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CREDITS

Bachelor Module Guide

Administration Organisation Management (CM42)

Aims and Objectives of this module:

- Develop a clear and meaningful understanding of general procedures, systems, processes, and administration.
- Understand the roles and value of administrative staff in the effectiveness and success of organizations.
- Develop a knowledge and skill base that assists in understanding the office environment and in enhancing performance as an effective administrative employee in an organization.
- Understand the impact of office technology.
- Develop a clear and meaningful understanding of the different office procedures.
- Develop a knowledge and skill base that assists in understanding the office environment and in enhancing performance as an effective administrative employee in an organization.
- Understand the broad scope of responsibilities of the administrative office manager, as a key person, in efficient company operation

<h1>Module Description</h1>			
Module Name	Administration Organisation Management		
Module Code	CM42		
Period	Year 2	Phase 1	Block 1
Teacher	Karin Pelle		
Email Address	karin.pelle@wittenborg.eu		
Prerequisite	High School Diploma or final certificate, equivalent to the Netherlands HAVO Diploma		
Introduction	<p>This module offers the most technologically updated text on the market. In combination with technological updates, this comprehensive introduction to office management focuses on what office managers actually do on the job.</p> <p>Dr. Quible's signature easy-to-read style coupled with pedagogical aids throughout systematically explores the full range of office management topics-office environment, employees, systems, and functions.</p>		
Goals	<ul style="list-style-type: none"> • Develop a clear and meaningful understanding of general procedures, systems, processes, and administration. • Understand the roles and value of administrative staff in the effectiveness and success of organizations. • Develop a knowledge and skill base that assists in understanding the office environment and in enhancing performance as an effective administrative employee in an organization. • Understand the impact of office technology. • Develop a clear and meaningful understanding of the different office procedures. • Develop a knowledge and skill base that assists in understanding the office environment and in enhancing performance as an effective administrative employee in an organization. • Understand the broad scope of responsibilities of the administrative office manager, as a key person, in efficient company operation 		
Content	<p>The Managerial Process. The Organizing Process. The Communication Process. Office Layout. Office Environment. Office Equipment and Furniture. Analyzing Jobs of Office Employees. Evaluating Jobs of Office Employees. Systems Analysis. Computer Technology. Telecommunications Technology. Applications Software. Records Management and Micrographics. Forms Design and Control. Office Reprographics and Mail Services. Quality and Quantity Control.</p>		
Instruction / Study Load	<p>24 Lesson hours 8 Preparatory Lesson Hours 10 Assignments / Homework hours 20 Exam and exam preparation hours 50 Literature (Depending on the length and difficulty of the book) hours</p> <p>The course uses 350 pages from the book(s) and journal articles where:</p> <ul style="list-style-type: none"> • 350 pages easy reading and understanding material – 50 hours 		

	<p>Criteria:</p> <ul style="list-style-type: none"> • Difficult reading and understanding material – 3 pages per hour • Average reading and understanding material – 5 pages per hour • Easy reading and understanding material – 7 pages per hour <p>Total 112 Hours</p>
IBA Final Qualification Mapping	<p>Mapped with numbers 8 and 10</p> <p>See the EEG for further reference.</p>
Teaching Language	English
Teaching Methods	<ul style="list-style-type: none"> - Classroom lecturing - Case study discussions - Feedback and presentation sessions - Video and film - Discussion sessions - Research Papers
Module / Lecture and seminar status	Compulsory
Testing and assessment	<p>Written Examination (1)</p> <p>See the EEG for further reference.</p>
European Credits	4
Required literature	Administrative Office Management, 8/E, Zane K. Quible, Oklahoma State University Prentice Hall, 2005, ISBN-10: 0131245104, ISBN 13: 9780131245105
Recommended literature	Organize Your Office In No Time, Stephanie Denton , Pearson Education 2005 ISBN10 – 0789732181, ISBN13 - 9780789732187
Notes	

<h1>Module Plan</h1>	
Module Name	Administration Organisation Management
<i>Lesson 1</i>	
Content	<p>The Managerial Process</p> <ul style="list-style-type: none"> • Emerging Thrust. • Administrative Office Management Function. • A Career in Administrative Office Management. • The Administrative Office Manager. • Evolution of Management Theory. <p>The Organizing Process</p> <ul style="list-style-type: none"> • Organizational principles • Organizational structures • Centralization versus decentralization • Organization chart • Informal organization
Aims	<p>After studying chapter 1, you should be able to develop an appropriate management strategy for use by an administrative office manager, taking into consideration the evolutionary nature of the broader field of management.</p> <p>After studying chapter 2, you should be able to develop an appropriate philosophy regarding the organizing function of administrative office management.</p>
Required Preparation	Chapters 1 and 2
Tasks (self-study / homework)	In class given assignments and homework.
<i>Lesson 2</i>	
Content	<p>The Communication Process</p> <ul style="list-style-type: none"> • Elements of the communication process • The flow of communication • Small-group communication • Large-group communication • Nonverbal communication • Barriers to effective communication • Developing listening skills • Application of the communication process <p>Office Layout</p> <ul style="list-style-type: none"> • The preliminary planning stage • Costing of office space • Open office concept • Principles of effective layout

