, or to be recorded for subsequent computer use.

**(iii) Components of Electronic Computers:**

- (a) Input: It is that part of the machine which accepts information in the form of punched cards or punched tape, or magnetic tape or teleprompter.
- (b) Arithmetical Unit: This is also known as the Accumulator. It performs calculations of the figures fed into it at a fantastic speed of one million per second.
- (c) Storage or Memory Unit: This consists of a magnetic core, a magnetic drum, a magnetic tape, discs or rods, magnetic cards or thin film.
- (d) Control Unit: This consists of the console (stop, start, etc.) and the programme fed into the machines as well as a co-coordinator or control unit in the machine.
- (e) Output: This is where the results of the process are delivered by the machine in the form of punched cards, punched tape, magnetic tape or line printers; the results are printed in ordinary language for inspection and checking purposes.

**(iv) Advantages:** the outstanding advantages offered by computers are:

- (a) Provision of more information than would be otherwise available;
- (b) Provision of control information at a great speed;

- (c) Indirect financial saving by having various types of applications; for example, Inventory control and stock valuation;
- (d) Elimination of human labour to an extent which no other machine can do;
- (e) Extraordinary speed with complicated calculation; elimination of human errors and provision of mechanical efficiency of the highest order;
- (f) Flexibility of operation, for any number of programmes can be prepared for different business operation;
- (g) Selection of significant information out of a mass of data;
- (h) There are some tasks, such as building mathematical “models” to aid decision-making or applying mathematical techniques, which cannot be performed economically except with the help of a computer because of the speed at which it operates.

**(v) Disadvantages:** The disadvantages of a computer are:

- (i) It is very costly to install and run, and therefore can only be used by large organizations.
- (ii) A single computer can do the work of hundreds of workers, resulting in retrenchment of staff, which may strain personal relations.
- (iii) The installation of a computer often means preparatory work for two to three years at great expense.
- (iv) Computers upset all office system and procedures, and adversely affect the working of the organization in the initial stage.
- (v) Any breakdown of the computer would completely dislocate the office work.
- (vi) Normally, a year or so passes from the time an order is placed to the time the computer is installed. Since computer technology is a field of constant and rapid development, a new and more sophisticated model may make the one ordered quite out of date even before its installation.
- (vii) A computer leads to the centralization of the control system, which has its own disadvantages, for the balance of power shifts to computer room to the detriment of the whole organization.
- (viii) properly trained staff for computers is often on short supply. This may raise acute maintenance problems.

**Desktop Publishing:** Desktop publishing system is one of the most promising and existing application of personal computer technology today. It is called “Desktop Publishing” because most of the tools it requires can fit on top of a desk. Desktop publishing means literally, running

a publishing company from the desktop. It is now possible to do everything that normally goes on in a publisher's office-writing, editing, design, typesetting, paste-up, printing and indeed accounting and marketing-in one machine that you can put on your desk. You don't need specialist outside supplier or complex typesetting machinery. You can now get publishing from a simple machine. A basic desktop publishing system consists of personal computer such as Apple or IBM/PC, page layout software and a page printer, such as a laser printer, or a typesetting machine. Four areas have been identified for which desktop publishing technology is best suited:

- (i) Business publishing
- (ii) Periodical publishing including newsletter
- (iii) Book publishing
- (iv) Personal publishing

A desktop publishing system has the potential to write and format documents, create and incorporate graphics, prepare camera-ready copy for printing keep databases of mailing and subscription lists, create official advertising filers and brochures and keep all the financial records-no matter how large or small it is.

### **Dictating Machines**

Dictation to a stenographer writing on shorthand or typing on a stenotype necessitates the presence of both the dictator and the stenographer. This may not always be possible. The stenographer might be busy taking dictation from some other executive, or doing some other work, or the executive may feel the urgency of dictating letters or may want to dictate letters while on tour or at his residence or in late evening hours. These difficulties may be overcome by the use of dictating machines; the executive may dictate something to the machine and leave the rest of the job to be done by the typist. This machine provides for the storage and later for the reproduction of the spoken messages. A dictating machine, by a combination of electronic and mechanical means, records the voice on a variety of mediums, including wax cylinders, plastic discs, wire and coated types, or on magnetic tapes. The recording unit (plastic disc or magnetic tape) can be removed from the machine after dictation and sent (even by mail) to the place of transcription. The transcribing machine reproduces the voice. The recording unit may be erased and re-used, possibly hundreds of times. A dictating machine may also have inter-room connections, and the executive may dictate letters without calling the stenographer to his room.



(An ordinary tape recorder may also be used for similar purposes). The dictating machine may also be fitted with a device which makes corrections possibly in the dictated message. In addition to machines for desk use, there are portable models, some of which are small enough to be carried in the pocket.

The advantages of these machines are:

- (a) The dictator can work in his own time. Shorthand typists or secretaries are not tied to the hours during which the dictator works.
- (b) These machines are used to affect economy in correspondence work. Sometimes, a stenographer can be dispensed with by having a dictating machine.
- (c) Typists can be fully utilized and controlled. Work measurement is possible.
- (d) The shorthand writer's taking down time is entirely saved.
- (e) These machines provide for an accurate recording of lengthy minutes of meetings, debates and proceedings.
- (f) Telephone conversations, interviews, etc., can be recorded immediately, together with notes for action following from them.
- (g) The machine can replace the telephone, e.g., for issuing instructions to subordinates. This would often save time and has the added advantage of being a written record of what took place in the course of a conversation.
- (h) When the load of dictated matter is uneven, the transcription may be evenly allocated among the typists.

The disadvantages of these machines are:

- (a) Dictators sometimes speak indistinctly. The typist has, therefore, the reply the tape or wax cylinder in order to understand clearly that which has been dictated. In this way, some time is wasted.
- (b) Some users of dictation equipment only dictate letters after first writing them out in long hand; so they waste time.
- (c) Typists suffer from transcribing strain and therefore from some lack of accuracy. They also have difficulty in "setting out" a letter because they do not know how long it would be when letter starts.
- (d) The absence of personal contact between the typist and dictator (executive) is responsible for unsatisfactory human relations and breakdown in communication.

(e) Failure of power or a breakdown of the machine may hamper dictation and transcribing work. While considering the installation of a dictating machine, the volume, character and points of origin of the work should be taken into account. Certain amount of skill is required to operate a dictating machine. Moreover, a highly technical matter is difficult to dictate and should, in any case, be transcribed by a specialist.

### **Stenographic Machines**

These machines are also referred to as shorthand or steno typing machines. These are machines to which matter can be dictated phonetically on a moving paper tape. The typist then transcribes the tape on an ordinary typewriter. The machine is portable, and skilled operators can maintain very high speeds. Stenographic machines are particularly suited for reports of meetings; for the tape can be passed on to typists from time to time during the course of the meeting, and the typing can proceed almost simultaneously with the meeting. The main advantages of this machine are:

- (a) Dictation can be taken at a very high speed (even up to 180 or 200 words per minute);
- (b) It is less fatiguing to operate than to take down matter in shorthand;
- (c) Since the machine uses the phonetic system, it can be used for dictation in any language (English, German, French, etc.)
- (d) The machine is portable and noiseless. It does not cause any disturbance to the works in the office.
- (e) It offers the facility of typing even when dictation is in progress, since parts of the stenotype tape can be passed out to the typist from time to time.

### **Miscellaneous Machines**

In addition to the above office machines, the following are some other machines and equipment which are used in a modern office.

**(i) Time Recording Clocks:** These machines are used to record the correct time of the arrival and departure of office and factory employees. The time is printed on cards. Each employee is allotted a recording machine while coming into or going out of the office or factory. Generally speaking, these machines are fitted with a clock to show the time.

**(ii) Payroll Machines:** These machines, also known as steel paymasters, are used to perform many functions connected with the payment of wages. They can make calculations of wages, count the exact money for each employee (by making up the denominations of notes) and then place the money in each envelope. These machines have not yet been introduced in this country.

**(iii) Cheque Writing Machines:** Also known, as protect graphs, these machines are used to write the particulars on a cheque, and crossing it. The use of this machine eliminates the possibility of fraud and alteration of the contents of a cheque.

**(iv) Cheque Signing Machines:** These machines imprint the specimen signature of the drawer on a large number of cheques. The use of this machine provides protection against the forging of a signature.

**(v) Numbering Machines:** These machines are used to imprint serial numbers on office forms, reports and other papers. They are fitted with a self inking device and change the number automatically after it is passed against a paper. They can be set to print each number once, twice or repeatedly.

**(vi) Impression Stamps:** Different types of rubber stamps are used in an office to imprint date, number, time or words like Paid, Receive, Cancelled, Registered, Book Post, etc., on incoming or outgoing office papers, etc. Rubber stamps are also used to cross cheque and bills, etc.

**(vii) Laminators:** It is a machine to protect office documents. It is ideal for laminating engineering drawings, sales literature, legal documents, identity cards, important contracts etc.

## QUESTIONS

### I. Briefly answer the following questions

1. Define mechanization.
2. What are the advantages of mechanization?
3. Write any 3 objectives of mechanization.
4. Write any 4 factors in selecting machines.
5. What are the classifications of office machine?
6. What is noiseless typewriter?

7. Define duplicator.
8. What is Franking Machines?
9. What is an office computer?
10. What are the components of electronic computers?

