1. INTRODUCTION

Existence of the office has been since the beginning of civilization. But as the competition started, there arose a need of coordination in the activities of business. A place was required to control all the activities pertaining to business.

Hence there arose a need of some nodal agency which can synchronise the efforts of these departments to realise the ultimate goals of the business. Such nodal agency is ensured by creating a separate department called as office or administrative office. It provides management with upto date, reliable information to carry out different functions most efficiently and effectively. With growing number of transactions at greater pace, various function like preservation of records, processing of information, communicating with different persons etc have been mechanized and automated. The revolution in the field of information technology has greatly influenced the style and functioning of office department. Office has be come an inseparable part of business. And modern office equipped with electronic gadgets and internet is a must for day to day activities.

2. MEANING AND DEFINITIONS OF OFFICE

Meaning

Over a period of time the meaning and concept of 'office' has undergone sea change. 'Office' is a place from where business can be carried on. Now a days it is no more viewed as a place to perform clerical work only. It is being identified with the services it renders to the other departments of the business. Like manager of any other department, office manager being incharge of nerve centre, performs professional functions of planning, organising, directing, co-ordinating and controlling.

Definitions

The following are the main definitions :

> *"An office is a place where business is transacted or professional services are available."*
> —*Random House Dictionary*

The above definition views an office as a place, where work related to an organisation is done. It includes not only clerical work but also professional work, like the work being performed by sales force in the markets or a supervisor at shop floor level.

> *"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."*
> —*Mills and Standing Ford*

3. RECENT TRENDS IN OFFICE PRACTICES

The recent trends in office practices are highlighted as follows :

1. **Mechanisation and Computerization.** With the advancement in technology, manual labour is replaced by machines. Clerical and calculating work are now done by computers at amazingly high speed. With this, speed and quality of work has improved and staff is becoming more and more surplus. Therefore large scale companies, banks, and different government departments are following the policy of downsizing their staff.

2. **Paperless Offices.** With increasing use of computers and internets, data are stored more in floppies or hard disks of computers than in traditional files. Therefore the use of paper is minimised to a great extent. Some office managers prefer a small office with computer and telephone on the desk and flopies in the counters of table than huge papers records in almirahs.

3. **Mobile Offices.** Today the job of the office manager is no more confined to fixed time and place. With frequent use of internets and mobiles, it transcends the barriers of time and place. Consequently the concept of mobile offices are fast emerging in the business organisations.

4. **Information Technology.** The sweeping waves of information technology revolution that the world has experienced in the last decade of 20th century, have significantly influenced the office functioning. With this, the means of communication have been transformed and internets are dominating the business operations. Now traditional post system is replaced by fax and e-mails.

5. **Increasing Importance of Office Management.** The area of office management which was since neglected and cornered in traditional business set up, is assuming added importance in these days. Today heavy rents are paid to locate the office at posh locality of the town and huge investments are made in furniture and fittings to give it an aesthetic touch. Qualified professional managers are employed to supervise various office routines and procedures.

1. **Office work is concerned with :**
   (a) Records   (b) Computing   (c) Planning   **(d) All of these**
2. **Office occupies which place in business ?**
   (a) Primary   (b) Secondary   (c) Tertiary   (d) None of these
3. **Which is type of functions ?**
   (a) Primary   (b) Secondary   (c) Basic   **(d) All of these**
4. **Preserving the record is :**
   (a) Basic function   (b) Secondary Function   (c) Both   (d) None
5. **Administrative function is :**
   (a) Planning   (b) Staffing   (c) Directing   **(d) All of these**

II. FILL IN THE BLANKS

1. Office helps to _____ intelligently possible. (plan)
2. Office is to _____ what main spring is to _____. (business, watch)
3. According to Maynard, office is _____ of business. (memory)
4. Office acts as _____ and _____ centers. (control, service)
5. Office helps in _____ and _____ services. (customer, employee)

III. ONE MARK QUESTIONS

Q. 1. **The modern office can be in a**
Ans. Building or Cabin or Mobile Van or All of these
Q. 2. **Which is not a feature of an office?**
Ans. Location, Departmentation and Public relations.
Q. 3. **With which department office has no relation?**
Ans. Purchase, Sale and Finance etc.
Q. 4. **Which are various types of office?**
Ans. Regional or Local or Mobile etc.
Q. 5. **Which factors effects the size of an office?**
Ans. Output, Training of workers and Salary of workers, Scale of business etc.

TWO MARKS QUESTIONS

Q. 1. **What is modern office ? Define it.**
Ans. Over a period of time the meaning and concept of 'office' has undergone sea change. 'Office' is a place from where business can be carried on. Now a days it is no more viewed as a place to perform clerical work only. It is being identified with the services it renders to the other departments of the business.
Q. 2. **Give two reasons responsible for more work in office.**
Ans. 1. Need for research and development in marketing etc. has caused growth in work related to data collection, processing and record making.
2. Increase in size and complexities of business has caused the growth of office work. As organisation grows in size, the office work grows at geometrical rate.
Q. 3. **Briefly discuss nature of office functions.**
Ans. 1. Office occupies primary position in a business.
2. Office management is a discipline.
3. Office Job is an Art.
4. Office functions inevitable to the business.
Q. 4. **What are various categories of office functions ?**
Ans. The functions of an office may be grouped under the following broad categories :
I. Basic Functions or Primary Functions.
II. Secondary Functions.
These can be broadly divided into two categories:
(a) Administrative Functions.
(b) Subsidiary Functions.
Q. 5. **How office acts as nerve centre ?**
Ans. Office acts as administrative nerve centre of any organisation where policies are formulated and executed. Office helps in making decisions regarding various activities in business.
Q. 6. **How office acts as profit center?**
Ans. Office is treated as a contributor towards profits though indirectly. Office work is productive in nature and performance of an office worker can be measured. Office helps in saving costs. Any reduction in costs is nothing but a contribution toward profits.

Unit 2: OFFICE MANAGEMENT AND OFFICE MANAGER

1. INTRODUCTION AND DEFINITIONS

Before understanding office management, it is essential to have an insight into office and management. Management is important and indispensable part of the organisation. Its job is to create a conducive and creative environment in which organisational objectives are set and efforts are made to accomplish the same with best utilisation of available resources like men, machines, materials, money, methods etc. To perform its job, management has to engage in process of forecasting, planning, organising, directing, co-ordinating and controlling.

DEFINITIONS

> *"To manage is to forecast and to plan to organise to command, to coordinate and to control."*
>
> **—Henry Fayol**
>
> *"Management is a distinct process consisting of planning, organising, activating and controlling followed to accomplish pre-determined objectives."* **—George Terry**

From the above definitions, following characteristics of management emerge :

1. Management as an activity is all prevasive as it is required in any form of organisation irrespective of its nature, purpose and size.
2. Management aims at creating such an environment in which each member of the organisation can perform at his best.
3. Management is the process of forecasting, planning, organising, activating and controlling of business activities.

2. FUNCTIONS OF MANAGEMENT

The broad functions of management are :

1. Forecasting. Business operates in a dynamic environment. Changes keep on taking place in the external environment. Management in order to be proactive has to make timely and accurate prediction of these changes. Forecasting is systematic estimation of future business environment, be it competitive environment or technological environment or economic or political environment.

2. Planning. Planning is the process of preparing different plans of an organisation. Plan means a detailed statement of future course of action. In other words, planning is deciding in advance what is to be done in future. Management planning is based on forecasting. It involves laying down objectives, strategies, policies, procedures, budgets, programmes etc.

3. Organising. Organising means providing everything which is needed to implement the plans of the enterprise. It also involves ensuring optimum utilisation of these resources, be it physical resources like money, machinery, material or human resources *i.e.* men.

Thus requires :

(a) Identification of activities needed to be performed in the business.
(b) grouping of these activities into different departments.
(c) establishing superior-subordinate relationships in each department.
(d) Delegation of authorities and creation of accountability.

4. Directing. Directing function of management involves managing interpersonal activities, leading, communicating, supervising and motivating. Leading refers to the process of influencing the behaviour of others so that they render voluntary cooperation for the realisation of organisational goals. Communicating means passing on of information to the other in such a way that the other understands it in one same way and in the same sense in which the former wants him to understand.

Supervising means exercising vigil on the work when it is actually in progress just to ensure that everything goes on according to the plans. Motivating means creating such an environment that each and every member of the organisation works with full commitment, zeal and dedication.

5. Controlling. Controlling is the process of verifying what is being accomplished *i.e.* noting down actual performance, comparing it with pre-determined standards, measuring deviation and finding out the reasons for such deviation so that the corrective actions can be taken in time in order to secure future performance. Management has various techniques to exercise control like standard costing, budgetary control, PERT CPM, Break Even Analysis, Quality Control, Inventory Control etc.

3. OFFICE MANAGEMENT

Office management is one aspect of multi-dimensional discipline of management. It is concerned with application of principles of management towards routine office practices and procedures with objective to facilitate discharging of office functions in excellent way.

Excellence is manifested in the organisations' strong leadership, quality work force, healthy and harmonious relations among different persons, systematic planning and high quality decision making and free flow of communication across length and breadth of the organisation.

Thus every office irrespective of its nature, size and scale of operations needs an efficient and effective management.

The terms of management has been defined as under :

DEFINITIONS

> *"Office management may be defined as the process of guiding the office personel in the use of materials, methods, machines and equipment, appropriate to these environment in order to achieve its specified purpose."*

According to above definitions, a proper understanding of the objective or purpose is necessary so that all efforts and activities are directed towards realisation of the same. Environment, where office work is to be performed, is provided by management after proper planning. Environment means sorroundings where employees of an enterprise operate. In includes physical factors like location, layout, lighting, ventilation, temperature etc. Various business laws, customs and practices etc. must also be made known to the employees.

4. SCOPE OF OFFICE MANAGEMENT

Concept of office Management cannot be understood without understanding its scope.

The Scope of office management refers to the various functional areas which fall under its purview :

1. Office Control. Office control refers to :

  (i) Evaluating the performance of each section of the office by measuring actual accomplishment.
 (ii) Comparing actual performances with predetermined standards.
(iii) Noting down deviations and finding out causes of such deviations.
(iv) Taking corrective action so as to ensure future performance.

2. Records Management. Record management is concerned with scientific filing of different records (Letters, circulars, notices, vouchers, title deeds, reports etc), providing the records as and when the need arises and its disposal when they are no longer needed. The purpose of office management is to provide the office staff with reliable and readily available information.

3. Office Communication and Correspondence. Office communication is concerned with free flow of information both written as well as oral across length and breadth of the organistion and also with extra organisational agencies. For this latest means of communication like fax, e-mails, telephones, Xerox machines need to be placed in the office.

4. Office Organisation. The Organisation includes :

  (a) Deciding about various activities or operations to be carried out in the office.
  (b) Grouping the activities into different sections.
  (c) Providing each section with qualified and adequate staff.
  (d) Delegation of authority accompanied by accountability.

5. Office Furniture and Equipment. Adequate and comfortable office furniture enables the office people to carry out their duties smoothly and speedily without causing unnecessary strain and stress. Office equipment and furniture should be so placed in the office that it avoids unnecessary movement of office staff, ensures effective supervision and improves overall efficiency of the firm.

6. Office System and Procedures. A system consists of interrelated and interdependent elements which function collectively to make it an effective system. Office System refers to different procedures and methods performed to achieve a series of goals. Office procedure is a network of clerical operations involving several staff members in the different departments/ sections established to ensure uniformity in the recurring operations of the office.

7. Office Location and Layout. Efficiency and effectiveness of office operations to a large extent depend on where it is located and its internal settings. Office should be located at a place where it is convenient to those who interact with the office people and also adds to the prestige of the firm. Layout of the office should be carefully designed so that there are adequate arrangement for lighting, ventilation etc. and the available space should be used to the fullest possible extent.

8. Personnel/Human Resource Management. This function of office management is related with management of human resources right from the time of their selection and placement to their training remuneration, promotion, transfer, career planning, retirement etc. This includes matters concerned with fixation of salaries, implementation of various personnel policies, negotiations with trade unions etc.

5. DIFFERENT DEPARTMENTS

A big office has following different departments.

(A) Finance Department

Finance is an important part of business. This department has to receive and spend the finance.

Main functions of this department are :

  (1) To create co-ordination between different departments.
  (2) To decide about the sources of funds.
  (3) Forecasting the required money.
  (4) To create policies for suitable profit.
  (5) Preparation, analysis and interpretation of the financial accounts.

(6) Agreements for foreign funds.

(7) To create correct and suitable organisation for it.

(8) Earning of the money spent.

(B) Production Department

Production means to produce for consumption. These articles are prepared from raw material. Production department brings into motion that part which performs this task, of changing raw material into final product. This department also prepares plans for it. This department should work in a good co-ordination so that it may not have to face problems like situation of plant, to make production in time, types of production, benefits of plants, use of materials, planning of production, repair, maintenance, research and development, simplification and standardisation, quality control etc.

Factory department is sub-department of production department.

(C) Marketing (Sales) Department.

This department is a set of physical activities. It includes items and services. It distributes the items. Task of this department is to plan, organise, lead in the activities that are related to sales. This department keeps in view to fulfil the needs of consumers. Some of the problems of this department are analysis of market, sales policy, new name, sales research etc. An export department is also attached to it.

