

# Standard XII

## PAPER I

### 1) Controlling

#### a) Controlling Forms; Supplies, Standards

Controlling of office forms – Determine what is being accomplished – Evaluation of present forms – Applying Corrective Measures – Gains from controlling forms – Controlling Office Supplies – Controlling and Standard – Extent of Standards – Advantages of Standards. Means of Expressing Standards – Change and Standards – Office standardization – Meaning and Implication.

#### b) Controlling office Quantity and Quality

The problems of Quantity. Variation – Quantity Controlling Efforts – Means of controlling office work Fluctuation Routing – Scheduling – Dispatching – Office Quality Control – Office Quality Control approaches – Statistical Quality Control – Chance and Assignable causes – Control Chart – Implementing SQC in an office.

#### c) Controlling Office Time – Use

Office work measurement – measuring Unit – modified work measurement Units – Timing office work – Preliminaries of office Time standards – Subjective Judgement Past performance Records – Work sampling – Standard Time Data

Stopwatch study – Standard Data from stopwatch study – Example of office Time standards – PERT

#### d) Office Cost Controlling and Budgeting

Cost and the office manager – Approaches to cost reduction – Items offering Greatest cost reduction opportunities cost consciousness among employees. Establish effective cost control programme – Determining. What is Being accomplished costwise – Evaluating. The cost expenditure applying corrective action if necessary – Why use a Budget? Kinds of budgets – All budgets concern the office manager – Preparation of the Budget – The Budget Period – Revision of Budget – making Budgeting more effective.

#### e) Office Manuals

Evaluation of Manuals – Types of Office Manuals – Manual of policies – manual of operations – Manual of office Rules and Regulations – Historical manual – Multiple purpose manual – Sources of manual material – Preparation of manuals – Distribution of manuals – Manual maintenance.

### 2) Organizing:

#### a) The Office Organization

Management and organizing – objective and organizing – Meaning of organizing Relating of office, to organization of Enterprise – Organizational content and placement of the office – The office service Arrangement – The systems and procedures Arrangement – The Modified systems and procedure Arrangement – The Administrative service -Organizational arrangement The Administrative service – Organizational Arrangement – The top staff, Administrative services – Arrangement centralization and office organizing – Evaluation of office Centralization – The office activities.

b) Organizing – work Division and People

Work Division – Existent Division of work – Individual – Job content – Job specialization – Work Division Arrangement – What arrangement to use – Job Analysis – obtaining job analysis data – Job Description – Importance of people in organizing – Manager's attitude and organizing – Organizing and social implications – challenge of organization and people to manager.

c) Authority and Organizational Relationships

Characteristics of Authority – Span of Authority – Organizational Relationships and span of Authority – Responsibility – Delegation of Authority – problems of Delegation – Developing delegation of Authority. Line Authority and Staff Authority – Advisory Staff Authority – Functional Staff Authority Service Staff Authority – Control Staff Authority – Organizational Charts – The Line Organization- The Line and Staff Organization – Use of Committees.

d) Dynamic Office Organizing

Responsibility for organization changes – organization continuity – need for organization Balance – major influences Bringing organization change – process and machine Used – The relationship followed The Degree of centralization practice. The personnel Employed – recruiting – sources of office help – selection of office help – Tools of personnel Selection – Format for reorganizing.

e) Principles of Office Organizing

Benefits of good organization organizing principles – consideration of the objective of the Enterprise – Utilization of Functions and Essential Components – Establish Reasonable Organizational Units – Definition of each job – Organizational Measurement of productivity – Consideration of Human Element – Provision of Effective Leadership – Unity of Effort Attainment.

- Determination of clearly defined channels of Authority and responsibility – Establishment of definite Authority and Responsibility – Establishment of climate for Delegation of Authority – provision for coequality of Authority and Responsibility – Hold the organizational levels to a minimum – Attention to co-ordination of the Activities – Provide flexibility in organization – Application of simplicity.

## PAPER II

1) Actuating :

a) Motivating Office Personnel

Historical Developments of View points towards Employees – Motivating Employees – motivation basis – Leadership communication – communication media – suggestion systems- merit rating – merit rating plans – Administration of merit rating – promotions – Absenteeism and Tardiness Employees – Economic security, Employee's recreational – Activities Suggestions for Effective motivating research in Actuating office Employees.

b) Office salary Administration

Administration of compensation – Job Evaluation – Pricing the job – job price range – Advantages of Job Evaluation – How well the Incumbent is doing his job – Fundamentals of office Incentive plans – Fringe Benefits – Social and Economic influences.

c) Developing Office Employees

Fundamentals of Developing – objectives of supervisory Training – Objectives of Employee Training – Advantages of Training – Types of Training – Makeup of Training Programme – Cost of Training – Effectiveness of Training.

d) Safety and Trade Unionism in the Office

Office Accident occurrence – Managerial safety Action – Initial safety steps to be taken – Office safety personnel promoting safety consciousness – The office and Trade Union.

e) Supervising Office Employees

The supervisor's Status – The work of the Supervisor – knowledge and skill of the Supervisor – Relationship with others in Organization. Coaching and Counselling – Supervising Female Employees - The supervisor and planning effective time – Use by supervisor Authority and Selection of office Supervisor – Supervisory Training.

2) Office Management in the Modern Context

a) The new Office Technology – Office Automation – Need for Automation – Feasibility of automation – social aspects of Automation.

b) The systems approach – System Identified – system and office technology – systems, procedure and methods – systems and procedures in office management – advantages of systems and procedures – Designing of systems and procedures.

c) Elementary Idea of Computers – Basic types of computers – Management and the use of computers – Major computer uses in Office Management – Computerized Office Applications.