**II. Answer in detail the following questions**

1. Define Mechanization. Explain the advantages and disadvantages of mechanization.
2. Explain the types of office machines.
3. Explain the types of duplicating machines.
4. Explain the different methods of photocopying machines.
5. Explain the various kinds of accounting Machines

## UNIT IV

## Various Types of Bank Accounts

1. Saving Account
2. Regular Savings
3. Current Account
4. Recurring Deposit Account
5. Fixed Deposit Account
6. DEMAT Account
7. NRI Accounts

- ## 2. Regular Savings

- ### 3. Current Account

- #### 4. Recurring Deposit Account

- ### 5. Fixed Deposit Account

- ## 6. DEMAT Account

- ## 7. NRI Accounts

### 1) SAVINGS ACCOUNT:-

**a) Basic Savings Bank Deposit Accounts (BSBDA)**

- This account will be considered as normal banking service.
- For this account, maintenance of minimum balance is not required.
- ATM card/ ATM cum Debit card, Rupay card will be given for the account holders.
- There are going to be no limit on the number of deposits that can be made in a month but, account holders will be allowed most of 4 withdrawals in a month, which includes ATM withdrawals also.
- The above facilities will be given without any charge. There will be no charge levied for non-operation/ activation of in-operative basic saving bank deposit account.
- For this account, overdraft facility will be provided up to Rs. 5000/-.

- For this account, maintenance of minimum balance is not required.

- ATM card/ ATM cum Debit card, Rupay card will be given for the account holders.

- There are going to be no limit on the number of deposits that can be made in a month but, account holders will be allowed most of 4 withdrawals in a month, which includes ATM withdrawals also.

- The above facilities will be given without any charge. There will be no charge levied for non-operation/ activation of in-operative basic saving bank deposit account.

- For this account, overdraft facility will be provided up to Rs. 5000/-.

**b) Basic Saving bank Deposit Accounts Small scheme (BSBDS)**

- These are accounts with relaxed KYC, with a minimum document requirement of self-attested address proof & photograph.
- Total credit should not exceed 1Lakh rupees in a year.
- Maximum balance should not exceed Rs. 50,000/- at any time.
- Cash withdrawals & transfers must not exceed Rs.10, 000/- in a month.
- Remittance from foreign account cannot be credited to this account without completing normal KYC formalities.
- Prepared by : Deepu Nair , Assistant Professor, Department of Commerce , KAHE

- Total credit should not exceed 1Lakh rupees in a year.

- o Maximum balance should not exceed Rs. 50,000/- at any time.

- Cash withdrawals & transfers must not exceed Rs.10, 000/- in a month.

- Remittance from foreign account cannot be credited to this account without completing normal KYC formalities.

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- This account can be opened only at Core Banking Solution linked branches of banks or at such branches, where it is possible to manually monitor the fulfillments of the conditions.

## 2) REGULAR SAVINGS BANK ACCOUNT

- Any resident individual- single accounts, two or more individuals in joint accounts, Associations, clubs etc., are eligible for this account.
- Modest credit option available to the depositor.
- Two free cheque books will be issued per year.
- Internet banking facility will be provided without any charge.
- Balance enquiry, NEFT, Bill payment, Mobile recharge etc., are provided through mobile phones.
- Students can open this account with zero balance by providing the required documents.

### 3) CURRENT ACCOUNT

- Any resident individual- single accounts, two or more individuals in joint accounts, Associations, Limited companies, Religious Institutions, Educational Institutions, Charitable Institutions, clubs etc., are eligible for this account.
- Payments can be done unlimited number of times.
- Funds can be remitted from any part of the country to the corresponding account.
- Overdraft facility will be available.
- Internet banking facility is available.

#### 4) RECURRING DEPOSIT ACCOUNT

## CUMULATIVE DEPOSIT SCHEME

- Any resident individual- single accounts, two or more individuals in joint accounts, Associations, clubs, Institutions/Agencies specifically permitted by the RBI etc., are eligible to open this account in single/joint names.
- Periodic/Monthly installments can be for any amount starting from as low as Rs.50/- onwards.
- Account can be opened for any period ranging from 6 months to 120 months, in multiple of 1 month.
- The amount selected for installment at the start of the scheme will be payable every month.

- The number of installments once fixed, cannot be altered.
- Approved rate of interest is compounded every quarter.
- The amount after maturity will be paid to customers one month after the deposit of the last installment.
- Pass book will be given to the depositor.
- TDS will be applicable on the interest, as per the latest changes in the Income Tax Act on cumulative deposits also.

## 5) FIXED DEPOSIT ACCOUNT

**a) SHORT DEPOSIT RECEIPT**

- Banks accepts deposits from customers varying from 7 days to a maximum of 10 years.
- The period of 7 days & above but not exceeding 179 days deposits is classified as ‘Short Deposits’.
- The minimum amount that can be deposited under this scheme is Rs. 5 lakh for a period of 7-14 days.

**b) FIXED DEPOSIT RECEIPT**

- Any resident individual- single accounts, two or more individuals in joint accounts, Associations, Minors, societies, clubs etc., are eligible for this account.
- The minimum FDR in metro & Urban branches is Rs. 10,000/- & in rural & semi urban & for Senior citizens is Rs.5000/- .
- For the subsidy kept under the government sponsored schemes, Margin money, earnest money & court attached/ordered deposits, minimum amount criteria will not be applicable.
- Depositors may ask for repayment of their deposits before maturity. Repayment of amount before maturity is allowable.
- Interest rate differs from bank to bank depending upon the tenure of the deposits & as when the bank changes the rate.
- Additional interest of 0.50% is offered for senior citizens on deposits placed for a year & above.

## 6) DEMAT ACCOUNT

- Used to conduct stress-free transactions on the shares.

- ## Pass Book and Cheque Book





But the bank will credit the customer account in the passbook only when the cheques are realized. In that case the balances will disagree and cashbook balance will be more than the passbook balance.

2. Cheques issued by the customer but not presented to the bank for payment. When a customer issues cheques to his suppliers/creditors, he will enter the transaction (credit bank account) immediately in his cashbook.

ADVERTISEMENTS:

But the banker will debit customer account only when the suppliers/creditors present the cheques for payment. Due to this gap, the two balances will disagree and cashbook balance will be more than the passbook balance.

3. Bank charges and interest on overdraft are first debited in the passbook and recorded in the cashbook afterwards. This will cause for the disagreement and cashbook balance will be more than the passbook balance.

4. Interest on bank credit balance and interest on investment, dividends, etc., and bills collected by the bank on behalf of the customer are first credited in the passbook and recorded in the cashbook later on.

This makes the two balances to disagree and cashbook balance will be less than the passbook balance.

5. Items like direct payments made by the bank as per standing instructions of the customer and dishonor of a bill discounted with the bank, etc., are first debited in the passbook and recorded in the cashbook later on.

This will make the two balances to disagree and cashbook balance will be more than the passbook balance.

6. Commitment of errors such as errors of omission or commission or in casting, carry forward, balancing, etc either in the passbook or cashbook or in both will cause for the disagreement in these two balances.

## Cheque Book

Cheque book, on the other hand, is a book, which contains several leaves which enables you to draw your own money from the bank, where you have an account or you can issue cheques to third party like, say, for example, LIC of India, Income tax authorities, or your friends, or making utilities bills etc. A pass book will help you to know the latest balance available in your account, based on which you can draw the amount through your cheque book or make payment to a third party.

A cheque book consists of number of cheques in lots of 20,50 and 100 depending upon use by the account holder. Through cheque one can withdraw or remit money to another, but passbook contains records of all types of transactions such as debits and credits including withdrawal by cheque.

Cheque book and pass book both are different documents of a account holder.

Cheque is a instrument to withdraw amount from the account and the book of some cheques is called Cheque Book.

Specifics	FCNR	NRE	NRO
Account Opening	NRIs/PIOs/OCIs(Individuals/entities of Bangladesh/Pakistan require prior approval of RBI	NRIs/PIOs/OCIs(Individuals/entities of Bangladesh/Pakistan require prior approval of RBI	Any Individual resident outside India
Joint Account	In the names of two or more non-resident individuals. With a local close relative on 'former or survivor basis'	In the names of two or more non-resident individuals. With a local close relative on 'former or survivor basis'	In the names of two or more non-resident individuals. With a local close relative on 'former or survivor basis'
Money in which account is denominated	US dollar, pound sterling, Yen, Euro, Australian dollar & Canadian dollar	Indian Rupees	Indian Rupee
Denomination	Allowable	Allowable	Allowable
Account Type	Term Deposit only	Savings, Current, Fixed, Recurring deposit	Savings, Current, Fixed, Recurring deposit
Interest Rate	Banks are allowed to determine interest rates for Deposits	Banks are allowed to determine interest rates for Deposits	Banks are allowed to determine interest rates for Deposits
Fixed deposits-period	not less than 1 year and not more than 5 years	Min- 1year Max- 10years	As applicable to resident accounts
Income Tax	Not Taxable	Not Taxable	TDS on Interest received on NRO deposits to be deducted at 30.90%
Repatriability	Repatriable	Repatriable	Not Repatriable

<b>Loans in India</b> <b>To account holder</b> <b>To third parties</b>	Without any financial ceiling on the loan amount subject to standard margin requirements	Without any financial ceiling on the loan amount subject to standard margin requirements	1) Permitted 2) Permitted
<b>Loans in broad</b> <b>To account holder</b> <b>To third parties</b>	1) Without any financial ceiling on the loan amount subject to standard margin requirements 2) Not Permitted	Without any financial ceiling on the loan amount subject to standard margin requirements	1) Not permitted 2) Not permitted
<b><u>Foreign currency loans India</u></b> <b>To Account holder</b> <b>To third parties</b>	1) Permitted 2) Not permitted	1) Not permitted 2) Not permitted	1) Not permitted 2) Not permitted

- Facilities provided under this account are- Opening & maintaining of Demat accounts, Dematerialization, Rematerialization, Purchases, sales, Pledging & Unpledging, safe custody.