GENERAL OFFICE DEPARTMENT

Progress of business depends upon the proficiency of its administration. This also depends upon the information provided by this office. Volume of information has increased many fold due to industrial revolution, increase in population, and increasing interference by government, laws, by laws and rules prescribed by different government agencies.

This department makes policies for the overall welfare, co-ordination and to have control over the total functions. This office should work in a way so as to achieve its goals. This department works as service department for other departments.

It's other sub-departments are as following.

1. Personnel Department. It is that part of management which makes optimum use of human power and controls it. The optimum use of human resources is necessary for the success of the business. It is related to managerial and other processing jobs.

Following are functional tasks of personnel management.

(i) To hire persons of correct quality and quantity.

(ii) Training and development of the personnel.

(iii) Sufficient and equal communication.

(iv) An equation between the welfare of workers & owners.

(v) Profitable and good conditions for the services of workers.

2. Purchase Department. It is responsible for the different type of purchases such as plant and machinery, stationery, raw material etc. This department finds good suppliers, sets the terms, orders, receives bills, invoices, prepares journal and ledger, prepares vouchers for payment etc. For its efficiency in these functions a fully functional office is required. This department also gives suggestions to the managers about purchases. Import department also works under it.

Import Department. Some organisations import on large scale. In such offices a separate department for this function is created. If value of imports is not significant, this activity will be handled by purchase department itself. Import department performs many functions of the office such as to know about prospective suppliers, to finalise the terms, to get orders to get government's nod and other functions that are related to import.

Main functions of this department are given below :

(i) To invite tenders and quotations from prospective sellers.

(ii) To select best source of supply.

(iii) To order purchase and ensure that supply is in time.

(iv) To make list of suppliers and make final choice.

(v) To check the material received and to compare with the sample.

(vi) To maintain purchase records and files.

(vii) To inform the executives about the position of supply along with price level.

3. Accounts Department. Account department is one of main department of finance and its leader is a senior member of main management team. In big companies, sometimes any member of board of director is its head. In small companies its head can be head of secretarial department.

Its functions are given below :

(i) To deal in banking transaction.

(ii) To prepare bank reconcilliation statements.

(iii) To manage and handle cash (Receipts and payments).

(iv) To record and maintain all financial records.

(v) To prepare balance sheet and Profit and Loss account.

(vi) To prepare financial reports for top management.

As far as budget and financial planning is concerned, accounts department serves as controller also. In many organisation, finance and cost accounts departments are also included in accounts department. And hence the area of its operation increases. It also sometimes includes a wage department.

Wages Department. In big organisation of modern age, a separate wages department is formed which prepares the statements regarding wages, incomes, then to deliver these wages and also to perform other related duties. In small organization, it is a part of accounts department. The number of persons working in it depends upon the size of organisation.

4. Stores department. This department is responsible for the storage of various items needed by the different departments like production, finance, etc. The department is headed by store keeper. He is responsible for maintaining the items in the store, keeping upto date record and issuing of the items on the basis of authorised requisition.

5. Mail Department. Its function is to receive and despatch the letters. Incoming mail is received, opened, numbered, and subject is noted and sent to related department. Outgoing mail is put in envelopes, addressed, stamped and then sent to post office or related office. A despatch number is also put on it after noting it in the register.

6. Inspection Department. This department is created in case of large organisations having branches spread over wide geographical area. Staff of this department regularly visit the various branches in order to audit their working. Submits its report to the office manager for appropriate actions.

7. Reproduction Department. In this department, there are typists who are responsible for typing letters, statements and other documents. Higher officers have their own secretaries who care for their needs of this type.

As the size of office grows, the need of copies or fascimiles increases. It becomes an important function of office. To fulfil its needs in large scale, a different department has to be established to undertake copying and duplicating. In small organisation, it is combined with typing department.

8. Legal department. This department looks after various legal matters concerning the organisation and keeps on providing legal advice to the executives at different levels. The department is headed by legal advisor. The department keeps on bringing into the notice of the management about various legal provisions and any new amendments in such laws *e.g.* Industrial disputes Act, Factores Act., etc.

9. Staff Recreation department. This department is responsible for the health, welfare and safety of the workers and is headed by welfare officer who ensures proper canteen facility at subsidised rates to the workers, rest rooms during lunch intervals, library facility and common room where recreational facilities like indoor games, televisions, V.C.R.'s for movies etc. are provided where the workers can do away with their mental stress during lunch break.

10. Public Relations (PR) department. This department is responsible for maintaining liasion with the general public. It keeps on disseminating vital information about the company to the general public with a view to create better image of the company. The department is headed by Public Relations officer. It also receives complaints and suggestions from the public and hands over the same to various executives at different levels for necessary action.

11. Secretarial Department. The department is headed by Company Secretary who is responsible for various matters concerning shares and debentures like their allotment, share certificates, share warrants, etc., convening company meetings by sending adequate notice to the members, keeping contact with the Registrar of Companies, Maintaining minutes of the meetings and other statutory books and registers.

12. Administrative department. As the name suggests, the department is concerned with preparation of broad policies and plans of the whole organisation. In a company form of organisation, administration is the prerogative of Board of Directors. The department is headed by Administrative officer who keeps on advising the directors on various administrative matters.

13. Correspondence Department. One such department is established in a big organisation. It has to reply the letters and other queries. This correspondence may be inter-department or with the world outside. This department receives the mail received from outer sources. After getting information from related documents, files and other statements or records, these letters are replied properly. In small organisation, correspondence, typing, copying and duplicating departments, work under the same roof.

14. Filing, indexing and record keeping department. It is often known simply as filing or Record department. In small organisation filing is centralised and this function is performed by filing department. This department maintains documents and files related to different departments at a safe place.

It is one main part of general office department and its good functioning depends upon efficient filing section.

I. MULTIPLE CHOICE QUESTIONS

1. **Departmentation means to divide big organization into which units ?**
   (a) Smaller (b) Feasible (c) Administrative **(d) All of these**

2. **General office includes which department ?**
   (a) Factory (b) Export (c) Import **(d) Accounts**

3. **Filing, indexing and record keeping is duty of which office ?**
   (a) Registered (b) Factory **(c) General** (d) Purchase

4. **Mail department deals with :**

(a) Record of postal stamps   (b) Exports record   (c) Import record   (d) All of these

5. **Increase in efficiency is related with departmentation for :**

(a) Need   (b) Advantage   (c) Significance   **(d) All of these**

1. Office manager is at the _____ of the organisational pyramid. (top)
2. Office manager responsibilities scope depends upon the _____ and _____ of the business enterprises. (size, nature)
3. To sell goods abroad, _____ department is created. (export)
4. Departmentation deals with _____ of complex functions to simple ones.   (division)
5. Importance of office lies in _____ use of resources. (optimum)

III. ONE MARK QUESTIONS

Q. 1. **Which is not a characteristic of management?**

Ans. Making Forecasts, Organising and Controlling etc.

Q. 2. **Which are the function of management?**

Ans. Forecasting, Organising and Directing etc.

Q. 3. **Which factors help in achieving objectives?**

Ans. Forecasting, Controlling and Planning

Q. 4. **What is within the scope of management?**

Ans. Office Organisation, Office Communication and Office Equipment

Q. 5. **Which of following does not refers to office control?**

Ans. Evaluation of performance, Comparison with standards and Noting Deviations

TWO MARKS QUESTIONS

Q. 1. **What is management ? Define.**

Ans. Before understanding office management, it is essential to have an insight into office and management. Management is important and indispensable part of the organisation.

> *"To manage is to forecast and to plan to organise to command, to coordinate and to control."*
> *—Henry Fayol*

Q. 2. **Explain two characteristics of management.**

Ans. 1. Management aims at creating such an environment in which each member of the organisation can perform at his best.

2. Management is the process of forecasting, planning, organising, activating and controlling of business activities.

Q. 3. **What is office management ? Define.**

Ans. Office management is one aspect of multi-dimensional discipline of management. It is concerned with application of principles of management towards routine office practices and procedures with objective to facilitate discharging of office functions in excellent way.

"Office management can be defined as the task of planning, coordinating, motivating the efforts of others towards specific objectives in the office."   **—George Terry**

Q. 4. **Define and explain departmentation.**

Ans. **"A department is a distinct area, division or branch of an enterprise over which a manager has authority for performance of specified activities."**   **—Koontz**

The various activities of an enterprise have to be divided into smaller, manageable components, divisions or departments to facilitate efficient performance of work and achievement of objects. Grouping of activities of an enterprise is one of the steps of organisation process. *Departmentation* is the process of grouping similar activities into divisions, units or departments for the purpose of control and co-ordination.

Q. 5. **How departmentation increases efficiency?**

Ans. The efficiency of management and enterprise increases because everyone understands his duties and authority well. Well-defined jobs and limitations of authority help the workers to achieve better performance.

Q. 6. **Write a short note on store department.**

Ans. This department is responsible for the storage of various items needed by the different departments like production, finance, etc. The department is headed by store keeper. He is responsible for maintaining the items in the store, keeping up to date record and issuing of the items on the basis of authorised requisition.

Q. 7. **Is the role of office manager fixed ?**

Ans. Role of manager is not fixed. It varies from office to office and institution to institution. Size also effects. He can deviate according to the directions given by employer. His foremost functions include planning, organising and controlling of office work. He also guides the staff under him.

Q. 8. **Write two points of importance for an office manager.**

Ans. **(1)** He is to provide any **information** to general public, attend enquiries from customers and creditors, solve problems of employees in respect of their work.

(2) Office manager is to **help, support and implement policies** of top management. He must report the results, problems and performances of subordinates under him to top management without delay.

Unit 3: OFFICE AUTOMATION

1. INTRODUCTION AND DEFINITION

Automation is not only mechanization but much more than that. It is recording, processing and controlling the information automatically by mechanical and electronic machines. The automation is frequently used for data processing, compiling reports, performing accounting work etc. by almost all the offices in developed countries. Automation refers to mechanization of operations in the office or performance of office work with machines and minimum human participation. Modern automation helps to bring out class performance with lesser cost. It requires capital assets like machines and equipment like computers. It also requires additional maintenance. Automation means replacement of human beings by machines.

Automation refers to a process, which enables the office executive to put machines and other equipment in office so as to increase the efficiency of office work. So it may be considered as major test or problem of an office manager to select good office material. Here even a single machine can perform the work of many persons. Computer performs work which was performed by a number of persons previously.

DEFINITION

> *"The entire field of investigation, design, development, application and methods of rendering or making processes or machines self-acting or self-moving"*

In the office, automation refers to that self-regulated process in which work is completed with a minimum of human effort.

2. OBJECTIVES OF AUTOMATION

(1) To save time by **increasing speed.**
(2) To increase **efficiency** of office staff.
(3) To increase **accuracy** in office work.
(4) To **reduce any chance of fraud** in office.
(5) To **set some standards** in office work.
(6) To save clerical cost and hence **contributing to profits**.
(7) To **reduce the repetition** of work.

3. SCOPE OF AUTOMATION

Automation implies 'self-regulating processes'. The main object of automation is continuous flow of information without or with minimum human intervention. The beginning is made by designing the various types of accounting equipments which facilitate sorting, recording, tabulating and printing information for billing and preparation of accounts purposes. The real break through in office automation technology came after world war with the development of electronics. Computer technology is one form of automation which is employed in the offices. Modern innovation and improvements in the field of electronics have given boost to automation. Electronic data processing can be looked upon as a self-regulating process where information is handled and processed automatically. The concept of memory in the machines helps in storing the information. Use of personal computers (PC), word processors, micro films etc. call for automation and paperless office work.

4. EFFECTS OF AUTOMATION

Following effects can be seen if office work is automated.

1. **Unsuitable for Small Firms.** Due to lack of funds and know- how available with small firms, automation is not suitable for small sized firms. If large firms go for automation then small firms shall face competition and it will endanger their survival.

2. **Unemployment.** Unemployment may result due to automation. Many types of jobs shall be replaced by machines and unskilled labour which is plenty in India, will face unemployment. However, need for asked labour to handle machines shall increase.

3. **Change in Organisational Structure.** Automation shall effect the tasks and roles of persons in the organisation. The duties and nature of work of employees shall change. There is need of training and change in methods of doing the work. Automation shall call for the complete reorganisation of an office.

4. **Huge Investment.** Automation requires huge capital investment. As most of the equipment is new for India and is imported from abroad so cost of such equipment is very high. With the increased industrialisation and manufacture of such equipment in our country shall help in reducing the cost of equipment.

5. ADVANTAGES OF OFFICE MECHANISATION

Mechanisation and automation has assumed its importance due to many advantages.
The main advantages of office mechanisation are as follows.

1. **Improved Efficiency.** Speed and accuracy improves efficiency of office employees. Improved efficiency increases productivity and profitability of a concern. Improved efficiency creates goodwill of the organisation.

2. **Greater Speed.** Mechanised work can be performed at a greater speed. Use of office machines saves time

and thus give increased output in a given time. The information to the management may be made available quickly with the help of machines. Machines can produce number of copies within minutes.

3. **Reduced Costs.** Operating cost is reduced to a great extent due to speed and reduced physical efforts. It helps in reducing the need of more employees and thus save expenditure on salaries. Though installation of machines is costly but in the long run mechanisation redues costs in the office.

4. **Reduced Chances of Errors.** Mistakes and errors are less on machines as compared to manual performance of work.

5. **Less Taxes on Profits.** Machines are eligible for depreciation etc. under Tax Laws which can be treated as expense while calculating profit and thus reduce tax burden.