	<ul style="list-style-type: none"> • Preparing the layout
Aims	<p>After studying chapter 3, you should be able to develop an appropriate philosophy regarding the important role communication plays in administrative office management.</p> <p>After studying chapter 4, you should be able to design an efficient layout for a general office area.</p>
Required Preparation	Chapters 3 and 4
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 3	
Content	<p>Office Environment</p> <ul style="list-style-type: none"> • The impact of the office environment on employees • The healthy office environment • Lighting • Color • Noise control • Conditioning the air • Music • Conservation of energy in offices • Office security <p>Office Equipment and Furniture</p> <ul style="list-style-type: none"> • Office equipment • Office furniture
Aims	<p>After studying chapter 5, you should be able to design an effective environment for a general office area</p> <p>After studying chapter 6, you should be able to select appropriate equipment and furniture for a general office area.</p>
Required Preparation	Chapters 5 and 6
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 4	
Content	<p>Analyzing Jobs of Office Employees</p> <ul style="list-style-type: none"> • Nature of job analysis • Uses of job analysis • Job analysis program • Describing the job <p>Evaluating Jobs of Office Employees</p> <ul style="list-style-type: none"> • Job evaluation methods • Adopting a job evaluation method

	<ul style="list-style-type: none"> • Job evaluation committee
Aims	<p>After reading chapter 12, you should be able to design an effective program for analyzing the jobs of office employees.</p> <p>After studying chapter 13, you should be able to design an effective program for evaluating jobs of office employees.</p>
Required Preparation	Chapters 12 and 13
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 5	
Content	<p>Systems Analysis.</p> <ul style="list-style-type: none"> • The systems and procedures concept • New developments in systems and procedures design • The systems and procedures staff • Designing and modifying systems • Systems and procedures tools <p>Computer Technology.</p> <ul style="list-style-type: none"> • Computer generations • Classifications of computers • Components of computer systems • Computer instructions • Distributed data processing • Managing computer problems
Aims	<p>After studying chapter 17, you should be able to evaluate the effectiveness of an office system.</p> <p>After studying chapter 18, you should be able to design an effective computer system for an organization.</p>
Required Preparation	Chapters 17 and 18
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 6	
Content	<p>Telecommunications Technology.</p> <ul style="list-style-type: none"> • The nature of telecommunications • Telephone platforms • Call processing • Intraorganizational communication devices • Management of telecommunications services • Controlling telecommunications costs • Telecommuting and telecommunications • The Internet

	<p>Applications Software.</p> <ul style="list-style-type: none"> • A historical perspective • Types of applications software • Sources of applications software • Use of integrated applications software programs • Common applications software used in offices • Word processing software programs • Spreadsheet software programs • Database software programs • Presentation software programs • Desktop publishing software programs • Scheduling software programs
Aims	<p>After studying chapter 19, you should be able to design an effective telecommunications system for an office.</p> <p>After studying chapter 20, you should be familiar with the various types of application software used in the office</p>
Required Preparation	Chapters 19 and 20
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 7	
Content	<p>Records Management and Micrographics.</p> <ul style="list-style-type: none"> • The records cycle • Organizing a records management program • The records management manual • Document management • Imaging systems <p>Forms Design and Control.</p> <ul style="list-style-type: none"> • Forms control program • Types of office forms • Forms design • Professional forms design services
Aims	<p>After studying chapter 21, you should be able to design an effective records management program for an organization.</p> <p>After studying chapter 22, you should be able to develop effective forms for use in an organization.</p>
Required Preparation	Chapters 21 and 22
Tasks (self-study / homework)	In class given assignments and homework.
Lesson 8	
Content	Office Reprographics and Mail Services.

	<ul style="list-style-type: none"> • Organization of the reprographics center • The copying process • The printing process • The imprinting process • Auxiliary equipment • Mechanical devices for transporting internal correspondence • The mailroom <p>Quality and Quantity Control</p> <ul style="list-style-type: none"> • The process of control • Objectives of control • Advantages of control • Elements of control • Quality control • Quantity control • Work scheduling
Aims	<p>After studying chapter 23, you should be able to design an effective reprographics service and a mail service for an organization.</p> <p>After reading chapter 24, you should be able to design an effective quality and quantity control program for an organization.</p>
Required Preparation	Chapters 23 and 24
Tasks (self-study/homework)	In class given assignments and homework.

Module Evaluation Plan

Module Name	Administration Organisation Management		
	Block	Type of Evaluation	% Weight of Final Module Mark
Evaluation 1	1	Written Examination	100%
Total mark required for pass 5.5			Total must equal 100%
<p><u>Short explanation</u> There is a short description of this in the Education Guide under Examinations and Evaluation leading to EC Credits.</p> <p>Content of the exam covers the topics that have been given in the module plan.</p> <p><u>Teacher explanation:</u></p>			
Final mark required for pass:5.5			
<p>Notes:</p> <p><i>Required Attendance of 75 % of the lecture. If students miss more than 1 lesson in a block of 4 weeks, they can be barred from taking the exam at the Exam week, and will be required to wait until the re-sit at the following block Exam week. After this, the next opportunity will be the following year.</i></p>			