## 7) NRI ACCOUNTS:-

- NRO ( Non-Resident Ordinary Rupees) Account
- NRE ( Non-Resident External Rupees) Account
- FCNR ( Foreign Currency Non-Resident ) Account

## **UNIT – V**

### **Company Secretary**

every company requires Company Secretary who can help in statutory and legal filing requirements. Contrary to the name, it is not a mere secretarial position, there are various responsibilities which a CS has to follow. He is the legal expert of the company and has to fulfill the responsibility to be a compliance officer of the company. In short he is the personnel adopted by the Board of Directors who has to handle the legal and the statutory requirements

#### **Roles of and Responsibilities a Company Secretary**

- Maintain a list of directors' names
- File documents with Registrar of Companies
- Ensure documentary requirements as per Companies Act
- Organize, prepare agendas, hold general meetings and record minutes
- Manage shareholder meetings
- Statutory Books and Registrars
- Be a linking factor for directors, shareholders and regulatory authorities
- Filing corporate returns
- Ensure proper compliance and execution of contracts and agreements
- Specialized services as required by the directors

#### **Definition of Company Secretary**

As per Section 2 sub-section 24 of Companies Act, 2013

Company Secretary or Secretary means a Company Secretary as defined in clause (c) of sub-section (1) of section 2 of the Company Secretaries Act, 1980 who is appointed by a company to perform the functions of a Company Secretary under this Act

As Per Company Secretaries Act, 1980

“Company Secretary” means a person who is a member of the Institute of Company Secretaries of India

The requirement to appoint a Company Secretary in Private Limited Company is governed by the Provision of Rule 8A and in Public / Listed Company by the provisions of Rule 8 of The Companies “Appointment and Remuneration of Managerial Personnel” Chapter XIII under Section 203 of the Companies Act, 2013

Following Companies need to appoint whole time company secretary (mandatory)

All Listed Companies (Rule 8 Companies Appointment & Remuneration of Managerial Personnel Rules, 2014)

Every Public Company having paid-up share capital of Rs. 10 Cr. or More (Rule 8)

Every other Company having paid-up share capital of Rs. 5 Cr. or More (Rule 8A)

#### **Appointment of Company Secretary**

Provisions in Companies Act 1956

As per the Companies Act 1956, every company having a paid up capital of 5 crore or more must have a whole time company secretary and if the company is listed, it must also have a company secretary who acts as a compliance officer as per the provision of listing agreement of stock exchange (s) which are monitored by the Security Exchange Board of India.

Relevant section of Companies Act 1956 – Section 383A

383A. Certain companies to have secretaries

(1) Every company having such paid-up share capital as may be prescribed (Rs. 5 crores) shall have a whole-time secretary and where the Board of directors of any such company comprises only two directors, neither of them shall be the secretary of the company: Provided that every company not required to employ a whole-time secretary under sub-section (1) and having a paid-up share capital of 10 lakh rupees or more shall file with the Registrar a certificate from a secretary in whole-time practice in such form and within such time and subject to such conditions as may be prescribed, as to whether the company has complied with all provisions of this Act and a copy of such certificate shall be attached with Board's Report referred to in Section 217.

(1A) If a company fail to comply with the provisions of sub-section (1), the company and every officer of the company who is in default, shall be punishable with fine which may extend to five hundred rupees for every day during which the default continues.

Provided that in any proceedings against a person in respect of an offence under this sub-section, it shall be a defense to prove that all reasonable efforts to comply with the provisions of sub-section (1) were taken or that the financial position of the company was such that it was beyond its capacity to engage a whole-time secretary.

Penalty provision for non appointment of Company Secretary

As mentioned above in Sub Section 1A - Companies Act 1956 provides that if a company fail to appoint a company secretary the company and every officer of the company who is in default, shall be punishable with fine which may extend to five hundred rupees for every day during which the default continues.

There was a big Loophole in the above provisions which gave an escape route to companies. Following texts from provisions of Section 383A, stated herein above, created way for escape route for non-appointment of Company Secretaries:-

“Provided that in any proceedings against a person in respect of an offence under this sub-section, it shall be a defense to prove that all reasonable efforts to comply with the provisions of sub-section (1) were taken or that the financial position of the company was such that it was beyond its capacity to engage a whole-time secretary.”

Many company used this text as escape route for not appointing Company Secretary. These companies just gave an advertisements in News Paper for giving excuse that they did not find a suitable Company Secretary. These companies never realized the importance and competency of the “Company Secretaries’.

Provisions in Companies Act 2013

All this will change with the implementation of Companies Act 2013. Section 203 of Companies Act 2013 which deals with the appointment of Key Managerial Personnel (Company Secretary is also a KMP as we all know) have plugged the loopholes Section 383A of the Companies Act 1956. Apart from this, it also imposes heavy penalty if a company contravenes the provisions of Section 203. Let us check out the provisions of all new Section 203 of the Companies Act 2013.



As we can see from the (5) above, minimum penalty on Company for contravention of provision of section 203 is Rs 100000/- and which may extend to Rs 500000/-.

Apart from company every Director and KMP who is in default is also punishable with fine which may extend to Rs 50000/- and where the contravention is continuing one with a further fine of Rs 1000/- per day for the period during which contravention continues.

Now this is some penalty. I hope company will prefer to hire the Services of a CS for Rs 500000/- p.a. rather than paying penalty which may turn out to be of even higher amount.

Above all I hope the companies now realize the importance of Company Secretaries in their business set up who is a vital link between the company and its Board of Directors, shareholders, government and regulatory authorities. Not only does he ensures the compliance with all applicable laws, thereby protecting the organization from payment of penalty, but also guides board in decision making process under prevailing.

### **Duties of the Company Secretary**

The duties of a company secretary are classified under the following heads:

#### **1. Statutory Duties:**

A. Duties towards the company: The Companies Act, 2013 imposes a number of duties on the secretary such as:

- (a) To make a statutory declaration for obtaining certificate of commencement of business;
- (b) To sign annual report; and
- (c) To sign every balance sheet and every profit and loss account in case of non-banking companies.

B. Duties to directors: The duties of a company secretary in relation to directors are:

- (a) To work according to instructions of directors;
- (b) To maintain all important correspondence, files and records for reference of directors; and
- (c) To draft directors report.

C. Duties to whole-time managerial authority: If a company is managed by managing directors or a manager, the main duties of a company secretary in relation to such managerial personnel are:

- (a) To organize and control head office of the company efficiently;
- (b) To submit all statutory returns in time; and
- (c) To draft contracts with vendors, if any, and also with underwriters and share brokers.

#### **2. General Duties:**

A. Duties towards office and staff: It is a company secretary's duty to see that various departments are properly organized, supervised, co-ordinated and adequately staffed. He must act as a friend, philosopher and guide to staff.

B. Other duties: The miscellaneous duties of a company secretary are:

- (a) To represent the company on social functions;
- (b) To act very cautiously and in the best interest of the company, in case of any emergency;
- (c) To act with authority and maintain secrecy of confidential matters; and
- (d) To perform his duties honestly and diligently.

#### **Personal Assistant duties**

A Personal Secretary works with senior staff to provide one-to-one support. Typically PAs support senior managers by offering administrative help such as monitoring a manager's email, drafting communications on their behalf, planning and organising meetings and their travel. Personal Assistant needs to have a deep understanding of the company and know who

the key personnel are, as they are representing a senior member of staff. For this same reason, it is important a Personal Assistant has great interpersonal skills, is well-presented and professional.

Ultimately, the role of a Personal Assistant can be extremely broad and vary on a day-to-day basis. Some Personal Assistant duties should include:

- reading, monitoring and responding to your boss's email,
- answering calls and liaising with clients competently,
- preliminary drafting of correspondence on your boss's behalf,
- delegating work in your boss's absence,
- diary management,
- planning and organising meetings,
- organising complex travel
- taking action points and writing minutes,
- preparing papers for meetings,
- taking dictation,
- planning and organising events,
- conducting research,
- preparing presentations,
- managing and reviewing filing and office systems,
- typing documents,
- sourcing and ordering stationery and office equipment,
- managing ad hoc projects

Responsibilities may include but are not limited to:

- devising and maintaining office systems, including data management and filing.
- arranging travel, visas and accommodation and, occasionally, travelling with the manager to take notes or dictation at meetings or to provide general assistance during presentations;
- screening phone calls, inquiries and requests, and handling them when appropriate;
- meeting and greeting visitors at all levels of seniority;
- organizing and maintaining diaries and making appointments;
- dealing with incoming email, faxes and post, often corresponding on behalf of the manager;
- taking dictation and minutes;
- carrying out background research and presenting findings;
- producing documents, briefing papers, reports and presentations;
- organizing and attending meetings and ensuring the manager is well prepared for meetings;
- liaising with clients, suppliers and other staff.