6. **Economy in Operation.** Use of machines decreases the cost of office work. Employees on work get speedly output. Less number of employees are needed for same work. Hence paid amount is lesser than before. Some machines also perform a number of tasks hence make savings.

7. **Better Control.** Now a day especially computer has occupied a prominent place in office. It has facilitated the task of managers. Through data contained in computer, they control in a better way over the employees. Other electronic machines also help ensure the presence of all the workers. These also help in eliminating the frauds.

8. **Brings Uniformity.** The office work can be performed uniformly with the help of machines. The office records become uniform. Standardised letters, proformas, statements etc. bring uniformity.

9. **Reduced Physical Labour.** Mechanisation or machines are substitute of human labour. Though machines are operated by employees, yet it reduces physical efforts on the part of employees. It increases their capacity to work. Mechanisation causes less physical fatigue.

10. **Improved Quality.** Machines help in improving quality of work and products. Machines perform neat and clean work with less errors.

6. DISADVANTAGES OF OFFICE MECHANISATION

Office mechanisation, however, suffers from certain limitations or drawbacks due to wrong selections, misuse and mismanagement.

These disadvantages are outlined as follows.

1. **Increased Costs.** Normally, costs are reduced by mechanisation but it may result in increased costs due to following reasons. If machines are not used to the fullest capacity, it may result in increased costs. Absence of employees may render the machine idle and thus increasing the costs. Mishandling of machine may require frequent repairs and tends to raise its operating costs.

2. **Kills Creativity.** Mechanisation kills creativity and initiative on the part of employees. Machines reduce thinking power and employees are unable to adopt new methods.

3. **Training to Staff.** In case of automation, the staff, who are to use the machines, have to get special training for its use. A big amount has to be spent on their training and also for refresher courses in future to keep in touch with the new changes.

4. **Huge Capital Investment.** Mechanisation involves huge capital outlays. It enhances financial burden on the management. It restricts and causes strains on finance available for other purposes.

5. **Risk of Obsolescence.** With the advance in technology, old machines may become out of date and whole investment becomes waste. This risk is there when technology is fast changing *e.g.*, in case of computers. To overcome this risk, it is suggested to take the machines on lease basis for a shorter period.

6. **Problem in Training.** Use of machines need training on the part of employees. Training in operation of machines may take time and poses problems.

7. **Physical Hazard.** Mechanisation sometimes causes physical hazards like noise, obstruction, accidents etc. Machines occupy space and causes problem in layout.

8. **High Cost Operating.** The cost of installation is high similarly Its operating cost is high and similarly its maintenance is also high. If some defect arises in computer, its remedy in costlier.

9. **Problem in Training.** Use of machines need training on the part of employees. Training in operation of machines may take time and poses problems. Mechanical operations are less flexible. It cannot be put to alternative use. In case of change in method or system, the existing machines become useless. So it becomes difficult to change the existing method without change in machines.

10. **Less Flexibility.** Mechanical operations are less flexible. It cannot be put to alternative use. In case of change in method or system, the existing machines become useless. So it becomes difficult to change the existing method without change in machines.

I. MULTIPLE CHOICE QUESTIONS

1. **Automation _____ the efficiency.**
   (a) Decreases   **(b) Increases**   (c) Has no effect on (d) None of these

2. **Objectives of automation include :**
   (a) Save time   (b) Increase efficiency   (c) Increase accuracy   **(d) All of these**

3. **Need of automation is for :**
   (a) More output   (b) Reduction in cost   (c) Increased goodwill   **(d) All of these**

4. To prepare for automation, we look into :
(a) Future work load   (b) Nature of work   **(c) Both**   (d) None of these
5. Disadvantage of automation is :
(a) Less tax   (b) Reduced costs   **(c) High Initial Cost**   (d) None of these

II. FILL IN THE BLANKS

1. Automation is a _____. (mechanization)
2. Computers are part of _____. (automation)
3. Automation reduces chance of _____. (fraud)
4. Automation gives efficient _____ system. (information)
5. _____ is the main factor, influencing automation. (cost)

III. ONE MARK QUESTIONS

Q. 1. **Which is an objectives of automation?**
Ans. Speed, Efficiency and Economy
Q. 2. **Automation is required due to…**
Ans. Accuracy, Cost Reduction and Speed
Q. 3. **Which is are effects of automation?**
Ans. Unemployment, Huge Investment and Small firms suffer
Q. 4. **What are the merits of automation?**
Ans. Accuracy, Less Tax on Profits and Cost Reduction
Q. 5. **Which are disadvantages of automation?**
Ans. Increasing Costs, Less flexibility and Physical Hazards

TWO MARKS QUESTIONS

Q. 1. **What is automation ? Define.**
Ans. Automation refers to a process, which enables the office executive to put machines and other equipment in office so as to increase the efficiency of office work. So it may be considered as major test or problem of an office manager to select good office material.
"The entire field of investigation, design, development, application and methods of rendering or making processes or machines self-acting or self-moving"
Q. 2. **Write four objectives of automation.**
Ans. (1) To increase **efficiency** of office staff.
(2) To increase **accuracy** in office work.
(3) To **reduce any chance of fraud** in office.
(4) To **set some standards** in office work.
Q. 3. **How automation progressed.**
Ans. The real break through in office automation technology came after world war with the development of electronics. Computer technology is one form of automation which is employed in the offices. Modern innovation and improvements in the field of electronics have given boost to automation.
Q. 4. **How automation is unsuitable for small units ?**
Ans. Due to lack of funds and know- how available with small firms, automation is not suitable for small sized firms. If large firms go for automation then small firms shall face competition and it will endanger their survival.
Q. 5. **How automation causes unemployment ?**
Ans. Unemployment may result due to automation. Many types of jobs shall be replaced by machines and unskilled labour which is plenty in India, will face unemployment. However, need for asked labour to handle machines shall increase.
Q. 6. **How automation improves quality ?**
Ans. Machines help in improving quality of work and products. Machines perform neat and clean work with less errors.
Q. 7. **How automation brings economy in operations ?**
Ans. Use of machines decreases the cost of office work. Employees on work get speedy output. Less number of employees are needed for same work. Hence paid amount is lesser than before. Some machines also perform a number of tasks hence make savings.
Q. 8. **Write two advantages of automation.**
Ans. **(1)** Operating cost is reduced to a great extent due to speed and reduced physical efforts. It helps in reducing the need of more employees and thus save expenditure on salaries. Though installation of machines is costly but in the long run mechanization reduces costs in the office.
(2) Mistakes and errors are less on machines as compared to manual performance of work.

Unit 4: OFFICE MACHINES

1. INTRODUCTION AND DEFINITION

Office machines help in reducing cost of operations and constitute a basis for the functioning of a modern office. It invites for additional expenses in the beginning and also for its repair and maintenance in future. But its benefits outplay its costs. In brief, a modern office is dependent on machines and equipments for its proper functioning. Machines are tools of an office and are installed to facilitate office work as these are indispensable part of office. There are large number of machines and appliances which may be used for different operations in the office.

> *"Adoption of mechanical devices not only makes for greater efficiency and for economy but also releases human labour for less monotonous, less tiresome and more important tasks."*
>
> *-Thomas Evelyn*

Machines and appliances attribute to accuracy and speed of operations and reduce work tensions, fatigue and monotony.

1. TYPES OF OFFICE MACHINES

1. **Telephone including EPABX**
2. **Fax**
3. **Teleprinter**
4. **Laser Printer**
5. **Typewriters**
6. **Photostat Machine**
7. **Roller copier**
8. **Stencil Duplicator**
9. **Mailing Machines**
10. **Accounting Machines**

1. TELEPHONE

It is an instrument which reproduces sound at a distance by means of electricity. It is used in oral communication. It helps in quick exchange of information through personal talk. In any office, it is used to make urgent inquiries with suppliers regarding availability of goods and the terms of sales, to follow up the orders placed and to receive information from salesmen situated outside the headquarters. Telephone saves time involved in sending the message in person through messengers. Messenger service is slow, costly, wasteful and liable to errors. Telephone is wonderful substitute for messenger service and is economical, efficient and effective. It is a quickest and convenient mean of internal and external communication.

2. FAX MACHINE

It is a device by which we can send a facsimile or a true picture of a document to any part of world within a few seconds using lesser time. We can use it as a simple photostat machine also. Receiver must have a fax machine and telephone connection. Who has this machine can send or receive the facsimile of document.

Telephone connection line is a must for it. Some of the machines do not have the facility of telephone. Those dont bear cradle.

It has a key board like a telephone. It has digits from 0-9 and alphabet a-z which enable us to feed the data which is according to menu. It has one display penal containing a time set. It shows "Sending Page" during sending the massage and "Receiving Page" when we receive it. It has a button, 'stop' which stops the machine when pressed, if machine does not work well. It has also a button 'Start/Copy/ Set'. It's use is made to send, receive or to get photo copy. It also receives and sends fax tone. There is also a button 'MENU' and with its help, name and time is fed to the machine.

3. TELEPRINTER

Teleprinter is a device which works on electromagnetic principles and used for transmitting written messages from one place to another. Such machine can be hired from Post and Telegraph Department. The machine is connected with teleprinter exchange (Telex). A number is allotted to the subscriber and he can make contact with the other subscriber by dialling the number.

Here messages are typed on the keyboard attached to the machine. The message so typed is converted into electric signals by the transmitter. At the other end, the receiver translates the coded signals and automatically prints the message on the tape or paper.

4. LASER PRINTER

Laser printer has brought revolution in the world of printing. Here dry-tape laser electrophotography is used. Such printers have compatability with popular software packages used in computers. The printer can print with a speed of about four pages per minute to 12 pages per minute with a print quality that exceed your expectations at a nominal cost.

5. TYPEWRITERS

Typewriter is a machine which produces text material on a page when operator strikes keys arranged on the keyboard. Printing is accomplished by automatic inter-position of an inked ribbon between type bar and the page. Page is held in position against a movable cylindrical rubber roll or platen. Vertical and horizontal spacing is made possible by a carriage on which platen or roll is mounted.

The typewriter is a most common and popular office machine. It has replaced the writing by hand. Typewriter ensures speed, accuracy and neatness in writing. It can be operated manually or by electricity. Typewriters are available in different languages but the most common in English. Typewriters are used copying through insertion of carbon sheets. The carbon papers impress the exact facsimile of the original letter on blank papers inserted along with carbons.

Typewriters are available in different sizes, shapes and kinds. Following are few.

(a) Standard Typewriter. The use of such typewriters is common in offices. Standard typewriters are available in different sizes or types and various widths of carriage. These are used for correspondence.

(b) Portable Typewriter. These are like standard typewriters but are in light weight and smaller in size. The use of portable typewriter is common among executives, travelling agents and for personal purposes.

(c) Electronic Typewriter. It is a standard typewriter which operates through electricity. A very light touch on the keys is needed.

It reduces fatigue. More copies can be taken out by the use of such typewriter. But cost of acquisition of electronic typewriter is high. Now these typewriters are available in different models having unique features like auto spell check, auto correction, auto underlining, auto repeat, memory system, video display etc. Such typewriters make no noise and are preferred in centralised typing pools.

6. PHOTOSTAT MACHINE

There are so many methods of getting copies of letter but a photo copy can only be obtained with the help of Photostat machine.

I. MULTIPLE CHOICE QUESTIONS

1. **Office machines provide :**
   (a) Accuracy   (b) Speed   (c) Both   (d) None

2. **Office machines include :**
   (a) Typewriter   (b) Fax   (c) Teleprinters (d) All of these

3. **Fax machine is used with _____ connection :**
   (a) Telephone   (b) Internet   (c) Teleprinter   (d) None of these

4. **Computer works at _____ speed.**
   (a) Slow   (b) High   (c) Very High   (d) None of these

5. **Computer is not :**
   (a) Fast   (b) Capable of reading tones   (c) both   (d) None of these

II. FILL IN THE BLANKS

1. Franking machines fix _____ on letters. (stamps)
2. Calculator is _____ machine. (accounting)
3. Roller copier is _____ device of copying. (old)
4. Computer handles _____ in scientific manner. (information)
5. Computer has _____ perfect memory. (large)

III. ONE MARK QUESTIONS

Q. 1. **Write name of some office machines.**
Ans. Computer, Printer and Teleprinter etc.

Q. 2. **To send facsimile of a document to other place, we need …….**
Ans. As Fax Machine

Q. 3. **A Facsimile can be procured by**
Ans. Fax machine, Photostat Machine and Scanner

Q. 4. **For a computer we need**
Ans. Key board, Monitor and Mouse

Q. 5. **Which are the a parts of computer ?**
Ans. Memory Unit, CPU and Output Unit

TWO MARKS QUESTIONS

Q. 1. **Define and explain office machines.**
Ans. "Adoption of mechanical devices not only makes for greater efficiency and for economy but also releases human labour for less monotonous, less tiresome and more important tasks."   -Thomas Evelyn
"Adoption of mechanical devices not only makes for greater efficiency and for economy but also releases human labour for less monotonous, less tiresome and more important tasks."   -Thomas Evelyn

Q. 2. **Name five office machines.**
Ans. 1. Photostat Machine
2. Roller copier
3. Stencil Duplicator
4. Laser Printer
5. Telephone including EPABX

Q. 3. **What is telephone ?**

Ans. It is an instrument which reproduces sound at a distance by means of electricity. It is used in oral communication. It helps in quick exchange of information through personal talk. In any office, it is used to make urgent inquiries with suppliers regarding availability of goods and the terms of sales, to follow up the orders placed and to receive information from salesmen situated outside the headquarters.

