OFFICE MANAGEMENT

Principles & Practice

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Prasanta K. Ghosh

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Office Management

Principles and Practice

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Preface

To the Thirteenth Revised Edition

As the dynamic landscape of the business world continues to evolve, so too must the principles and practices that guide effective office management. In this revised edition of "Office Management" we aim to provide contemporary insights and updated strategies to meet the ever-changing demands of the professional environment.

As with any evolving field, continuous learning is essential for staying ahead. This revised edition is designed to be a comprehensive resource for both seasoned office managers seeking to refine their skills and newcomers aiming to build a strong foundation in the discipline. The incorporation of case studies, practical examples, and interactive exercises aims to enhance the reader's understanding and application of the concepts presented.

In conclusion, this revised edition of "Office Management" includes a Question Bank, few case studies for self-evaluation and assessment. The book is a testament to our commitment to providing relevant and timely insights into the world of Office Management. We hope that the ideas and strategies presented herein will inspire effective and adaptive management practices in offices of all sizes and industries.

Thank you for embarking on this journey of exploration and growth with us.

Editorial Team
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To the Twelfth Revised Edition

It gives me great pleasure in presenting this new edition to students of different Indian Universities and general readers of the subject. I have taken this opportunity to thoroughly restructure the contents of the book to present a more logical and systematic arrangement of the topics covered in different chapters. In the process, several chapters have been relocated and placed in proper sequence and some of them have been split up into separate chapters.

The special features of the present edition are:

- Systematic arrangement of the chapters in logical sequence to present a comprehensive idea of the different aspects of office management.
- Exposition of each topic in simple and lucid language focusing on the practical aspects.
- A separate chapter on communication services presently available in India. Suitable diagrams of office equipment and machines in appropriate places to illustrate their practical use.
- Selected questions at the end of each chapter, as well as questions set in recent examinations of different Universities.

I sincerely hope this new edition will be found to be immensely helpful to students of different Universities, as well as office managers and general readers interested in the subject. Suggestions for the improvement of the book will be gratefully acknowledged.

October, 2002 **PRASANTA K. GHOSH**

To the Eleventh Enlarged Edition

I take great pleasure in presenting this new enlarged edition to students and readers in general. It also gives me an opportunity to further enhance the usefulness of the book.

In the last edition, a new chapter was added in which the basic features and functions of the electronic computer, as a tool of processing business information, were briefly outlined. But the fast and revolutionary development in computer linked information technology makes it imperative to include discussion on some of these developments for the benefits of students and readers. I have taken this opportunity to add a new chapter to briefly explain some of these new developments.

With the invention and development of new technologies and devices, the usefulness of the electronic computer as a tool of processing and communicating business information has taken a giant leap forward. Some of the basic technologies and devices used in computer systems have been further explained in greater detall. Along with this, a separate section has been devoted in explaining the features and functions of some computer-linked value-added communication services now being increasingly used in business offices. Indeed, some of these services have now pervaded every walk of life and every form of human activity.

Calcutta-700042, **PRASANTA K. GHOSH**

To the Fourth Enlarged Edition

In this fourth enlarged edition of my book I have tried to make the subject- matter more meaningful and realistic from the practical point of view. The work has been substantially revised and restructured so as to present a better arrangement of topics in sequence and give a fuller treatment of some of the topics in separate chapters. The book now consists of eleven chapters. It starts with a general discussion of the nature and functions of a modern office (in Chapter 1) followed by an exposition of the principles and scope of office management (in Chapter 2). The administrative arrangements and facilities required for efficient performance of office functions are explained in Chapter 3. The next chapter is devoted to records management including a realistic account of filing and indexing operations. In Chapter 5, I have dealt with the essential elements of managing the mail service and communication facilities. The principles and practice of forms management has been discussed in a separate chapter (Chapter 6). A separate chapter (Chapter 7) has also been devoted to the regulation of the office stationery and supplies, their selection, procurement, storage and consumption. Office equipments and machines are of great significance as aids to efficient performance of office operations. The usefulness of various types of equipments and machines and the guiding principles to be followed in their selection have been given in detail in Chapter 8. In the next chapter (Chapter 9) I have dealt with the means and methods of collection, recording and presentation of factual information by the office for top management and functional departments. The sections on office reports, techniques of data collection, their processing and presentation have been explained keeping in view the practical implications, Chapter 10 consists of a discussion on personnel management with an exposition of various personnel functions like recruitment, selection, placement, transfer, promotion and the provision of incentive and welfare amenities for the office staff. A new chapter on office cost reduction and cost saving has been added in this edition which may be found interesting by students of the subject as well as the present and potential office supervisors and managers. This is the last chapter.

As in the earlier editions of the book, I have tried to emphasise the applied aspects of the subject while revising the text for this edition as well. I believe this will be appreciated particularly by the practising managers.

Calcutta-700042, **PRASANTA K. GHOSH**

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