### **Qualifications of the Personal Secretary:**

**A personal secretary should have the following qualifications:**

1. He/She must have sound education. He must have post-graduate qualifications in Economics or Commerce, preferably with a degree in Law.
2. He should have a high standard of general knowledge and be well-informed on current affairs.
3. He should have a thorough knowledge of trade or profession.
4. He must have good knowledge of English— both written and spoken. He has to make correspondence, write reports, minutes etc. in English.

5. He must have good communication skills. The secretary has to explain a lot to other persons.
6. He must have a dynamic personality and pleasing behaviour.
7. He should have a sharp memory and must be hard-working.
8. He should have knowledge of office organisation, procedures and rules.
9. He should have knowledge of shorthand and typing, fax and computers, e-mails and intranet as also internet.

#### Modern Technology in office Management

With developments in technology and an ever-evolving workforce, office management is constantly changing. Here are seven trends currently shaping office operations.

##### The cloud

More and more businesses are adopting cloud computing, and this trend is expected to keep growing. The cloud can improve and streamline all sorts of processes—from collaboration and project management to data organization and information backup. And, of course, don't forget about cloud-based visitor management. iPad visitor management system software Here are 7 tips for moving your business to the cloud.

##### Automating office tasks

Technology enables offices to automate like never before. As we noted in this previous post, many everyday tasks can be automated to save time, cut costs, and boost efficiency. If you're spending large chunks of your day on repetitive tasks and low-value work, it's time to automate.

##### Accommodating a mobile workforce

Remote working on the rise. As a result, companies are seeking ways to allow their workers more flexibility in when, where, and how they do their jobs. Mobile devices, collaborative software, and other technology help offices stay flexible and lean.

##### Office management software

Office management software allows you to customize and manage "front-office" and "back-office" tasks. Whether you're looking for support with CRM, social media, human resources, or accounting, office management software can help. Check out our post on how to choose office technology that supports your business strategy.

##### Computer-aided facility management (CAFM)

To use their office spaces most efficiently, some companies turn to CAFM software. This software helps businesses manage space allocation, maximize the use of facilities, and improve facilities planning and maintenance. If this sounds like something you would benefit from, check out this comparison of CAFM software from Software Advice.

##### Activity-based working

Activity-based working has been a hot trend in recent years. In traditional office set-ups, workers are assigned specific desks or workspaces. But in an activity-based office, employees choose from a variety of workspaces that are tailored for specific tasks, like collaboration, research, or socializing. While activity-based working may not be for everyone, for many people it can improve efficiency and increase worker satisfaction.

##### Bring your own device (BYOD)

BYOD policies are on the rise. This is because companies are becoming less afraid of employees using their own devices at work and instead starting to embrace the flexibility it allows. BYOD has both benefits and risks, but smart companies realize that this is the way of the future, especially as freelance and remote work become the norm. Modern office management is all about increasing efficiency so employees can get more done. Download our ebook to learn how to conquer today's biggest productivity killers.

## **Office Communication:**

To commune means to make conversation. This is an ordinary function in our daily life. This is necessary to make contacts, to explain things, to exchange ideas, to convey information, to give instruction, and to remove misunderstandings. Communication is indispensable for existence. Communication, however, has a more specific meaning in management science. According to Prof. Allen, "It is a bridge of meaning. It consists of a systematic and continuous telling, listening, and understanding." It is clear that communication is complete when the message sent by the communicator is understood by the communicatee. It is a bridge of meaning, i.e., the meaning of a message is understood in the same sense by the communicator and the communicatee.

## **Importance of Office Communication:**

Its importance is great and is growing. The success of an organisation depends upon how extensively and intensively communication is being carried out by it. It is described as a tool of management. It is the last word in management. Whenever more than one person meet together, there is communication between them.

In an office people meet and work together. Therefore, there must be communication among them. The primary function of an office is communicating, internally and externally. An organisation needs an office because all communication will go out from, and come into, it. Largest number of office machines are meant for communication.

### **Types of Office Communication:**

Broadly speaking, communication can be internal and external. Internal communication takes place among the people working inside, the office. It also means communication between employer and employees or among the members of an association or between a company and its shareholders.

External communication is with the outsiders, like the customers, the suppliers, the debtors, the creditors, the other organisations, the Government and its different agencies, and finally the public at large. The secretary has a major duty to supervise and control both the types of communication.

According to methods, communication can be sub-divided into three parts—oral, written (correspondence), and gestural.

## **Internal Communication:**

Through communication employer-employee relationship as well as superior-subordinate relationship can be maintained. Decisions taken at the top management level flows downward at the execution and operating levels through the chain of superior-subordinate relationships inside an organisation structure.

Unless the objectives and policies of the organisation are communicated to the staff, neither they can identify themselves with the organisation nor can they do their respective functions. Whenever any change is to be introduced in the organisation, prior communication has to be made to the members of the staff so that they get mentally prepared. Otherwise there may be a shock. The employees also must be able to communicate their grievances, complaints or difficulties to the employer.

By this, better employer-employee relationship is established and misunderstandings, if any, are removed. Communication is described as a two-way traffic. Internal communication can

be oral, written, visual, and gestural. Holding of meetings, conferences etc., having joint consultation or group discussion, etc., sending of reports, copies of minutes, etc. are some of the effective methods of internal communication.

There are different machines or labour saving devices used for internal communication:

- (a) Oral—Inter-com telephone system, Dictaphone, pneumatic tubes, etc.
- (b) Written— Typewriter, duplicating machines, etc.
- (c) Visual—Photography, micro-film, television (for remote control), etc.
- (d) Signalling—Calling bells, buzzers, red lights, etc.

### **External Communication:**

External communication is essential for carrying out the activities and for the development of any organisation, trading or non-trading. This is necessary for widening and improving public relations and also for enhancing goodwill and prestige. Different methods of advertisement are meant for communication. Publication of reports, journals, etc. is also another technique. External communication can be oral, written, and visual.

Mechanical Devices:

There are different machines or labour- saving devices used for external communication:

- (a) Oral—Telephone with trunk system, cables, etc.
- (b) Written—Typewriter, duplicating machines, tele-printer (the telex system), etc.
- (c) Visual—Photography, television, etc.

### **Necessity of Office communication**

Effective Communication is significant for managers in the organizations so as to perform the basic functions of management, i.e., Planning, Organizing, Leading and Controlling.

Communication helps managers to perform their jobs and responsibilities. Communication serves as a foundation for planning. All the essential information must be communicated to the managers who in-turn must communicate the plans so as to implement them. Organizing also requires effective communication with others about their job task. Similarly leaders as managers must communicate effectively with their subordinates so as to achieve the team goals. Controlling is not possible without written and oral communication.

Managers devote a great part of their time in communication. They generally devote approximately 6 hours per day in communicating. They spend great time on face to face or telephonic communication with their superiors, subordinates, colleagues, customers or suppliers. Managers also use Written Communication in form of letters, reports or memos wherever oral communication is not feasible.

Thus, we can say that “effective communication is a building block of successful organizations”. In other words, communication acts as organizational blood.

The importance of communication in an organization can be summarized as follows:

1. Communication promotes motivation by informing and clarifying the employees about the task to

be done, the manner they are performing the task, and how to improve their performance if it is

not up to the mark.

2. Communication is a source of information to the organizational members for decision-making

process as it helps identifying and assessing alternative course of actions.

3. Communication also plays a crucial role in altering individual's attitudes, i.e., a well informed

individual will have better attitude than a less-informed individual. Organizational magazines,

journals, meetings and various other forms of oral and written communication help in moulding

employee's attitudes.

4. Communication also helps in socializing. In today's life the only presence of another individual

fosters communication. It is also said that one cannot survive without communication.

5. As discussed earlier, communication also assists in controlling process. It helps controlling organizational member's behaviour in various ways. There are various levels of hierarchy and

certain principles and guidelines that employees must follow in an organization. They must comply

with organizational policies, perform their job role efficiently and communicate any work problem

and grievance to their superiors. Thus, communication helps in controlling function of management.

An effective and efficient communication system requires managerial proficiency in delivering and receiving messages. A manager must discover various barriers to communication, analyze the reasons for their occurrence and take preventive steps to avoid those barriers. Thus, the primary responsibility of a manager is to develop and maintain an effective communication system in the organization.

**Agenda**

An agenda is a list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon. It may, but is not required to, include specific times for one or more activities. An agenda may also be called a docket, schedule, or calendar. It may also contain a listing of an order of business.

An agenda lists the items of business to be taken up during a meeting or session. It may also be called a "calendar". A meeting agenda may be headed with the date, time and location of the meeting, followed by a series of points outlining the order in which the business is to be conducted. Steps on any agenda can include any type of schedule or order the group wants to follow. Agendas may take different forms depending on the specific purpose of the group and may include any number of the items.

In business meetings of a deliberative assembly, the items on the agenda are also known as the orders of the day. Optimally, the agenda is distributed to a meeting's participants prior to the meeting, so that they will be aware of the subjects to be discussed, and are able to prepare for the meeting accordingly.

In a workshop, the sequence of agenda items is important, as later agenda steps may be dependent upon information derived from or completion of earlier steps in the agenda. Frequently in standard meetings, agenda items may be "time boxed" or fixed so as not to

exceed a predetermined amount of time. In workshops, time boxing may not be effective because completion of each agenda step may be critical to beginning the next step.