Q. 4. **What is laser printer ?**

Ans. Laser printer has brought revolution in the world of printing. Here dry-tape laser electrophotography is used. Such printers have compatability with popular software packages used in computers. The printer can print with a speed of about four pages per minute to 12 pages per minute with a print quality that exceed your expectations at a nominal cost.

Q. 5. **What is a typewriter ?**

Ans. The typewriter is a most common and popular office machine. It has replaced the writing by hand. Typewriter ensures speed, accuracy and neatness in writing. It can be operated manually or by electricity.

Q. 6. **What is meant by input, output and control units ?**

Ans. **(i) Input Unit.** This part accepts the instructions, data etc. through cards, tapes etc.

(ii) Output Unit. This component delivers the results in printed form. Results are printed in ordinary language.

(iii) Control Unit. From this part, directions can be given to stop or to start.

Q. 7. **Explain two application of computer.**

Ans. **1. Invoicing.** Preparation of bills and invoices is another application. It helps in controlling the pilferage or frauds.

2. Automatic letter writing. Standard letters and forms can be produced through computers.

Q. 8. **What is meant by special code language of computer ?**

Ans. A computer has a special code language of its own through which it receives the information, processes the information and retrieves the information. Such language is of the binary form '0' and '1' for which it is called as the binary language of the computer.

Unit 5: HARDWARE AND SOFTWARE

1. HARDWARE AND SOFTWARE

Computer system can be divided into two main categories.

   I. Hardware

   II. Software

2. HARDWARE

Those parts of computer, which can be seen, can be touched and can be felt such as monitor, cabinet, keyboard, mouse, printers, U.P.S. and speakers etc. are known as hardware components. These are hard and they have mass. These parts of computer are able to do much work. But to get a work done by these components, we have to direct these components so that the operations may be correct.

Hardware can further be divided in two parts again

   (A) Input devices

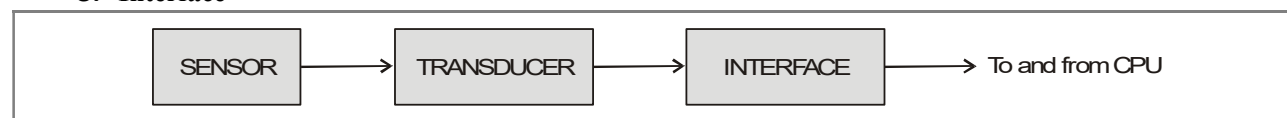   **(B)** Output devices

(A) Input Devices

Those parts which are used to operate input to the computer are known as input devices. These include keyboard, mouse, lightpen, scanner, joysticks etc. All these components taken as a complete set is known as input-sub system. It has its connection with outer world and computer. It accepts signal from outer world, changes it into data that computer can understand. Computer then processes the data.

Input system can further be divided in three parts.

   1. Sensor

   2. Transducer

   3. Interface

There are **so many devices** used for input operations. **Some of these** are discussed below.

   1. **Keyboard.** This is the most important or popular part of input devices. It has too many keys over it, which are used to enter data or to direct the computer.

      These keys can be divided into following categories.

      Alphabet Keys : (A-Z) or (a to z), Number Keys : (0-9), Symbol Keys : +, -, *, /, $, @ etc.

     Arrow Keys : →←↑↓, Function Keys : $F_1 F_2$ to F_{12}, Special keys : Shift, Caps lock, Alt, Ctrl, Enter, etc.

   2. **Mouse.** It is pointing device. It may have two or three buttons. We can select any screen by pressing these buttons. To select something on screen is called click. It has a ball under it. We have to give a change in the ball's position by draging it on a soft layer, which changes the position of pointer on the screen.

   3. **Digitaliser.** Digitaliser is just like a pencil. It is in motion on a flat body. This movement is given to

computer. We can prepare maps etc. on the screen.

4. **Light pen.** It is used to prepare drawing figures. It is just like a pen that has a photocell attached to it. It gives light that traces a figure on the screen.

5. **Joystick.** Use of joystick is made to play videogames. It has a combination of four micro switches pointing towards four sides. These make movements to all sides. If we press any button of joystick, impressions are formed on the screen in same direction.

6. **Scanner.** It is a device to read or to print a picture. We can make use of it to print a picture to any size with the use of computers.

7. **Microphone.** Microphone receives our voice and changes it into a language that can be understood by a computer and can process the voice.

8. **Web Camera.** A web camera is used for photography in computer. It is similar to an ordinary camera. A Web camera stores pictures directly in computers. You can manipulate these pictures with the help of software. The main limitation of a web camera is low resolution. Pictures taken from a web camera are not as clear as taken from an ordinary camera.

9. **Touch Pad.** The touch pad devices consist of a pressure sensitive surface. It can sense the pressure made by a finger. As you move your finger on the surface to a touch pad device, cursor also moves accordingly on the screen. Its functioning is similar to a mouse. But touch pad devices need not to move to change the position of the cursor. But mouse need to move on table. Thus a touch pad device requires lesser space than space needed by a mouse.

10. **Track Ball.** It is also called pointing device. A track ball consists of a ball resting on two rollers at right angles to each other, which translate the ball's motion into vertical and horizontal movement on the screen. A trackball also typically has one or more buttons to initiate other actions.

(B) OUTPUT DEVICES

Those parts of a computer which return us the data or information, or sent the output to computers, are known as output devices. These include monitors, printers etc. Total set of output devices known as output sub-system. It is a relation between computer and outer world. It gives information to outer world in a language that can be understood by the user. Output system can be divided into following components.

Now a days too many types of hardware devices are used. Some important of these are given below.

1. **Monitor.** It is a device that looks like a television. It is also called Visual Display Unit (V.D.U.). We get the result according to the directions given to the computer. We can read the data here. It is an output device.

2. **Speaker.** It is used to listen the voice. We listen the voices produced in computer with its help.

3. **Plotter.** It is also used to take hard copy of the output on a paper. It is used to take hard copy of bigger size of map and drawings etc. To make a copy on paper with plotter pen, we make use of robotic arm.

4. **Printer.** It is used to get output on a paper. Output is known as Hard Copy.

The following printers are commonly used at offices and schools :

1. Inkjet Printer
2. Laser Printer
3. Dot Matrix Printer

3. SOFTWARE

Computer Hardware is able to do many operations. But for this we need to give correct directions, which are given to computers, which are able to solve a problems are known as program. Software includes programme and data.

Classification of Software

Software can be divided into two parts broadly.

A. System Software
B. Application Software

A. System Software. System software contains such programmes whose main purpose is to turn the computer into a consumer friendly machine. In such type of software such programmes are fed, which control computer system and also help the computer user. Without such type of software computer, user can not use the computer in a useful manner. It is impossible for the user to understand the language, which a computer can understand. System software works as an intermediary and works with computer hardware.

System software can further be divided into following categories.

1. Loaders. Processor can process an information present in main memory, therefore we need such progarmmes which can carry programmes of mechanical language from secondary stores to primary memory. Those programmes are called loaders which help in carrying files from secondary stores to primary memory.

2. Operating System. Its purpose is to present the consumer friendly machine to computer users. Operating system coordinates the organisation of computer with the use of many programmes. In this method it operates in a desired manner.

3. Linkers. No programme is developed as a single unit. Programmes are often developed in a modular method. Module is a rational independent unit. For different modules, different marking is done. These modules are translated

into mechanical language separately. Then all the modules are united for final operation. Programmes that enable different modules to produce workable file, are known as linkers.

4. Language Translators. Computer can understand only the programmes presented in binary system. We can pursue any command to computer which is by nature in English. Such languages are called high level languages because those are much nearer the human languages. Translators translates the high level language to binary language.

Translators can further be divided into following classes.

(i) Assembler. It is a language translator, which rectifies the programmes written in assembly language. It also transforms it into binary system.

(ii) Compliers. It translates the programme written in high level language into binary language. It first supervises the errors and if there are some, it makes the schedule. When programmer rectifies the mistakes, it converts the programme into binary language.

(iii) Interpreter. It is a language translator wich converts the high level language to mechanical language (Binary language). Interpreter reads the program row by row, checks it and if there is no error, it converts it into binary language and sends for the operation. And if there is any error or mistake in it, interpreter does not move to next row unless the errors are not removed.

5. Utilities. A number of programs may be developed to perform. Some useful functions like recovering deleted flies, checking the service ability of floppy disks, reorganising data on hard disks etc. are referred to as utility programs. These programs do not manage the software resources in a run time environment but are invaluable to the users of a machine.

B. Application Software

It is a set of programmes which are deputed for special operations. Hence these are useful for computer users.

This type of software may be of many types and may be used by Managements of various units such as firms, Govt. departments semi government departments. It can be used or may be for various purposes.

I. MULTIPLE CHOICE QUESTIONS

1. **Computer works with**
   (a) Hardware   (b) Software   (c) **Both**   (d) None of these
2. **Devices are of following kind :**
   (a) Input   (b) Output   (c) Both   (d) None of these
3. **MS Word helps in :**
   (a) Drawing tools   (b) Change page setup   (c) Both   (d) None of these
4. **To change size of word we change**
   (a) Ctrl   (b) **Font**   (c) Text   (d) All of these
5. **Scanner may be :**
   (a) Hand held   (b) Flatbed   (c) **Both**   (d) None of these
6. **Which is the type of printer:**
   (a) Serial   (b) Laser   (c) Line   **(d) All of these**

II. FILL IN THE BLANKS

1. Light pen is _____ device. (input)
2. Speaker is _____ device. (output)
3. Save the document means to _____ in computer. (preserve)
4. If we are to repeat, we use _____ button. (redo)
5. Copying by hand is _____ method of copying. (old)
6. Scanners are of _____ types. (Two)

III. ONE MARK QUESTIONS

Q. 1. **Which of following is hardware?**
Ans. Keyboard, Mouse, etc.
Q. 2. **Write some software parts**
Ans. Application ware
Q. 3. **Which is the part of hardware?**
Ans. Input Devices
Q. 4. **Write parts of M.S. Office?**
Ans. M.S. Outlook, M.S. Power Point and M.S. Word
Q. 5. **Which are the types of printers?**
Ans. Line Printer, Chain Printer, Drum Printer
Q. 6. **Best printing output is given by?**
Ans. Laser Printer

TWO MARKS QUESTIONS

Q. 1. **What is computer Hardware ?**
Ans. Those parts of computer, which can be seen, can be touched and can be felt such as monitor, cabinet, keyboard, mouse, printers, U.P.S. and speakers etc. are known as hardware components. These are hard and

they have mass. These parts of computer are able to do much work. But to get a work done by these components, we have to direct these components so that the operations may be correct.

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This type of software may be of many types and may be used by Managements of various units such as firms, Govt. departments semi government departments. It can be used or may be for various purposes.

Q. 4. **What are different types of align ?**

Ans. **1. Left-align.** means that the text is aligned to left margin.

2. Right-align. means that the text is aligned to right margin.

3. Centre-align. means that the text is placed at the centre of line.

4. Justify means text is aligned with respect to both left and Right margins of the page.

Q. 5. **What is meant by header and footer ?**

Ans. Header and Footer are a set of text, which appear on every page in a document. Header appears on the top of the document, footer appears at the bottom of it.

Q. 6. **How can a document be printed ?**

Ans. **To print single or multiple pages.**

1. Click on file from the menu bar print.

2. A print dialogue box appears.

3. You can print single page by selecting the current page option from page range.

Unit 6: OFFICE COMMUNICATIONS

1. INTRODUCTION, MEANING AND DEFINITIONS

A manager must know every thing about communication. Communication is regarded as the most essential ingredient of any organisation. It is just the blood stream in any organism which carries oxygen to different parts of the body and helps them active and healthy. Similarly if any part/department/ division of an organisation is deprived of communication then it causes mal-functioning of that part or division. Many organisations have been rendered ineffective because of inadequate or incomplete communication or lack of proper understanding of the messages. Free flow of communication across the length and breadth of the organisation can help the management in winning over the confidence of the employees and also in helping them informed and more knowledgeable about the future plans and policies of the organisation. Communication is a main key to success.

MEANING

Communication is sharing of ideas, facts, opinions and information. The word communication has been derived from the Latin word 'Communis' which means is common. It is a process by which a person or group of persons (the sender) passes on some information to another person or group of persons (the receiver). It is not only passing on of information but also understanding. The sender must ensure that the receiver receives the message and understands the same in quality same sense in which he wanted him to understand. Good communication makes good impression.

DEFINITIONS

> *"Communication is imparting or exchanging thoughts or information."* —*Shurter*
>
> *"It is an exchange of facts, ideas, opinions or emotions by two or more persons."*
>
> —*Newman and Summel*
>
> *"Communication is the transfer of information from one person to another person. It is a way of reaching others by transmitting ideas, facts, thoughts, feelings and values."*
>
> —*Newstrom and Davis*

2. PRINCIPLES OF EFFECTIVE COMMUNICATION

In order to make communication effective, following principles may be observed.

1. **Consistency**. In order to make a communication effective, the message should be linked with previous message. The starting sentence of a letter should show such link. We start a letter with the sentence **"Reference your letter number....dated....."or "Reference our telephonic talk......."**. With this sentence, the communicator is linking the message with previous communication. It shall help in understanding. The message should also be consistent with the objects of the organisation.

2. **Clarity of Ideas.** The idea or a thought which is a source of communication should be clear in the mind of speaker or writer. If an idea is not clear in the mind of a communicator, he cannot express it clearly.

3. **Feedback.** Communication is not complete unless the reaction or response of the receiver is obtained by the sender. Therefore, feedback must be encouraged and analysed. *Follow-up* action helps communication to be effective.

4. **Objectivity.** Every communication should be with some purpose or object. It is the object which shall determine the language and style of communication. Aimless communication is a gossip.

5. **Correctness.** A communication must be correct in stating facts. Use of correct language, punctuations, tone and choice of words help in effective transmission of message. Use of simple, brief and clear language facilitates understanding. Good handwriting and clear speech shall also help.

6. **Adequacy.** The message to be given must be sufficient to create understanding and achieve the goal. Communication should be complete in itself. The message must help or benefit the receiver.

7. **Timely.** Communication must be in time. If communication is not in proper time, it shall loose its significance. Delayed communication is only of historic value. Outdated communication is useless. So messages must be conveyed at appropriate time.

3. IMPORTANCE OF COMMUNICATION

> According to **George Terry**, *"Communication serves as the lubricant, fostering for the smooth operations of management process."*

There is hardly any function of management which can be performed without communication.

The importance of communication can be judged from the following :

1. Effective control. Control is a process of :

(a) Laying down standards of performance.

(b) Measuring actual performance.

(c) Comparing actual with standards to note down deviations, if any.

(d) Taking corrective measures so as to improve future performance.

Communication acts as a tool of effective control. The standards established need to be communicated to those at the operational level. The actual performance need to be measured and reported (communication) to the higher levels and what ever corrective actions are desired, are again to be communicated to the persons at lower levels. All this is just not possible without well-oiled communication system in the organisation.

2. Increases Productivity and Reduces cost. Effective communication creates zeal among the employees to perform more and better than before. Thus adds to the productivity of labour, machines etc. thereby ensuring large scale production resulting in lesser operating cost per unit. This further helps the organisation to compete in the market on the basis of quality and cost.

3. Increases managerial efficiency. Effective communication adds to the efficiency of the management. It is rightly said that nothing happens in management until communication takes place. The efficiency of a manager depends upon his ability to communicate effectively with other members of the organisation. It is only through communication that management conveys its goals and desires, issues, instructions and orders, allocates duties and responsibilities and evaluates performance of subordinates.
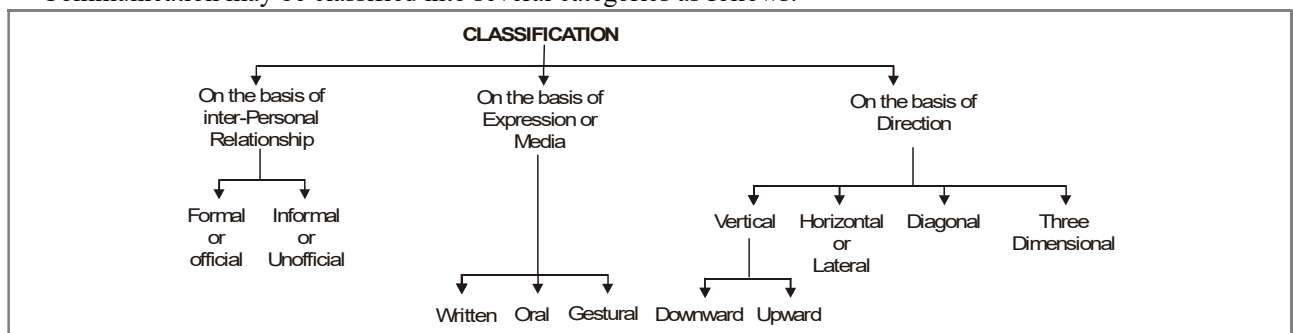
4. Democratic management. Democratic management is ensured through participative decision making. Subordinates must be encouraged to **communicate,** without any hesitation and fear, their ideas and opinions as to how things should move in the organisation. Participation of subordinates in planning makes them more committed at the time of implementation. Moreover, persons at the higher levels can become aware of the ground realities only if **upward communication** takes place. Such awareness enables the management to prepare realistic plans.

5. Job satisfaction. Proper communication and understanding of elements of job enables the jobholder to perform it efficiently and effectively. The job holder is able to identify himself with the job assigned to him thereby providing him job satisfaction. This further checks rate of labour turnover in the organisation as studies have proved that lack of job satisfaction is one of the major reason of labour turnover.

6. Motivation and Morale. Motivation refers to the state of mind where a person feels who giving his best to realise certain goals. Communication can be used by the management in creating a conducive environment in the organisation where the members home sense of belongingness and organisational commitment. Informal channels of communication help in creating a friendly and homely environment at work place. Formal communication, particularly downward communication helps the subordinates to became aware of what is happening at the higher levels.

2. METHODS (CHANNELS) OR TYPES OF COMMUNICATION

Communication may be classified into several categories as follows:

CLASSIFICATION

- On the basis of inter-Personal Relationship
  - Formal or official
  - Informal or Unofficial
- On the basis of Expression or Media
  - Written
  - Oral
  - Gestural
- On the basis of Direction
  - Vertical
    - Downward
    - Upward
  - Horizontal or Lateral
  - Diagonal
  - Three Dimensional

(A) ON THE BASIS OF INTER-PERSONAL RELATIONSHIP

1. Formal or official. Communication which takes place in accordance with the norms of the organisation and is consciously structured by the management as an attempt to realise organisational goals most efficiently is called as formal communication. It flows through the well-established lines of authorities or channels of hierarchy. No by-passing of the hierarchy is allowed in formal communication.

Formal communication has to be in writing and take any of the following forms :

(a) Notices   (b) Circulars

(c) Policy Manuals   (d) Rule Books

(e) Minutes of the meetings etc.

Since official communication is always in writing, it helps in timing the responsibility and tracing the source of communication. A formal channel of communication is endorsed or recognised and controlled by the management.

Formal communication suffers from certain limitations.

1. It is **time consuming** as it is full of formalities and often causes delays.
2. Since many **intermediaries** are involved in it, there is every possibility that the message may not reach the receiver in its desired or original form and spent.

2. Informal or unofficial communication. Informal communication is also known as grapevine as it spreads haphezardly like a grapevine. It takes place because of personal relationship between the sender and the receiver unlike formal communication which arises because of their official relationship. Informal communication need not follow well established lines of authorities in the organisation.

Informal communication suffers from certain limitations :

1. Most of the times, it is based on half truths and removes.
2. It becomes difficult to fix responsibility or trace the source of information when informal channels are used :

(B) ON THE BASIS OF EXPRESSION OR MEDIA

Communication media means the medium used to pass on the message to the receiver. Media for example can be electronic media like. T.V., Radio or Print media like newspapers, Trade journals etc. Word pictures and gestures are the media used for exchanging information as well as understanding.

Most popular media of communication are :

(1) Written Communication : Written Communication is the major media for formal communication in an organisation. It implies transmission of message in writing or black and white. Sometimes diagrams, pictures, graphs etc. are used to make written communicates more understandable. Written communication ensures accuracy and authenticity and facilitates control. To be effective, written communication should be concise, clear, complete and correct.

(2) Oral Communication

Oral or verbal communication implies conveying the messages *through spoken words*. In every organisation, a great deal of information is exchanged orally. According to Dr. Paul Rankin of the Ohio state University people spend 75% of their working time in verbal communication out of which 30% time is spent in speaking and 45% in listening. Oral communication involves factors-the speaker, how he speaks and what he speaks. The personality of the speaker, tone and way of speaking and subject-matter of speech influence the oral communication.

(3) Gestural Or Non Verbal Communication

Communication need not be merely Verbal or written or oral. It includes everything the sender does to create understanding in the mind of the receiver *e.g.* raising of eye brows, thumping of desk, Waving of hands, nodding of head etc. Such conveying of message through body movements is called gestural or non verbal communication. It has been rightly said that a single facial expression can convey much more than hunderds of words taken together. Another name for non verbal or gestural communication is VINE SICS.

3. MAKING COMMUNICATION EFFECTIVE   OR OVERCOMING BARRIERS TO COMMUNICATION   OR ROLE OF MANAGAR

Communication takes place when one person transfers information and understanding to another person. An effective communication is one which is followed by the receiver of the message and his reaction or response is known to the sender. It is a two-way process. It may not be possible to achieve perfect communication. These barriers bring inefficiency in the working of the firm on the whole. A manager has to play a bigger role to overcome these barriers. Only then communication can be influential.

The following steps may be taken by Managers to make communication more effective.

1. **Proper Language.** To avoid semantic barriers, the message should be expressed in simple, brief and clear language. The words or symbols selected for conveying the message must be appropriate to the reference and understanding of the receiver. A manager must use proper language.

2. **Orientation of Employees.** The employees should be oriented to understand the objectives, rules, policies, authority relationships and operations of enterprise. It will help to understand each other, minimise conflicts and distortion of messages. The manager should provide orientation courses for employees.

3. **Feedback.** Communication is not complete unless the response or reaction of the receiver of the message is obtained by the communicator. The effectiveness of communication can be judged from the

feedback. Therefore, feedback must be encouraged and analysed by the managers.

4. **Emphatic Listening and Avoid Premature Evaluation.** To communicate effectively, one should be a good listener. Managers should develop the habit of patient listening and avoid premature evaluation of communication from their subordinates. This will encourage free flow of upward communication.

5. **Clarity and Completeness.** In order to communicate effectively, it is very essential to know the 'audience' for whom the message is meant. The message to be conveyed must be absolutely clear in the mind of the communicator because if you do not understand an idea, you can never express it to someone. The message should be adequate and appropriate to the purpose of communication. The purpose of communication itself, should be clearly defined by the manager.

6. **Use of Grapevine.** Grapevine or the informal channel of communication helps to improve managerial decisions and make communication more effective. Thus manager should supplement formal channels of communication with the use of grapevine.

7. **Gestures and Tone.** The way you say something is also very important alongwith the message for gestures such as a twinkle of an eye, a smile or a handshake, etc., may convey sometimes more meaning than even words spoken or written. Thus, manager should have appropriate facial expression, tone, gestures and mood etc. to make communication effective.

8. **Consistent Behaviour.** To avoid credibility gap, manager must ensure that his actions and deeds are in accordance with the communication.

9. **Motivation and Mutual Confidence.** The message to be communicated, should be so designed as to motivate the receiver to influence his behaviour to take the desired action. A sense of mutual trust and confidence must be generated to promote free flow of information by the manager.

10. **Sound Organisation Structure.** To make communication effective, the organisational structure must be sound and appropriate to the needs of the organisation. Attempt must be made by the manager to shorten the distances to be travelled for conveying information.

I. MULTIPLE CHOICE QUESTIONS

1. _____ is most essential ingredient of business :
   (a) Sales   **(b) Communication**   (c) Loss (d) All of these

2. Communication _____ or _____ the information.
   (a) Imparts   (b) Exchanges   **(c) Both**   (d) None of these

3. Method of communication may be :
   (a) Vertical   (b) Horizontal   (c) Diagonal   **(d) All of these**

4. Communication can be on the basis of :
   (a) Media   (b) Direction   (c) Inter-personal relation   **(d) All of these**

5. Which is nerve system of an enterprise :
   (a) Work   (b) Profit   **(c) Communication** (d) All of these

6. There are so many _____ to communications.
   (a) Helpers   **(b) Barriers**   (c) Controls (d) All of these.

II. FILL IN THE BLANKS

1. Communication is an exchange of _____ and _____. (facts, ideas)
2. Communication _____ productivity and _____ cost. (increases, reduces)
3. Main merit of written communication is _____. (uniform manner)
4. Fax is _____ aid of communication.   (mechanical)
5. A large no. of problems arise due to _____ or _____ communication. (ineffective, faulty)

III. ONE MARK QUESTIONS

Q. 1. **Messenger services include**
Ans. Couriers, Internal Mail System and Office Messenger
Q. 2. **Which are a mechanical device of communication**
Ans. Teleprinter and Conveyor and Lift
Q. 3. **Which are the element of communication**
Ans. Communicator, Massage and Receiver
Q. 4. **Communication can be**
Ans. Vertical or Horizontal or Diagonal
Q. 5. **Which are the barriers to communication?**
Ans. Coordination, Language
Q. 6. **What does a manager do to make communication effective?**
Ans. Proper Language Use, Makes Clear and Complete and Gets Feedback

TWO MARKS QUESTIONS

Q. 1. **What is communication ? Define also.**

Ans. Communication is sharing of ideas, facts, opinions and information. The word communication has been derived from the Latin word 'Communis' which means is common. It is a process by which a person or group of persons (the sender) passes on some information to another person or group of persons (the receiver). It is not only passing on of information but also understanding.

"Communication is imparting or exchanging thoughts or information." —Shurter

Q. 2. **How communication helps in motivation and morale ?**

Ans. Motivation refers to the state of mind where a person feels who giving his best to realise certain goals. Communication can be used by the management in creating a conducive environment in the organisation where the members home sense of belongingness and organisational commitment.