In parliamentary procedure, an agenda is not binding upon an assembly unless its own rules make it so, or unless it has been adopted as the agenda for the meeting by majority vote at the start of the meeting. Otherwise, it is merely for the guidance of the chair.

If an agenda is binding upon an assembly, and a specific time is listed for an item, that item cannot be taken up before that time, and must be taken up when that time arrives even if other business is pending. If it is desired to do otherwise, the rules can be suspended for that purpose.

Example

MEETING AGENDA – [MEETING TITLE]		
MEETING INFORMATION		
Objective:	[Enter the objective of the meeting here.]	
Date:	01/01/2000	Location: [Enter Room Number]
Time:	6:00 AM	Meeting Type: [Identify type of meeting]
Call-In Number:	[List call in number]	Call-In Code: [Enter call in code]
Called By:	[List Name]	Facilitator: [List Name]
Timekeeper:	[List Name]	Note Taker: [List Name]
Attendees:	[List Names]	
PREPARATION FOR MEETING		
Please Read:		
Please Bring:		
ACTION ITEMS FROM PREVIOUS MEETING		
1	[List Action Item 1]	RESPONSIBLE [Name] DUE DATE [Date]
2		
3		
AGENDA ITEMS		
1	[List Agenda Item 1]	PRESENTER [Name] TIME ALLOTTED [x minutes]
2		
3		
4		
NEW ACTION ITEMS		
1	[List New Action Item 1]	RESPONSIBLE [Name] DUE DATE [Date]
2		
3		
OTHER NOTES OR INFORMATION		

## Minutes Of Meeting

Iso known as **protocol** or **note**, minutes are the live written record of a meeting. They include the list of attendees, issues raised, related responses, and final decisions taken to address the



issues. Their purpose is to record what actions have been assigned to whom, along with the achievements and the deadlines.

#### *Format of Minutes of Meeting*

A minutes of meeting normally includes the following elements –

- **Name of the company** – to the top-left of the page.
- **Date** – to the top-right of the page.
- **Topic** – after two return keys; Center-aligned.
- **Attendees** – Name and designation (2 columns of a table).
- **Absentees** – name, roles, reasons for absenteeism. (3 columns)
- **Agenda at hand** – topic to be discussed.
- **Issues raised** – along with the names of the speakers.
- **Suggestions** – made along with the names of the speakers.
- **Decision** – the outcome of the meeting.
- **Task List** – task allotted and the respective allottee.
- **Future Meetings** – the date and topic of the next meeting.

#### *Fax Messages*

Today, fax is mostly used for transmitting documents with sensitive content (e.g. medical records, agreements, credit card authorization forms, and similar), as it is perceived as one of the safest ways to transmit documents.

Having a confirmation of a successfully sent fax even counts as a legally valid proof that you have sent a particular document to someone in some countries (while sending an e-mail does not).

Due to these reasons, fax is still widely used in many industries that deal largely with sensitive documents (e.g. law, healthcare, insurance). However, other industries are not exempt either. Sending personal documents by fax, such as proof of residence or utility bills, is still often required for opening various types of accounts (online banking accounts, merchant accounts at an online store, etc.).

#### *Scanner*

- A scanner is a device that copies a picture in digital form. After capturing the image, the data is transferred to the computer.
- People use scanners to store their hand held pictures in their computer, and one might scan a document for business, school, etc.
- The two main types of scanners are flatbed and portable scanners.
- A flatbed scanner is the most common type of scanner, and it is designed to scan flat objects.
- A portable scanner is designed for travel purposes.
- A sheet fed scanner is much like the flatbed scanner, only this may now be immobile and be used in stores to scan items on shelves.
- Optical scanners capture the image of a usually flat object and transfer it to a computer, much like flatbed scanners. In order to produce a better quality image, as most people strive for in their printing, you need a higher resolution scanner.
- The resolution of a scanner is measured in dots per 12-inches, which makes sense because the more dots you have, the more color that shows up, producing higher quality scans.
- Along with the resolution of a scanner comes the quality, which can be edited and improved once the image is scanned. If the user wants an extremely detailed scan, the drum scanner is a great tool to make this possible.

- It uses a photomultiplier tube to scan on a glass cylinder and send light rays in three beams, making light and color change and producing greatly detailed images.
- There are even apps on our phone that we can personally scan documents to have on-the-go. The problem with this, however, is privacy issues and the crisis of having your phone or any other device stolen which has scanned any personal information.
- While scanners are a tremendous help especially in businesses, it is important users be aware of the risks and use with caution.
- Although digital cameras are considered standard today, many individuals still have negatives from their days of using a film camera.
- This traditional film can easily be digitized using a specialized film scanner. Increasing the resolution will allow for higher quality reproductions of the images.

## **E-mail**

When it comes to doing business, email is the communication king – but that doesn't mean it's appropriate in every form and in every situation. A refined, well-written email says a lot about your working style, while a poorly written, unclear communication can cause confusion and problems that lead to a loss of time and productivity. Even worse, it could harm your reputation.

### **Is Email Appropriate?**

Part of using email effectively in a business setting includes knowing when it's appropriate to send an email and when it's not. Before you begin writing, consider whether a face-to-face discussion or phone call would be easier in the long run. You might want to choose one of those options if your message is long and complicated, if the information to be imparted is confidential, or if the tone of your email could be easily misunderstood.

### **Effective Subject Lines**

The subject line of an email feels like a throwaway, yet it's anything but. The subject line should be specific, particularly if it's referring to the date of a meeting or a deadline. A one-word subject line, such as "FYI" or "Question," doesn't convey what you need or when you need it. Be as specific as possible – just think about how many emails a person gets in a day. You want to make sure the recipient sees your subject line and understands that it's an email that requires immediate attention.

#### **Be Brief**

If you have a very long message to convey to the recipient of your email, consider a phone call. Otherwise, keep it to the point. That includes keeping your sentences short and easy to understand. Note: Just because you want to be brief doesn't mean you should use common shorthand, such as "bc" for "because" or "U" for "You." Be professional, and spell out all words appropriately.

### **Strike the Proper Tone**

It's very easy to misconstrue the tone of an email – just think of all the times you thought someone was implying something a little rude, but they really didn't mean anything by it. In business communication, remain formal, even if you have a personal relationship with the

person. Err on the side of being polite, using proper punctuation and, in many cases, skipping the emojis.

If you're frustrated or angry after receiving an email, take a bit of time before you respond. When you're reacting in a negative manner, that tone can come across – and that just might cause problems down the line. Don't use all-caps in a business communication, as it comes across as if you're shouting in an unprofessional manner.

## **As the Recipient**

Proper use of email as business communication isn't relegated to just the sender. When checking your business email, do your part to communicate effectively. Don't leave the sender hanging; even if you can't write out a lengthy reply to an email, at least jot a note that lets the sender know you've received it and you plan to respond soon.

## **Maintenance of work diary**

Many historical figures kept work diaries or journals. Ben Franklin, John Adams, Andy Warhol, and countless others have recorded the events of their day in some form. While these historic diaries are incredibly fascinating for us to read today, the benefit they gave to the writers was probably far greater.

Richard Branson has written bestsellers based largely off of his years of recording his daytime thoughts and working experiences into journals. Reading Branson's thoughts motivated me to keep a loose log of work and life experiences as well. The ritual has helped me immensely, probably more than any other work or time management "hack."

My process is pretty simple: At the end of each day I'll recount what worked, what didn't, and some other random things that happened during the day. There isn't a lot of structure, just merely stream of thought that lasts about fifteen minutes. Sometimes I'll vent in wordy prose, other times I'll just make a quick list. I've found that it's not so much what or how I write, but rather that I do it. The results have been profound for me. I'd recommend this practice to anyone. Here's why:

### **1. The release**

If anything, it feels good to unwind and recount the bits of the day. There's something about the finality in writing something down on paper that makes it more real, and makes the memories stronger. I doubt I'd be able to remember half of what I did throughout the day if I didn't recount them. It also helps with answering that recurring question of "Where did the day go?!"

### **2. An honest overview**

If you're like me, you keep lists of stuff that needs to be done throughout the day. I've had days where the morning started with 15 things on the list, and ended with 13 left undone. Ouch. Yet being able to recall the day allows me to see some of the other things I did get done that weren't on the list.

### **3. See the wins**

We often forget the things that we got done during the day for lots of reasons. We're taught at an early age that what we do isn't as important as what we didn't do. After all, what we don't get done often impacts us more in work and other social settings. This causes us to automatically shove the stuff we did accomplish into the back of our minds, and fret about the undone. However, focusing on what we have done—the wins—in our day rejuvenates. Going to bed looking at what was accomplished can be a massive motivator to help start the next day, and can keep us from closing the day on a sour note.

#### 4. Minimize your mistakes

One definition of insanity is repeating the same process over and over again, while expecting a different outcome. Similarly, it's easy to plow through each work day like the last, without giving a second thought to the events of the day. This is especially true for our bad days. On our worst days, we simply want to unwind and not have to relive the nightmare that was the previous working day. But it turns out the worst parts of our days are important to remember as well (even though it stings). Reverse engineering what went wrong is helpful to ensure it doesn't happen again, and work journals are perfect for this.