Q. 3. **How communication is two way process ?**

Ans. Effective communication is a two way process. One way is that massage flows from the sender to the receiver and second way is that feedback flows back from the receiver to the sender thereby informing him as to what action has been taken by him (receiver) on the message sent by the sender.
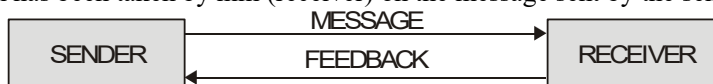
Q. 4. **What is meant by channel of communication ?**

Ans. Channel of communication primarily refers to the medium through which the information is passed on the receiver. Over a period of time, channels of communication have undergone revolutionary changes.

Q. 5. **What is meant by written communication?**

Ans. Written Communication is the major media for formal communication in an organisation. It implies transmission of message in writing or black and white. Sometimes diagrams, pictures, graphs etc. are used to make written communicates more understandable.

Q. 6. **What is meant by office messengers?**

Ans. Office messengers or persons are frequently employed to deliver and bring written messages for the executives. In fact, peons are permanently attached to various executives for cleaning the office furniture, supply drinking water, doing the work of sorting papers or carrying documents, files, registers etc.

Unit 7: Business Letters Writing

1. BUSINESS LETTERS

A business letter is to achieve certain objects. In order to achieve objectives and realise its importance, it must be written well. Before you learn about the form and style of a business letter, it is necessary to know something about characteristics of a business letter, and various tools used in letter writing. The present chapter is devoted to give knowledge about the physical aspects of the business letter, language of the letter and other essentials of a good business letter.

Business letters are silent ambassadors of a business firm. A business letter represents the firm through a piece of paper. What is said in a letter is deemed to be said by a firm. It creates lasting impression on the reader. It serves as an instrument to change the attitude and action of the reader. Business letter helps in widening the business and promoting sales by bringing buyers and sellers together in local, national and international markets.

Business letters are indispensable part of business. In modern times E-mail has taken its place to be a fast runner. The Communication can be made through phones and mobiles, but what is listened can not be retained fully. Hardly 25 to 40% of the listened message can be retained and even there can happen some mistakes in understanding the nature of the message.

Dictionary meaning of a 'Letter' is **"A written or printed message".** It is a communication in writing between two persons. A 'Business Letter' can be defined **as "A written communication on a piece of paper between two persons on matters related directly or indirectly to business."** A business letter may be internal or external to the organisation.

(A) THE OBJECTIVES OF LETTER

1. **To be Read.** In the first instance, letter should be attractive enough to be read. The reader should feel like reading it.
2. **To be Understood.** A letter should be clear in conveying the message it carries. The basic purpose and essence of any communication is its ability to create understanding. For this the letter should be clear, adequate and consistent.
3. **To be Acted upon.** A letter serves as an instrument to change the attitude and action of the reader. It must be able to achieve the results.
4. **To Build Goodwill.** A business letter represents the firm just as the personality of its salesmen and the quality of its goods or services do. So a letter should be able to make the best possible impression on those who receive it.
5. **To be Accepted.** A communication cannot be effective unless it is accepted by the reader. The message should be convincing in its tone. A business letter must be written to generate a positive response in a reader.

(B) FUNCTIONS OF BUSINESS LETTERS

Business letters serve the following functions :

1. **Evidence.** These letters act as a valid document and evidence of the contracts. A letter signed by the proprietor, manager or other responsible officer is an authentic proof.

2. **Records.** Business letters function as a permanent record. It can serve as a ready reference for certain queries. If number of customers is high and the number of persons dealt with, are large, it is very much useful.

3. **Business in remote Areas.** These letters serve the business in case of dealing with persons operating in remote areas. These letters can reach even at the place which can not be contacted by phone or other modes of oral communication.

4. **Public Relations.** These letters serve as formal as well as informal business relations. They help to build goodwill among customers and public and create a good image of the company. These are also the silent ambassadors of the company.

(C) CHARACTERISTICS OF A GOOD BUSINESS LETTER

A good business letter is one which *appears well, written well* and *communicates well*. *Appearance* of a letter is as important as its contents. The character of a firm is often judged by the general appearance and physical aspects of its letters. *Language* of a letter in which it is written should be faultless. Knowledge and use of correct punctuation, spellings and grammar is essential. A good business letter must be able to communicate the message clearly and correctly.

The characteristics or features of a good business letter can be classified in three main categories.

These characteristics (qualities) are as follows.

1. Language of a letter
2. Physical characteristics of a letter.
3. Other characteristics of a letter.

I. MULTIPLE CHOICE QUESTIONS

1. **Business letters are silent_____of a firm.**
   (a) enemy   (b) friends   **(c) ambassadors**   (d) None of these

2. **Business letter is used for :**
   (a) Public relation   (b) Evidence   (c) Record   **(d) All of these**

3. **A business letter has :**
   (a) Neat type   (b) Quality paper   (c) Proper folding   **(d) All of these**

4. **A business letter should be :**
   (a) Correct   (b) Clear   (c) Concise   **(d) All of these**

II. FILL IN THE BLANKS

1. Business letters are silent _____ of a business firm. (ambassadors)
2. _____of a letter should be polite. (Language)
3. A letter should be _____, _____and_____. (Concrete, courteous, complete)
4. e-mail is sent by _____and _____. (computer, internet)

III. ONE MARK QUESTIONS

Q. 1. **Which are the function of business letter?**
Ans. Record, Proof and Public Relation

Q. 2. **Which are the feature of a business letter?**
Ans. To be read, To be understood and To build goodwill.

Q. 3. **A good letter should use**
Ans. Correct Spellings, Good Paper and Good Punctuation.

Q. 4. **Which are the feature of a good business letter**
Ans. Convincing, Concise and Courteous.

Q. 5. **E-mail can be sent through…….**
Ans. Internet.

Q. 6. **For e-mail, we do need**
Ans. Computer, Internet Connection and E-mail Address

TWO MARKS QUESTIONS

Q. 1. **What is a business letter?**
Ans. Business letters are silent ambassadors of a business firm. A business letter represents the firm through a piece of paper. What is said in a letter is deemed to be said by a firm. It creates lasting impression on the reader. It serves as an instrument to change the attitude and action of the reader. Business letter helps in widening the business and promoting sales by bringing buyers and sellers together in local, national and international markets.

Q. 2. **Name five objectives of a letter?**
Ans. 1. To be Read.   2. To be Understood.   3. To be Acted upon.

4. To Build Goodwill.   5. To be Accepted.

Q. 3. **What is functions of a letter in elations?**

Ans. These letters serve as formal as well as informal business relations. They help to build goodwill among customers and public and create a good image of the company. These are also the silent ambassadors of the company.

Q. 4. **What is functions of a letter in public records?**

Ans. Business letters function as a permanent record. It can serve as a ready reference for certain queries. If number of customers is high and the number of persons dealt with, are large, it is very much useful.

Q. 5. **Name three characteristics of a letter.**

Ans. 1. Neatly Typed.
2. Written on one side.
3. Spacing the Lines.

Q. 6. **Explain two punctuation signs in a letter.**

Ans. **1. *The Question Mark* (?)**
It is placed at the end of an interrogative sentence. It is used after a direct question. An indirect question does not need a question mark.
2. *The Exclamation Mark* (!)
It indicates an emphatic statement that denotes surprise or emotions. It is used after exclamatory sentence.

Q. 7. **Where is use of capitals made in a letter.**

Ans. A Capital Letter is used to begin every new sentence. It is also used while writing names of people, firms, citis, states, countries, months of the year and days of the week. The first word of a sentence put within inverted commas, should also begin with capital letter.

Q. 8. **Name four characteristics of a good letter.**

Ans. 1. Concrete.   2. Coherence.   3. Complete.   4. Courteous.

Q. 9. **What is an email ?**

Ans. E-mail is another instantaneous medium of communication. It transmits the written message via computers connected on network. For access to network area, a computer, a telephone and a modem with software are needed to function on E-Mail. If the net work is linked with **internet** it provides the added advantage of global communication at local charges.

Q. 10. **Write characteristics of email.**

Ans. 1. It can be written in block letters or can be underlined.
2. Any attachment can be made to it.
3. E-Mail attachment can be in the form of picture, file or binary.

Unit 8: REPORT WRITING

1. INTRODUCTION

A report is a precise statement of accounts or opinions, those are found after proper enquiry investigation. If represents the facts found. It may be even called as objective and planned presentation of facts found. It may be communicated to some specific or many persons.

The word 'Report' is derived from the Latin word '*portare*' which means 'to carry'. So 'Report' is a document which carries the information. The word Report consists of two parts, viz. RE + PORT. The meaning of the word RE is 'again' or 'back' and PORT means 'to carry'. Combining these two words it means to carry the information again. It must be clear that reports are always written for any event which has already occured. So report is a written document which carries the information again.

Definitions

In simple words, report can be defined as, **"a form of statement which presents and examines facts relating to an event, problem, progress of action, state of business affairs etc. and for the purpose of conveying information, reporting, findings, putting forward ideas and making recommendations and the basis for action."**

So report is an important presentation of facts. These facts may arise out of available factual data or through enquiry, investigation, survey, interview, experiments or research. A mere expression of opinion without supporting factual data is not a report.

> *"A written statement based on a collection of facts, events and opinions and usually expresses a summerised and interpretative value of this information. It may deal with past accomplishments, present conditions or probable future developments."* **–G.R. Terry**

Terry talks about report as a written communication prepared on the basis of collected information related to present, past or future.

> *"A good business report is a communication that contains factual information, organised and presented in clear, correct and coherent language."* **—Johnson and Savage**

2. TYPES OF REPORTS

These reports are briefly explained as under.

1. **Formal Reports.** These are official reports and required under office routines. These reports are part and parcel of information system in any organisation. Such reports may be statutory, routine or special.

2. **Informal Reports.** These are un-official reports. These reports may be written or oral. Such reports constitute informal communication. These are furnished in personal capacity. The examples of such reports are progress reports, justification reports etc. The flow of such information may be upward, downward or lateral.

3. **Routine Reports.** These are prepared in routine manner and submitted to the management for information sake. Such reports are repetitive in nature and submitted periodically. These reports contain facts regarding performance of employees and departments. The purpose of such report is to maintain flow of information for planning and control. The example of such reports are sales reports, production reports etc. These may be submitted daily, weekly or monthly. Another name for such reports is periodical reports or Repetitive reports or information reports.

4. **Analytical Reports.** If data shown in factual or statistical reports is analysed and then interpreted, such reports will be called analytical reports.

5. **Factual Reports.** Also called statistical reports. These include presentation of facts without any analysis or comments. Such reports are prepared if management requires reports of this kind.

6. **Functional Reports.** These reports relate to each function of the management. For instance if report is submitted for the purpose of control, then it will be called 'Control Report'. If the object of report is related with finance then it is classed as 'Financial Report.'

7. **Special Reports.** Such reports are written in the case of special events or on the state of business affairs. The purpose of these reports is to collect facts and analysis of facts to interpret the causes. Management can take its decision on the basis of recommendations made in the report. The examples of such reports are labour turnover reports, accident reports, management audit reports, etc. These reports are non-repetitive and analytical in nature.

8. **Technical Reports.** These reports contain information of technical nature. These are prepared by experts for some specific purpose. Examples of such reports are project reports, plant layout reports, feasibility reports, market reports etc.

9. **Statutory Reports.** Such reports are prepared in prescribed forms under various legal provisions. These are submitted periodically to various government agencies. For instance, Director's Report, Statutory Report, Annual Report has to be furnished according to Registers of Companies Act, 1956. The method of preparing such report is prescribed under the rules relevant to the Act.

10. **Non-Statutory Reports.** The reports which are not required under law, are non-statutory in nature. The remaining reports stated in following categories fall in this classification.

3. FEATURES OF A REPORT

A good report has following features

1. **Objectivity.** It should be authentic. It should not contain and type of bias. It should be based on facts. Its analysis should be scientific.

2. **Purposeful.** This report must serve some purpose that is beneficial for the business being carried on. The report should be such business centered that it may not be thrown into dustbin.

3. **Orderly.** It should be well planned, sensibly prepared message. It should be in proper order of presentation.

4. **Facts.** It should have been prepared from the data obtained in respect of true information of records and happenings during the course of time.

4. PURPOSE OF REPORTS

Office reports are prepared and written to serve the following purposes.

1. **Legal Requirements.** Reports are also written and submitted to fulfil legal requirements. For instance, Annual Report of Company's Accounts is necessary to be furnished to shareholders under Companies Act, 1956. Similarly, audit report of accounts must accompany the income-tax return under Income Tax Act, 1961.

2. **Serve as Record.** Reports provide valuable records for future reference. Reports record facts and results of investigation. The facts can be of great importance in future.

3. **Basis to Measure Performance.** Routine reports about the work performance of employees help the management to measure performance in view of the objects. The reports on performance shall become the basis of promotions and incentives.

4. **Control Purposes.** Reports are the basis of any control process. It is on the basis of reports that actions are initiated and instructions are given to improve the performance.

5. **To Develop Public Relations.** Reports of general progress of business and utilisation of national resources to public helps in increasing the goodwill and developing public relations.

6. **Means of Communication.** Reports are means of upward communication. It is a communication from someone (who has the information) to someone (who needs that information) for carrying out functions of management. Reports provide information to executives, government agencies, shareholders, creditors,

customers or general public.