#### 5. A new perspective on your day

The most helpful part of this exercise for me is getting perspective on what my days end up looking like. After a particularly bad day last month I reflected, stiff drink in hand, on all the events of the day. This helped me to see that my day wasn't as bad as I had remembered it. In fact, it was a really decent day, minus a couple setbacks towards the end. In my mind I had made these setbacks out to be more important than they were. The day wasn't a total loss after all! Perspective is everything.

**OFFICE MANAGEMENT AND SECRETARIAL PRACTICE - 16CMU602A****UNIT I**

<b>Question</b>	<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>
1 Business means	commerce	industry	trade and
2 Which of the following is not an economic activity?	A doctor	A lawyer	A professional
3 The moral beliefs held by an individual	Values	Rights	Duties
4 Which of the following is an extractive industry?	Cattle breeding	Forest cultivation	Hunting
5 Ethics is derived from the Greek word	ethos	etho	ethic
6 A valid definition of a business purpose is to	create a profit	maximize profit	serve the customer
7 Sole-trade organization is also called as	individual	Partnership	joint stock
8 The interests and rights of customers are given top priority	The Vendor	The Civil	The Australian
9 In case of minor acting as a partner, his personal property is	liable for	not liable	partly liable
10 To be a receptionist you must be able to;	Write up	Sit behind	Carry on
11 How should you treat VIP visitors?	In a manner	Just like	By offering
12 A visitor wants to park their car in the company car park	Make suggestions	Point blank	If there is
13 What is Microsoft Outlook used for?	To keep records	It's part of	Used to
14 To present a professional image of the company a receptionist should	Have proper	Point out	Leave a
15 To create effective presentations and correspondence	Have good	Be able to	Be prepared
16 Part of a receptionist's duty is to screen phone calls, to	Find out	Weed out	Have a
17 An effective all round receptionist is;	A team	A lone	An extrovert
18 What is a switchboard?	A telephone	A electrical	A device
19 Effective Diary management helps you to:	Book holidays	Complete	Participate
20 A receptionist should have good communication skill	Be the best	Gossip	Pass messages
21 What does sorting and distributing the post mean?	Writing	Receiving	Proof reading
22 What does visitor management mean?	Offering	Making	Asking
23 A receptionist should have a good memory for names	Remember	Use color	Write in
24 Visitor passes can help to;	Keep a	Make a	Tell someone
25 What is a visitor signing in book used for?	Finding	Keeping	Obtaining
26 When will a partnership be dissolved?	In any case	By mutual	By insolvent
27 The oldest form of business organization is	partnership	sole proprietorship	joint stock
28 The maximum number of partners in a firm carrying on business is	7	10	50
29 The agreement of partnership	must be in writing	must be oral	can be either
30 A partner in a firm	cannot transfer his share	can transfer	can transfer
31 Partnership may come into existence	by the operation of law	by an express	by an implied
32 A manager with a share in the profits	is only a partner	becomes a partner	becomes a partner
33 Registration of partnership is	optional	compulsory	compulsory
34 A nominal partner is	not entitled to share in profits	entitled to share	not liable
35 The minimum number of members in a private limited company is	Two	Three	Seven
36 A Joint stock company is governed by	Company Act	Company Act	Company Act
37 The liability of shareholders of a public company is	paid up value	nominal	extent of share
38 The most important advantage of a joint stock company is	the liability is limited	member's liability	it offers
39 A Company is called an artificial person because	it does not have a body	it cannot	it is invisible
40 In the co-operative organization, the voting rights are	in proportion to the share	equal, irrespective of share	in proportion to the share

41	Localized materials are available at	all the pl	certain p	central p
42	The liability of members of a co-operative society	limited t	limited t	Unlimite
43	Membership of a co-operative is	compuls	voluntar	not essen
44	The minimum number of members for registration	two	seven	ten
45	Co-operative and public companies are similar in re	the liabil	the mini	the maxi
46	Which of the following is an example of a company	Delhi cl	Tata iron	Industria
47	Dividend on preference capital will be paid	only whe	even if t	only whe
48	A public corporation means	public co	governnr	statutory
49	The partnership entity is	legal ent	legal ent	neither e
50	Promoter is a person who	takes pa	is a direc	is a relat
51	The minimum number of shareholders in a public li	two	three	five
52	The limit for maximum number of members in a pub	2000	5000	10000
53	A private company should have at least	2 membe	7 membe	10 meml
54	An association of 25 people not registered under the	partnersl	private c	public co
55	A partnership firm cannot raise funds through	bank loa	partners	Debentu
56	Over-capitalization results from	payment	underest	raising n
57	Which of the following sources is not use for medii	Issue of	Issue of	Term loa
58	Which of the following securities is not redeemable	Equity s	Preferen	Cumulat
59	Which of the following securities proves a burden on	Equity s	Preferen	Redeem:
60	Preference shares are those which carry preferential	dividend	repayme	both div

**Option 4****Answer**

selling and buying of goods	industry and commerce.
A student playing cricket	A student playing cricket
Personal	Values
Flour mills.	Hunting.
ethical	ethos
increase the wealth of the firm	create a customer.
co-operative society.	individual proprietorship.
The Artistic Model	The Vendor Model
only debts of the firm.	not liable for the debts of the firm.
Manage a team of office juniors	Sit behind a reception desk for long periods of time meeting visitors
Offering to make them a cup of tea	In a manner befitting their position.
Tell them there are no spaces in the car park	If there is a space, issue them a car park pass.
The management of emails and personal information	The management of emails and personal information.
Be calm and polite at all times	Be calm and polite at all times, and deal with all of their enquiries
Know how to add and subtract	Have good knowledge of Microsoft Office packages like Word and Excel
Get rid of all callers as fast as possible	Weed out unwanted sales calls, identify important calls and then deal with them
A person who is only sociable	A team player who is also able to work on their own initiative
Specialist software used to track appointments	A telephone exchange system used for directing internal and external calls
Keep track of company appointments	Keep track of company appointments and events.
Write professional correspondence	Be the first point of contact for people who enter the company
Receiving the post then filing it	Receiving, checking and then preparing incoming and outgoing mail
It refers to the practice of welcoming	It refers to the practice of welcoming, processing and then managing visitors
Learn to use new office equipment	Remember regular visitors and thereby offer them a quicker and better service
Create a professional image of the company	Keep a track of who has entered the premises and also reduce the number of visitors
To find out how many people are in the building	Keeping track of who is in the building.
By insanity or madness.	In any case of death of any of the partner.
co-operative undertaking	sole proprietorship.
20	10
must be in writing on a stamp	can be either oral or in writing.
can transfer his share to an outsider	cannot transfer his share to an outsider.
by inheritance of property.	by an express or implied agreement only.
becomes a partner from status	is only a servant of the firm.
compulsory under Indian contract act.	optional under Indian partnership act.
not able to third parties.	not entitled to share the profits of the concern.
Ten	Two
Companies Act 1966	Companies Act 1956
accounts called up.	nominal value of shares.
it mobilizes vast amount of funds	members can conveniently transfer their shares.
it exists only in contemplation of death	it is invisible and intangible.
in proportion to the total financial contribution	equal, irrespective of amount of capital contribution.

local places	certain places
limited or unlimited dependin	limited or unlimited depending upon what the society has opte
nominate	voluntary.
twenty	ten
method of distribution of prof	the maximum number of members.
Swadesh Cotton Mills Lt	Industrial Finance Corporation of India Lt
only when share holders recor	only when directors recommen
department of union governm	statutory corporation.
group of individuals without l	legal entity and accountable entity.
works to publicity to the comp	takes part in the incorporation of a company .
Seven	Seven
no limit.	no limit.
50 members.	2 members.
illegal association.	illegal association.
partners capital.	Debentures.
raising only the money.	raising more money than can be profitably use
Sale of current asset.	Issue of equity shares.
Debentures.	Equity shares.
Debentures.	Debentures.
right to vote on all important 1	both dividend and repayment of capital.



visitors and answering phone calls.

quiries in a professional and courteous manner.

rd & Excel.

hen only forward those on.

e.

external phone calls.

y premises and create an immediate positive impression of the company.

ng mail for distribution.

onitoring a visitor's stay.

nd more personal service.

on-site criminal activity.

d for it.