1. **A report is a precise _____ of accounts and opinions.**
    (a) summary   **(b) statement**   (c) facts   (d) All of these
2. **Reports are written for events that :**
    (a) will occur   (b) are occurring   **(c) have occurred**   (d) All of these
3. **A good report is a _____ that contains factual information:**
    (a) communication   (b) co-ordination   (c) control (d) All of these
4. **Phones may be :**
    (a) Single line   (b) Mobile   (c) PBX Phone   **(d) All of these**
5. **Video Conferencing is between_____ persons.**
    (a) 2   (b) 3   (c) 10 **(d) Any number**

II. FILL IN THE BLANKS

1. Report consists of two parts, _____ and _____. (Re + port)
2. Report is detailed_____. (Analysis)
3. Report serves as_____. (record)
4. Mobile phone has changed _____office to a _____office.   (Stationery, Mobile)
5. Without wire, phones are called _____ phones. (Cordless)
6. Video Conference is also known as _____ collaboration. (Visual)

III. ONE MARK QUESTIONS

Q. 1. **For a report to be a good message, it should not have**
Ans. Sequence of Ideas, Facts and Objectives
Q. 2. **Which is not a type of report ?**
Ans. Profit as Formal Statutory and Technical
Q. 3. **What is included in body of a report ?**
Ans. Title, Signature and Address
Q. 4. **Which are kinds of telephone call instrument?**
Ans. Cordless Telephone, Mobile Phone and Telephone
Q. 5. **What are the feature of a good report?**
Ans. Factual, Clarity and Simple

TWO MARKS QUESTIONS

Q. 1. **What is a report ? Define it.**
Ans. Report is an important presentation of facts. These facts may arise out of available factual data or through enquiry, investigation, survey, interview, experiments or research. A mere expression of opinion without supporting factual data is not a report.
"A good business report is a communication that contains factual information, organised and presented in clear, correct and coherent language."   **—Johnson and Savage**
Q. 2. **Name four types of reports.**
Ans. 1. Formal Reports.   2. Informal Reports.   3. Functional Reports.   4. Special Reports.
Q. 3. **What are factual reports?**
Ans. These are also called statistical reports. These include presentation of facts without any analysis or comments. Such reports are prepared if management requires reports of this kind.
Q. 4. **Explain two features of a report.**
Ans. **1. Orderly.** It should be well planned, sensibly prepared message. It should be in proper order of presentation.
2. Facts. It should have been prepared from the data obtained in respect of true information of records and happenings during the course of time.
Q. 5. **Write and explain one purpose of reports.**
Ans. Routine reports about the work performance of employees help the management to measure performance in view of the objects. The reports on performance shall become the basis of promotions and incentives.
Q. 6. **What is video conference ?**
Ans. A video conference also known as video tele-conference is a set of interactive telecommunication technologies which allow two or more locations to interact via two-way video and audio transmissions simultaneously. It has also been called as **Visual Collaboration** and is a type of groupware. It differs from videophone that it is designed to serve a conference rather than individuals.
Q. 7. **What are the components required for VC system ?**
Ans. **A. Video Input :** Video camera or Webcam.
B. Video output : Computer Monitor, Television or Protector,

      C. Audio Input : Microphones.

      D. Audio Output :   Usually loudspeakers associated with display device or Telephone.

      E. Data transfer : Cinalog or digital telephone network, LAN or Internet.

Q. 8.   **What is mobile telephone ?**

Ans.   It is the latest kind of phone that can be carried in a pocket or in the hands. We can even talk to an international line. It requires a hand set and connection (SIM card) from any company like B.S.N.L., Jio, Hutch, Airtel etc. who are called as service providers. A sum has to be paid to activate the connection and also to help keeping it Slive or working.

Unit 9: OFFICE RECORD MANAGEMENT

1. INTRODUCTION

    With the development of printing, typing, copying and other reproduction facilities, the volume of records is increasing. The efficiency of an office depends upon the way records are created, retained and supplied to the executives for use. If the executives do not get the desired and required information when needed, then there is no use of keeping such records. Records are memory of an office and Records management is a system which controls the records. Office management is the management of facts.

    Facts are to be collected and recorded before it can be processed and used for decision-making. A large part of office work consists of creation and retention of records. The system of keeping records should be so planned that the required information is made available without delay. The quick supply of information to the executives will help them in making use of it.

MEANING AND DEFINITIONS

    "Record is a formal writing of any fact or information created with the intention of future use" The term **'records'** includes all correspondence, registers, vouchers, files, tapes, microfilms and other documents and reports which are created or received in the course of the business.

> *"Record refers to the informational documents utilised by an organisation to carry out its various functions."*
> —**Zene K. Quible**

    Accordingly, Records refer to any type of document which helps in decision-making and performing other functions in a better way.

> *"The activities designed to control the life cycle of a record from its creation to its ultimate disposition."*
> —**Peterson**

    Peterson defines records management as the process of controlling information from its inception to disposition. Accordingly records management involves the co-ordination of the functions of creating, administering, retaining and destroying the records of business.

    So records management is concerned with planning and control of record right from creation till it is destroyed.

2. PURPOSES OF RECORDS

    The records are maintained with following purposes in mind :

      1. Efficiency in Operations. A good system of record keeping and retention makes available to the management the required information with speed and accuracy and this brings efficiency in office operations.

      2. Helpful in Decision-making. Decisions are always based on facts and figures. The post records are a guide for deciding about future. An executive will require past information for taking decisions. Records management ensures the supply of information whenever it is needed.

      3. Statutory Obligation. Some records will have to be maintained under certain laws also. Companies Act requires the maintenance of statutory books. Income Tax Act necessitates the recording of items relating to incomes and expenditures. Labour laws also make it compulsory to keep labour records and so on.

      4. To keep orderly record of progress. Various documents like correspondence and other papers are presented to look through the progress made during certain period.

      5. To Facilitate Comparison. By preserving records we can make comparisons between different periods and thus corrections can be made easily to overcome failures. This has made the records more important.

      6. Evaluating Performance. Records management is helpful in systematically evaluating the performance of the enterprise. Records become a basis of evaluating corporate performance and comparison of the working of the enterprise during different periods. Records are also useful for comparing it with other organisations in the line. The comparative statements of production, sales, purchases, profits etc. are prepared for evaluation purposes.

      7. Detecting and Rectifying Errors. If the records are kept properly then these may form a part of any system of internal control. One of the objectives of maintaining records is to minimise the chances of errors and even if these occur then they may be rectified at the rearliest. Sometimes important records are got checked by a second person for finding out errors and omissions.

      8. Know the State of Affairs. The real position of state of affairs of a concern can be known only from the records. Records give an account of the progress and the direction in which the concern is going. In case there are some problems and errors then these can be corrected. The understanding of true position of the

concern is helpful in planning and decision-making also.

3. PRINCIPLES OF RECORDS MANAGEMENT

Records management will be effective and successful if some principles are followed and these are discussed as follows:

1. **Must be Verifiable.** There must be some proof in support of the records. If they are not verifiable then these will not have any value in court of law. The supporting evidence of records creates justification for them. Supposing, balance sheet shows Plant and Machinery for ` 5,00,000. Simply showing this figure as an asset will not be authenticated unless purchase deed of the asset showing it in the name of the enterprise is also available in the records.

2. **Proper Classification.** The records must be classified systematically otherwise these will not be available when required. If the records are kept in chronological order then these will become voluminous and it will become very difficult to find out old records. There should be some classification of records so that they can be searched easily when required.

3. **Availability when Required.** The information should be so recorded that it is made available as per its requirements. Some records may be required too often than these may be kept in such a state that these are quickly available. If, on the other hand, some information is periodically required then it should be kept in a manner that it is made available shortly and not instantly. The purpose of records should govern the character and degree of its availability.

4. **Justifiable Purpose.** The records should be maintained only if the purpose for which these are kept is justifiable. Maintaining records just on the assumption that these may be required some day is not a good business principle. When we apply the principle of justification then it may be felt that many records have no justifiable purpose.

5. **Keeping Records for Required Period only.** The records should be maintained only for the period for which these are essential and not for longer periods. This is necessary to keep the space, efforts and money for maintaining records under control. The records may be divided as per their need and utility. Some records (such as title deeds, memorandum of incorporation) may be kept permanently, others may be kept for certain periods only (records of past years relating to incomes and expenditures) while some others may be routine records (like routine correspondence, inquiries etc.) may not be needed for longer periods. Such Categorisation will help in deciding the time for which records should be maintained.

6. **Reasonable Cost of Maintenance.** The cost of maintaining records should not be ignored. All the records are not of same value and importance. Keeping the records for longer period may involve high costs. So only those records should be maintained which are important and needed for reference. The cost of those records which are of less value should be strictly controlled.

4. CLASSIFICATION OF RECORDS

The records may be classified into following categories.

1. **Personnel Records.** Personnel records are related to the employees of the organisation. These include bio-data of employees, performance records, labour turnover records, wage sheets, payrolls etc.

2. **Accounting Records.** These are the records of business transactions made during a particular period. These include records of financial nature and supporting vouchers. The accounts relating to sales, purchases, manufacturing, profit and loss, assets and liabilities are financial records while invoices, memos, vouchers etc. are supporting records.

3. **Legal Records.** These are the records which are required to be maintained under various laws. The records under Income Tax Act, Sales Tax Act, Labour Laws, Companies Act, etc. are all legal records.

4. **Progress Records.** These records are maintained to know the progress of various segments and the organisation as a whole. The progress records of production, purchases, sales, stocks are a part of progress records.

5. **Administrative Records.** These are the records which we maintain according to law or otherwise. Legal records have been discussed above. Others include insurance records, licenses, hire purchase agreements and other such documents.

6. **Correspondence Records.** These records include letters, circulars, notices, office-orders, memoranda etc. either sent by the enterprise or received by it.

7. **Other Business Records.** The information which is not covered above is included in this category. The records about cost structure, advertisement campaign, research activities, feasibility records for new products, etc. may be included in other business records.

5. IMPORTANCE OR ADVANTAGES OF FILING

Filing is of utmost importance in an office. This can be realised from the following points.

1. **Better Control.** Filing system is helpful in having a better control. There is a record of all incoming and outgoing letters. The replies to various letters are given within a specified time and then, these letters are filed. There will be a record of letters for which replies have been given and for which replies are pending. Any undue delay in disposing of the correspondence will come to the notice of high officials.

2. **Future Planning.** Planning process requires records of previous years regarding production, sales,

financial position etc. Future plans are based on the basis of previous years' information, present trends and future forecast. Previous records serve as a basis for future action.

3. **Protection of records.** The records are preserved in files, folders or cabinets etc. It saves from dust and dampness. The records can be preserved for a long period. If the records are not properly stored then they may be spoiled after some time. So filing system helps in protecting records.

4. **Ready Reference.** The previous records are generally needed for reference purpose. Management, generally, calls for various types of records regarding sales, production, finance etc. These records will be made available only if they are properly and systematically preserved. Filing system helps in supplying any type of information at a short notice.

5. **Helps in dealing with Customers.** Sometimes, customers send orders referring to their old orders. They write that goods should be sent according to the terms and conditions of their previous orders. This requires a reference to old orders. This will be possible only when records are suitably maintained.

6. **Helpful in settling Disputes.** There may arise a dispute about terms and conditions of purchase and sale. The copies of original orders and quotations can be shown for settling the disputes. The records may also be presented in a court of law in case of litigation. Nobody can deny the facts and figures given in a letter or in an order. Records are of authentic value for setting disputes.

7. **To meet legal formality.** Some laws require preservation of records for a certain period. Sales Tax and Income Tax departments expect that the records should be available for assessment purposes. These assessments are sometimes made after a long period. Company law also requires that figures of assets and liabilities of a previous year should be given along with the current balance sheet figures. All these requirements necessitate the preservation of old records.

8. **Useful for follow-up Action.** Past records are helpful for follow-up action. If we don't receive goods from supplier after the order has been given, then old reference can be given on reminder. If we do not receive orders from regular customers for a long time, we can send them reminders and can request them for fresh orders. Similarly, when customers ask for quotations, we can request them later on for orders. So follow-up action is necessary for keeping ourselves in touch with customers and suppliers.

6. FUNCTIONS OF FILING

By filing the documents and correspondence we preserve them for our use in future. The types of documents and letters preserved contain these all plus telegrams, bills, invoices, cash receipts etc.

The filing system serves following functions

1. **Library function.** Its main task is to preserve records not only of own business but also of others. Records of other firms may be preserved for analysis and future use.

2. **Information functions.** It's main task is to provide information of any period when required at any important point of time.

3. **Administrative functions.** Its main task is to preserve records pertaining to former decisions taken to frame and execute policies of the business.

4. **Historical functions.** Its main task is to preserve records sequentially pertaining to company's progress over a period of time.

7. ESSENTIALS OF A GOOD FILING SYSTEM

A good filing system has following **features.**

1. **Economy.** Economy of space, labour and equipment should be its main features. Only those documents should be preserved which are needed in future.

2. **Safety.** It is one of the big features. No unauthorised person should be able to reach there. Use of fireproof almirahs can be made.

3. **Flexibility.** As business expands, the filing volume also increases. The system should be such that it should be capable of further expansion.

4. **Retention.** Need of files is not for equal periods for each file. So period of each file to retain should be fixed and hence retained for that period.

5. **Accessibility.** System should be such that any file or letter required by the officers may be picked up easily without loss of time.

6. **Suitability.** Every firm should have its own system which may suit it well, as volume of files in each organisation is not the same.

7. **Simplicity.** It should be simple to understand and easy to operate. Any person without special training should be able to carry it on.

I. MULTIPLE CHOICE QUESTIONS

1. **For records, facts are _____ and _____.**
   (a) collected   (b) recorded   **(c) both**   (d) None of these

2. **Which is a stage of records management:**
   (a) Control   (b) Coordination   **(c) Retention** (d) Direction

3. **Proper classification is a _____ of recording.**
   (a) Statute   (b) Principle   **(c) Both of these** (d) None of these

4. Filing is a _____ function:
    (a) Firm   (b) School   **(c) library** (d) All of these
5. Filing gives :
    (a) Ready reference   (b) Better control   **(c) Both of these**   (d) None of these

1. Main function of office work is _____ and _____ of records. (creation, retention)
2. First stage of record management is _____ of records. (creation)
3. Records must be_____ . (verifiable)
4. There should be _____ in operations of records management. (ease)
5. Some information is not needed for _____ reference. (future)
6. Filing is to _____ and _____ the records in a systematic manner. (arrange, store)

Q. 1. Which are the type of record in an office?
Ans. Personal, Statutory and Accounting Methods
Q. 2. What are the objectives of records?
Ans. Progress Record, Statuary need and Taking Decisions
Q. 3. Bank records are preserved for ……. .
Ans. 7 years
Q. 4. Which is need of storage of data?
Ans. Future References, Use as witness and Evaluation of Past
Q. 5. What does filing mean?
Ans. Safety of Record, Supply of record when needed and Maintenance of Records
Q. 6. What are the functions of filing?
Ans. Management, Historical and Library

TWO MARKS QUESTIONS

Q. 1. What is meant by record ? Define it.
Ans. Records refer to any type of document which helps in decision-making and performing other functions in a better way.
"The activities designed to control the life cycle of a record from its creation to its ultimate disposition."
    —Peterson
Q. 2. Write four purposes of record maintaining.
Ans. 1. Know the State of Affairs.   2. Statutory Obligation.
3. To keep orderly record of progress.   4. Helpful in Decision-making.
Q. 3. Records must be available, when required ; Discuss.
Ans. The information should be so recorded that it is made available as per its requirements. Some records may be required too often than these may be kept in such a state that these are quickly available. If, on the other hand, some information is periodically required then it should be kept in a manner that it is made available shortly and not instantly.
Q. 4. Write four principles of records.
Ans. 1. Availability when required.   2. Keeping Records for Required Period only.
3. Must be Verifiable.   4. Justifiable Purpose.
Q. 5. Write four types of records.
Ans. 1. Legal Records. 2. Progress Records.   3. Administrative Records.   4. Correspondence Records.
Q. 6. Write four stages of preparation of records.
Ans. (i) Creation of records (ii) Administration of records (iii) Retention of records (iv) Destruction of records.
Q. 7. What are legal records?
Ans. These are the records which are required to be maintained under various laws. The records under Income Tax Act, Sales Tax Act, Labour Laws, Companies Act, etc. are all legal records.
Q. 8. Explain two functions of filing.
Ans. **1. Information functions.** It's main task is to provide information of any period when required at any important point of time.
2. Library function. Its main task is to preserve records not only of own business but also of others. Records of other firms may be preserved for analysis and future use.
Q. 9. Explain two essentials of a good filing system.
Ans. **1. Flexibility.** As business expands, the filing volume also increases. The system should be such that it should be capable of further expansion.
2. Retention. Need of files is not for equal periods for each file. So period of each file to retain should be fixed and hence retained for that period.

Unit 10: INDEXING, FILLING AND E-OFFICE

1. MEANING AND DEFINITIONS

The term Indexing refers to a system prepared to facilitate location of records or files. Indexing helps in easy and speedy access to a record. Index means anything which points out or indicates. The term refers to a reference list which gives information regarding the placement of files with its name, subject and position.

Dictionary Meaning of the word 'Index' is "a table of contents". Index also means **"an alphabetical register of subject with page or folio references."** The literal meaning of the word **'Index'** is **"anything that gives an indication".**

From above we can define the term 'Index' as follows :

"Index, with reference to filing, means a list of files or papers showing titles, contents and pages prepared to indicate location or placement of files or papers for speedy reference." In short, an index tells **'***what***'** is **'***where***'**.

2. IMPORTANCE OF INDEX

Index is a useful aid to any filing system. It helps as a guide to locate the files. In certain cases, indexing is not required. Following points speak about the significance of indexing in filing and record administration.

1. **Helps in Locating Records.** Indexing helps in locating the files. It gives information about the placing of various records. Whenever a file is required, the index can be consulted. It gives information about the page on which required information is given.
2. **Saves Time and Labour.** Lot of time and energy would have been wasted in the absence of an index. It is very difficult to refer and locate record without much efforts. Indexing saves time and labour by facilitating location.
3. **Increases Efficiency.** Main object of filing is to supply the records for use without delay. Indexing serves their purpose very well and thus helps enhancing efficiency in an office.
4. **Speedy References and Cross References.** Easy and speedy references and cross references can be made only through indices. Index gives the information about the contexts at a glance.
5. **Easy Access to Records.** In record administration, important records and files are retained in cabinets and shelves for future use. Indexing helps in reaching the record or file easily.

3. FEATURES AND OBJECTIVES OF A GOOD INDEX

FEATURES

In order to secure benefits from an 'Index', the system of indexing should be :
1. *Economical* to operate in terms of money, space and efforts.
2. In accordance with the *needs* of filing system.
3. *Signalling is necessary.* It is a *clip* may be made of metal or plastic. It eases to operate the system.
4. Easy to *revise and uptodate.* In short, an index should be easy to read, easy to refer, easy to revise and should go well with the filing system.
5. *Simple* to understand and should not be complex in operations.
6. *Flexible* enough to allow expansion, if there is increase in the size of business.
7. *Capable of cross-reference* if a document is filed under two heads.
8. It should be *safe from theft, insects, fire water* etc. It must have locking arrangement.

An efficient system of Indexing serves the following purposes
1. *Operating cost* of maintaining the records is *much lesser* due to efficiency.
2. Cross referencing is simple and easy and thus saves the time.
3. The required documents are *located very easily* because *referencing is easy and simple.*

OBJECTIVES

Indexing is an important function of filing department and is concerned with preparation of a **'Reference List'.**
The main objectives or purposes for which it is prepared are as follows :
(i) *To* reduce *time and labour* spent in finding the records.
(ii) To facilitate *references and cross references* to number of files in an office.
(iii) To serve as a *guide of location* of a particular file or document.
(iv) To present on *orderly list* of files or records.

4. MICROFILMING

Microfilming is a photographic means of retaining information at a reduced size on film. It was invented by J.B. Dancer in 1839. Microfilming system consists of a camera, projector, photo printing unit and storage cabinet. In the microfilming process, photograph is taken of records and a film is prepared. Such film can be retained permanently. If a copy of the record is required, it is possible to prepare it from the film. Even index is possible to identify the microfilm. At the time of preparation of the film, a mark be kept on the side of the film to serve as an index.

Microfilming offers following advantages and disadvantages.

Advantages

(a) Two or three drawers of microfilms can hold the equivalent of about hundred drawers of original paper records.
(b) Microfilms are **of uniform size** so equipment can be used effectively.

(c) Microfilm records **are not subject to wear** and tear so microfilming provides for safety to the records. It can be preserved for 200-300 years.

(d) As film is **non-combustible** type so there are less fire hazards.

(e) **Duplicate copies** can be obtained as and when needed.

Disadvantages

(a) It is useful only it record is to be **used again and again.**

(b) It **is costly** for poor countries like India.

(c) It is time consuming as far as prints are to be made.

(d) **It can't be** presented as a **proof in a court.**

5. History of e-office

Electronic office (e-office) was a term, used to cover the increasing use of computer based information technology for office work, especially in the 1980s. This term appeared much earlier in the name of the LEO computers (Lyons Electronic Office), that first ran a business application in 1951 in England.

6. DEFINITIONS

E-office is a business model, that applies a modern technology platform to optimize processes, allocate work, store information and intelligent documents on a digital platform.

The definition of e-office is not precise. It might include the following :

- **An introduction** of **individual computers** running office **software applications** such as work processors.
- The **interconnection of office computers** using **a local area network** (LAN).
- The **centralization of office functions** via **collaborative software.**

7. PURPOSE/OBJECTIVES OF E-OFFICE

The objective of e-office is to give users most of the benefits of a computer network, but with a natural approach that helps the users gradually have a modern, efficient working style, that easily accesses to more information technology applications.

The main objectives include :

- **Save paper, time** and **money.**
- Enhance **productivity.**
- Assure data **security** and **integrity.**
- **Transparency** and **accountability.**
- Quick **decision** making.
- Providing **remote working** capabilities.
- To build a **paperless office.**

8. COMPONENTS/FEATURES OF E-OFFICE

The following are the main highlighted features of e-office software.

1. Document Management

This module includes the job record management and dispatch management. It includes computerization of processes of assigning and processing tasks.

2. Task Management

This tool helps the managers to organize and operate from the stage of assigning tasks to employees and taking results of work. It helps to monitor and control the ongoing work.

3. Workflow

It is used for repetitive tasks, that reduce time and costs. The steps in the process will be defined by the enterprise and the procedure is guaranteed, even if the process participant is not present at the office.

4. Human Resource Management

It provides a comprehensive HR management solution, including recruitment, training, employment profile management, policy, social insurance, health insurance, unemployment insurance, income tax etc.

5. Report

It allows the creation of report templates. The members send reports from time to time according to the form provided by the report.

I. MULTIPLE CHOICE QUESTIONS

1. **Indexing is important aid to.**
   (a) Storing   **(b) Filing**   (c) Selling   (d) All of these

2. **Index is a table of :**
   (a) Contents   (b) Witnesses   (c) Numbers   (d) None of these

3. **Microfilm can be also :**
   (a) Flat   **(b) Round**   (c) both   (d) None of these

4. **Fiche can be**
   (a) Microfiche   (b) Ultrafiche   **(c) Both of these**   (d) None of these

5. **Which sector commonly uses e-office for improved workflow and document handling?**
   (a) Health Care   (b) Education   **(c) Government and Public Administration**   (d) Manufacturing

II. FILL IN THE BLANKS

1. An ………. may be kept with a file or separately.   (index)
2. Index is any thing that gives ……….. (indication)
3. Microfilm reduces object size to one ………   (Twenty Fifth)
4. Microfilm is cheaper to distribute than a ……….. copy.   (Paper)
5. E-office brings _____ in the system.   (Transparency)
6. E-office does not require _____ storage space.   (Physical)
7. E-office makes office _____.   (Paperless)

III. ONE MARK QUESTIONS

Q. 1.   Which are the types of index?
Ans.   Book, Vowel and Card.
Q. 2.   Which factor are considered while selection of index method?
Ans.   Objective, Available Space and Price.
Q. 3.   What is microfilming?
Ans.   It is the modern methods of filing the documents electronically.
Q. 4.   What is data storage management?
Ans.   To preserve the data in an attractive manner to that data may be made available when required.
Q. 5.   What is the main difference between traditional office and e-office?
Ans.   Level of technology application is different.
Q. 6.   Write one disadvantage of e-office software.
Ans.   System may crash.

TWO MARKS QUESTIONS

Q. 1.   Define indexing ?
Ans.   Indexing is an important aid to filing. It helps in location of records so as to ensure its timely supply to the executives. Indexing should not be confused with the classification of records. It is different from classification.
"Index, with reference to filing, means a list of files or papers showing titles, contents and pages prepared to indicate location or placement of files or papers for speedy reference." In short, an index tells '*what*' is '*where*'.

Q. 2.   Write three features of a good index.
Ans.   1. *Simple* to understand and should not be complex in operations.
2. *Flexible* enough to allow expansion, if there is increase in the size of business.
3. *Capable of cross-reference* if a document is filed under two heads.

Q. 3.   Write three objectives of a good index.
Ans.   1. To facilitate *references and cross references* to number of files in an office.
2. To serve as a *guide of location* of a particular file or document.
3. To present on *orderly list* of files or records.

Q. 4.   What is a micro films ?
Ans.   Microfilms or Microforms are any forms, either films or paper, containing micro reproductions of documents for transition, storage, reading, and printing. Microform images are commonly reduced to about one twenty-fifth of the original document size. For special purposes, greater optical reductions may be used.

Q. 5.   Write three advantages of microfilm.
Ans.   1. It is stable archival form when properly processed and stored.
2. Since it is analog (an actual image of the original data), it is easy to view.
3. It is virtually impossible to mutilate. Users cannot tear pages from or deface microforms.

Q. 6.   Write three disadvantages of microfilm.
Ans.   1. Reader machines used to view microfilm are often difficult to use.
2. Photographic illustrations reproduce poorly in microform format, with loss of clarity.
3. Reader-printers are not always available. These limit the user's ability to make copies for their own purposes.

Q. 7.   What is e-office?
Ans.   Electronic office (e-office) is a digital workplace solution, that applies Modern Technology to manage work, information and documents in offices. Its vision is to achieve a simplified, responsive and paperless working in offices.

Q. 8.   Write objectives of e-office.
Ans.   Objectives of e-office is to -
1. Save paper, time and money.
2. Enhance productivity.
3. Assure data security and integrity.

■ ■ ■