# OFFICE MANAGEMENT AND SECRETARIAL PRACTICE - 16CMU602A

## UNIT II

	OPTION 1	OPTION2	OPTION3	OPTION4	ANSWER
1 Investme	Equity sl	Preferen	Debentu	Lan	Equity sl
2 A projec	debentur	preferen	equity c	public deposits.	preferen
3 The mar	Promote	Employe	Share hc	Board of Directors	Board of
4 is a substit	Director	Managei	Commor	Managing Director Signature	Commor
5 Debentur	irredeem	participa	registere	bearer.	registere
6 Control of	equity sh	preferen	debentur	share holders.	equity sh
7 were the p	Blacksto	Rochdal	Commor	Mutual Help Society of Pione	Rochdal
8 The surp	Cash and	Dividenc	Profit an	Dividend and bonus	Dividenc
9 Bank ove	short ter	medium	long terr	short and long term.	short ter
10 The mos	provide	provide	give proj	give direction.	provide l
11 New issu	stock ex	capital n	stock ex	discount houses.	capital n
12 Which o	Commer	Investor	Financia	Other financial institutions.	Investor
13 Which of	By issue	Rights is	Stock ex	Private placing.	Stock ex
14 The mo	sale of e	stock ex	direct sa	sale to biometers.	direct sa
15 The first s	Calcutt	Bombay	New De	Chennai.	Bombay
16 Stock Ex	Central	C.C.	R.B.I.	Financial Institution.	Central
17 A specu	a stag.	middle r	Jobber.	lame duck.	a stag.
18 Dealings	directly.	directly	only thro	only by corporate houses.	only thro
19 Member	brokers :	brokers :	jobbers :	there is no such classification	brokers :
20 Contang	bull spec	bear spe	lame duc	stag to under writer.	bull spec
21 In India th	fifteen	sixteen	seventee	twenty one	twenty o
22 Listing o	at the tin	at the tin	the stock	the stock exchange not guaran	at the tin
23 A firm w	more em	less emp	skilled e	semi-skilled employees	less emp
24 When a r	call optio	put optio	double o	single option.	put optio
25 When a ri	call optio	put optio	double o	single option.	call optio
26 Stock ex	second h	issue of	issue of	issue of debentures.	second h
27 Dividenc	synonym	different	debited t	divisible profits.	debited t
28 Register	statutory	statistica	official b	registered book.	statutory
29 firm enjoy	Represen	Optimur	Small-sc	Equilibrium	Optimur
30 When did	1992	1991	1990	1993	1992
31 scale firms	Complex	Medium	Large	Small	Large
32 Indexing	method	method	aid to fil	method of maintaining statisti	method
33 The prima	Service	Profit	Sales Tu	Democratic Management	Service
34 Industries	Extractiv	Manufac	Genetic	Assembly Industries	Extractiv
35 Providing	Social ol	National	Econom	Human objectives	Social ol
36 The term	Ethics	Business	Profit	Loss	Ethics
37 What is c	Margin t	Curb de	Badla.	Forwar	Margin t
38 The prim	earn mo	serve the	raise pro	raise more money.	serve the
39 A sleepin	contribu	takes act	contribu	contributes materials.	contribu
40 Business	avoided.	reduced.	ignored.	erase	reduce
41 In case of	does not	comes to	will com	constitution of the firm remain	does not

42	Earning (	Need	Uses	merits	None	Need
43	In vertical	one upon	in standi	in packe	in a cupboard, divided into a r	in standi
44	The comp	logical u	memory	output u	control unit.	control u
45	layout is n	Product	stationar	function	combined	Product
46	Which c	Pigeon h	Spike fil	Box file	Vertical filing.	Vertical
47	Planning	informat	administ	publi	private.	administ
48	Maintena	direct.	indirect.	basi	private.	basi
49	is a major	Office ac	Open of	Closed c	Public office.	Office ac
50	is an impo	Office ac	Office lc	Closed c	Public office.	Office lc
51	is the arra	Office ac	Office lc	Office la	Open office.	Office la
52	Layout bas	Group.	Process.	Open.	Close	Group.
53	highly flex	Sole Tra	Partners	State En	Joint Stock Companies	Sole Tra
54	In case of	function	product	stationar	combined	product
55	Office is in	Open.	Public.	Private.	System.	Open.
56	Nature c	size	profit	sales	Demand	size
57	refers to a	Site	State	District	Country	Site
58	means a fr	Stock	Exchang	Bear	Stag	Stock
59	Which t	Alphabe	Numeric	Subject	Geographical classification.	Geograp
60	The higher	Managerial	Educational	Satisfactor	All the above are incorrect	Educational

shares.  
ce share capital.

3 Directors

1 Seal

shareholders.

e Society of Equitable Pioneers

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**OFFICE MANAGEMENT AND SECRETARIAL PRACTICE - 16CMU602A****UNIT III**

	<b>OPTION 1</b>	<b>OPTION 2</b>	<b>OPTION 4</b>	<b>OPTION 5</b>	<b>ANSWER</b>
1 Which t	Alphabe	Numeric	Subject	Chronological classification.	Chronolo
2 In whic	Pigeon-h	The spik	Card box	Box filing.	The spik
3 means a pl	Exchang	Stock	Stag	Bear	Exchang
4 In whic	Box file.	Bound b	Metal ho	Pillar file	Bound b
5 Horizon	box filin	flat filin	open fili	pillar filing.	flat filing
6 Which ty	Horizon	Vertical	Visible f	Metal files.	Visible f
7 Which i	Vowel in	Book inc	Strip ind	Card index.	Strip ind
8 is a machi	Typewri	Photoco	Roller co	Private.	Typewri
9 Standar	portable	electroni	mini typ	macro typewriter.	electroni
10 The OTC	1956	1966	1955	1957	1956
11 PBX stan	Private I	Private I	Private I	Private Business Exchange.	Private I
12 is an instru	Typewri	Telepho	FAX.	Photocopier.	Telepho
13 Which r	Franking	Adding	Mailing	Accounting machine.	Franking
14 OTCEI	Over Th	Over Th	Over Th	Over The Company Exchange	Over Th
15 SEBI st	Shares E	Stocks E	Securitie	Speculators Exchange Board	Securitie
16 A Bull sp	mandiwa	tejiwala.	tarawani	vaniwalas	tejiwal
17 The pers	brokers	jobbers	tarawani	Manidiwalls	jobbers
18 Office is	G R Ter	Lawrenc	Standing	Mill.	G R Ter
19 The purp	public	manager	clerks	creditors	manager
20 The office	eliminat	withdrav	control	decide	control
21 Filing is	record ke	book ke	house-ke	time keeping.	record ke
22 Which is	Placing	Selection	Contract	Settlement.	Selection
23 Equity s	ordinary	deferred	redeema	irredeemable shares.	ordinary
24 A _____	Share.	Debentu	Equity sl	Preference share.	Debentu
25 The deb	unsecure	secured.	bearer.	registre	bearer.
26 The prefer	cumulati	non-curr	redeema	non-convertible.	non-con
27 Fixed ca	blocked	unblock	working	non-working capital.	blocked
28 Co-oper	governm	democra	autocrati	private	democra
29 Debenture	Redeem	Irredeer	Converti	Non-convertible.	Redeem
30 The retu	surrende	transmis	redeema	irredeemable shares.	transmis
31 The opt	ideal	average	over	extra	ideal
32 A repre	average	ideal	bad	good	average
33 Which t	Equity sl	Preferen	Deferred	Ordinary shareholders.	Preferen
34 Which sl	Equity sl	Preferen	Deferred	Convertible preference shareh	Equity sl
35 Unsecur	mortgag	simple d	bearer d	registered debentures.	simple d
36 The first	1887.	1992	1991	1994	1887.
37 The first	Mumbai	America	London	France stock exchange.	London
38 Which n	Pigeon-h	Card box	Spike.	Press copy book metho	Card box
39 Business	non-econ	economi	social ac	production activities.	economi
40 Office is	office w	employe	records	control is situate	office w
41 Office la	providin	optimun	providin	providing space.	optimun

- 42 An open privacy. economy efficienc inflexibility. economy
- 43 Which m Pigeon-l Spike fil Vertical Horizontal filing. Horizont
- 44 SEBI was 30.1.1992 1.1.1992 4.3.1992 4.4.1992 30.1.1992
- 45 means a m Classific Trays Page Ind Visible Books Classific
- 46 Modular saves co saves tin saves sp saves electricity. saves sp
- 47 The Dewey (A) 10 bas (B) 100 b (C) 1000 t (D) 10000 basic categories. (A) 10 bas
- 48 Call Num (A) Book (B) Class (C) Both (D) None of the above (C) Both (
- 49 Accession (A) Call N (B) Unique (C) Book (D) Class number (B) Unique
- 50 Main use (A) Catalog (B) Circul (C) Stock (D) Book Selection (C) Stock
- 51 Posting th (A) Recruit (B) Coach (C) Deploy (D) Induction (A) Recruit
- 52 TQM is a (A) Customer (B) Staff (C) Organization (D) Government (C) Organiz
- 53 Financial (A) Ad-hoc (B) Endow (C) Annual (D) Non-recurring (B) Endow
- 54 Principle c (A) Growth (B) Librarian (C) Librarian (D) Library fee (C) Librarian
- 55 ..... take: (A) Method (B) Per capita (C) Principle (D) Library budget (D) Librarian
- 56 . A budget (A) Program (B) Welfare (C) Current (D) Capital budgeting (D) Capital
- 57 The librarian (A) Senate (B) Executive (C) Academic (D) Research Council (B) Executive
- 58 In fund ac (A) Recurrent (B) Non-re (C) Restrict (D) Encumbering (A) Recurrent
- 59 Scrutiny c (A) Budget (B) Program (C) Account (D) Auditing (D) Audit
- 60 What is th (A) Employment (B) Accuracy (C) Accuracy (D) Upgrading the technology w (B) Accuracy



logical classification.

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Branch Exchange.

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A) and (B) are true

Number for a book inside a particular library.

Verification

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cy

# OFFICE MANAGEMENT AND SECRETARIAL PRACTICE - 16CMU602A

## UNIT IV

## UNIT IV

### OPTION 1 OPTION 2 OPTION 3 OPTION 4

### ANSWER

1 What are	Primary a	Analytical	Upper and	Descriptive and Statistical	Descriptiv
2 How man	10	12	14	16	14
3 PPBS rela	Book selec	Journal se	Budgeting	Library records	Budgeting
4 Zero base	Present	Past	Future	Remote future	Future
5 Another t	CPM	POSDCO	MBO	HRM	CPM
6 POSDCO	Library c	Library re	Library adr	Library automation	Library adr
7 What are t	16" * 12"	16" * 13"	16" * 11"	16" * 18"	16" * 13"
8 A good li	Registrar	Building	Finance C	Architect	Architect
9 _____	Tasks	Racks	Stacks	Desks	Stacks
10 Study carr	Students	Public	Women	Researchers	Researche
11 Library c	Charging	Catalogue	Display r	Filling equipment	Catalogue
12 Informati	Documen	Human	Institutio	Neo-conventional	Documen
13 _____	Report	Law Revi	Patent	Specification	Specificat
14 In Encyclo	Bibliogra	Introducti	Propaedia	Micropaedia	Micropae
15 One of the	Maximun	Medium	Least	Zero	Least
16 Payments	Accessior	Classifica	Cataloguir	Arrangement in the shelve	Accession
17 The stand	15" x 13"	16 x 13"	12" x 5"	5" x 3"	16 x 13"
18 Technical s	Accessior	Bills payr	Catalogui	Shelving	Catalogui
19 Getting b	Charging	Holding	Reserving	Discharging	Dischargi
20 While ent	Cloak Ro	Property	Gate cour	Store room	Property
21 Books mis	Shelving	Stock ver	Shelf rect	Shifting	Shelf recti
22 Outdated	Shelving	Weeding	Circulatin	Guiding	Weeding
23 The object	Proper or	Accessibi	Durability	Humidity control	Durability
24 All part a	Sewing	Guard	Pulling	Collation	Collation
25 Sheets be	End pape	Attach co	Head ban	Gilding	End paper
26 Leather be	Roan	Imitation	Pig skin	Sheep skin	Sheep ski
27 . _____	ILA	ALA	BLA	NBT	ALA
28 A skillful	Strategic	Role anal	Work cult	Autonomous planning	Strategic j
29 Calcutta P	15th Cent	16th Cent	19th Cent	20th Century.	19th Cent
30 _____ bu	Formula	Performa	Programn	Zero-base	Performa
31 The library	Senate	Executive	Academic	Research Council	Executive
32 In fund ac	Recurring	Non-recu	Restricted	Encumbering	Recurring
33 Scrutiny of	Budgeting	Programn	Accountin	Auditing	Auditing
34 _____	Accessior	Day book	Catalogue	AACR-2 (R)	Accession
35 The mark	analysis, j	advertisin	distributio	indexing, planning, control and	advertisin
36 There are	Psychologi	Self facto	Service fa	Technological factor, service fa	(DI Techn
37 Doing aga	doing onc	revising	not again	incorrect	revising
38 The writte	minor	negligible	major	small	major
39 At the ____	top	bottom	corner	middle	top
40 Next to th	the comp	the secret	board	the branch	the compa

The day,  
date, time  
and place  
of  
meeting  
with clear

\_\_\_\_\_

where the  
meeting  
is to held  
is to be  
declared  
in the

41 notice. notice message address report  
42 If special l explanato minutes report agenda  
43 Proxy For the minut the notice the docum the report  
44 Creating a productiv normal ordinary unhelpful  
45 \_\_\_\_\_ Agenda Minutes Motion report  
46 Agenda ca database checklist proof security  
47 AOB stand An Order Any other Any order Any other Board

The

\_\_\_\_\_

are  
usually  
written  
from the  
notes  
taken by  
the  
chairman  
and  
secretary  
during  
the  
course of  
the

48 meeting Minutes motion agenda resolution  
49 The minut lines paper paragraphs note  
50 Each para Para title space heading

address  
explanator  
the notice  
productive  
Agenda  
checklist  
Any other

Minutes  
paragraphs  
heading

All the  
resolutions passed  
at the  
meeting  
should be  
in the  
same  
order at  
the

51 \_\_\_\_\_ notice agenda declaration resolution agenda

If certain  
matters  
could not  
be  
discussed  
in the  
meeting,  
because  
of lack of  
time, that  
fact must  
also be  
stated in  
the

52 \_\_\_\_\_ agenda notice Minutes report Minutes

An agenda is a list of meeting activities in the order in which they are to be taken up, by

---

with the call to

53	order	end	middle	last	beginning	beginning
54	Minutes at	formal	usual	official	normal	official
55	Written m	after	before	end of	in-between	before
56	Minutes fo	next	same	current	board	next

At every business meeting the secretary of the board or any other appointed person usually takes

---

during

57	meetings	minutes	notes	records	drafts	minutes
----	----------	---------	-------	---------	--------	---------

The body  
of the  
minutes  
should  
include,  
with each  
motion  
being a  
separate

\_\_\_\_\_

- 58 \_\_\_\_\_ note      book      paragraph line      paragraph
- 59 Which of the following is not a negotiable instrument? Demand draft Debit card Pay order Banker's draft Banker's demand draft
- 60 What is a negotiable instrument? which can be cashed which can be cashed which can be cashed which can be cashed only after maturity which can be cashed only after maturity

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**OFFICE MANAGEMENT AND SECRETARIAL PRACTICE - 16CMU602A****UNIT V UNIT V****OPTION 1 OPTION 2 OPTION 3 OPTION 4****ANSWER**

1 Secretary is the principal	Chief	the Primary	the Major	the principal
2 The word "Secretarius"	Secretaris	Secret	Secretarium	Secretarius
3 The word "personal" of secret office executive	Confidential Officer			Confidential
4 A _____ Private Secretary	Association Secretary	Official Secretary		private secretary
5 Generally, _____ Co-operative Government	Trade union	private secretary		cooperative
6 Each departmental minister	secretary	governor	collector	secretary
7 The secretary assists	help	guides	advise	guides
8 In addition to Routine Secretary	whole time executive	part time secretary		executive secretary
9 A copy of the Directors' Report	Auditors Report	Statutory	annual report	Directors' Report
10 The first secretary	routine	executive	Protem	Protem
11 In the eyes of the servant	agent	dealer	broker	servant
12 What is the 1 Month	2 Months	3 Months	6 Months	6 Months
13 Appointment 30	60	90	120	30
14 Any person manager	director	managing	additional director	Director
15 If the, Board Routine Secretary	executive	part time	whole time secretary	Routine Secretary
16 Compliance forty	sixty	twenty	fifty	fifty
17 A routine secretary	mouth-piece	hand-piece	head-piece	tongue-piece
18 The secretary chairperson	directors	manager	Shareholders	directors
19 _____ Secretary	Company Secretary	Secretary of a Government Department		Secretary of a Government Department
20 The Board, powers	duties	rights	liabilities	duties
21 _____ Impressive General Knowledge	General Knowledge	Knowledge of Mercantile Law		General Knowledge
22 The Company five	fifteen	one	ten	one
23 A company whole time	part time	routine	executive	whole time
24 If the person 15 days	20 days	30 days	45 days	20 days
25 A Secretary director	Chairman	auditor	managing director	auditor
26 The service intimation	notice	instruction	letter	notice
27 A secretary owner and manager	employer	a supervisor	and employee	employer and employee
28 The service incomes	profits	records	books	profits
29 The rights of loan	share	dividend	service	service
30 A company government	directors	law	Shareholders	law
31 Under _____ Income Tax	Sales-tax Act	Indian Stamp Act	Companies Act 1986	Sales-tax Act
32 As the _____ shareholder	debenture	creditors	debtors	shareholder
33 The _____ chairperson	directors	Secretary	members	Secretary
34 _____ General	Statutory	Universal	Common	Statutory
35 Under _____ Companies	Indian Stamp Act	Income Tax	Finance Act	Income Tax
36 The Secretary director	Registrar	chairman	members	Registrar
37 In actual practice Board of Directors	Chairman	managing	company secretary	company secretary
38 In the company substitute	unlike	complementary	unusual	complementary
39 The board of business	shares	shareholder	meeting	business
40 The direct head	nose	heart	brain	brain
41 It is the secretary chairperson	board of directors	shareholder	members	board of directors
42 The company public	civic	confidential	open	confidential
43 The secretary firm	HUF	sole proprietor	companies	companies
44 In matters of discretion	compulsory	mandatory	fixed power	discretionary

45	The Secretar	manager	Managing Director	board of directors	chairman	board of directors
46	The Secretar	confidential	Public liaison	public relations	an adviser	public relations
47	The Secretar	Public liaison	confidential	an adviser	an executive officer	confidential
48	The Secretar	liaison officer	an adviser	an executive	confidential officer	liaison officer
49	The Secretar	an co-ordinator	an officer	an adviser	an executive officer	an adviser
50	Generally speaking	three – fold	two – fold	five – fold	six – fold	three – fold
51	Under the	Income Tax	Companies	Indian Stamp	Customs Act	Companies
52	The importance	The direct	the Secretar	the Chairman	the members	the Secretar
53	Under the	Companies	Income Tax	Customs Act	Indian Stamp Act	Indian Stamp
54	In	_____	domestic	internal	external	inner
55	In	_____	external	exterior	internal	outdoor
56	_____	Board of Directors	Company Secretary	Chairman	Registrar	Company Secretary
57	The secretar	managing	Chairman	Secretary	Board of Directors	Board of Directors
58	As an	_____	administrative	personnel	Co – ordinator	Statutory Officer
59	The person	easy	difficult	simple	primary	difficult
60	The	_____	official	legal	Personnel	individual

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