This article is extracted from review of literature.

LITERATURE REVIEW

2.1 INTRODUCTION

Anoffice cannot function effectively without a management system. This system managesand controls the office and helps office to work smoothly***.***

Office management systemworks with an office manager who will help plan, organize and control theoffice in order to achieve the goals of the organization (Bliss: 1998). Hehelps in determining the manpower requirements, recruiting, selecting, andtraining people to perform the office work efficiently and effectively.The manager acts as theline executive for his own department and staff executive or advisor for otherdepartments (Muhamed: 1981).He selects, design and plan the office layout so as to ensure smoothflow of work. He is also in charge for safeguarding and maintenance of buildingand other assets of office and observes the rules, procedures and policies ofthe management within the office, designs and improves system, procedures andmethods. He maintains good relation with the outsiders or general public inorder to create good image for the organization. He has to influence, inspire,and guide subordinate and get the best out of the office staff. He isresponsible for procuring suitable machines, equipment, furniture, stationeryand other suppliers and for maintaining good working conditions so thatefficacy can be increased.

2.2 CONCEPTUAL FRAMEWORK

Conceptof office management

An organization without office isunthinkable. Office management is needed in all organizations. It managessupport services of various departments in the organization. No organizationcan run effectively without efficient office management. Office management isneeded at all levels of management.

Elements Of office management

1. Jobs: Officemanagement gets the office jobs done. The jobs are management of information,records, supplies, properties and people.

2. People: Thejobs are done by people. Human resource management is an important aspect ofoffice management.

3. Functions: Office management performs managementfunctions. They are planning, directing, and controlling.

4. Objectives: Officemanagement achieves office objectives which are:

a. Efficient provision of services toother departments

b. Coordination of activities ofvarious activities

c. Efficient performance of officework.

Office management is concerned withsmooth and efficient performance of office work and It includesplanning, organizing, human resource management, directing and controllingfunctions to achieve office objectives.

2.2.1 The concept of an officemanagement system

Officemanagement system is a branch of management which is concerned with theservices of obtaining,recordingand analyzing information of planning andcommunication, by means of which the management of a business safeguards itsassets, promotes its affairs and achieves its objectives (Blessed: 1990). Bythat definition, office basicallyperforms five types of activities which are:receiving information, recording information, preparing and arranging information,communicating information, safeguarding assets.

TraditionalOffice management functions were limited to basic clerical servicesand tooffice personnel, but now officemanagementhas changed significantly due tocorporate downsizing,the economy, and technology (Goodwill: 2001). The mainresponsibility is to manage the organizational informationby enablingthem toenhance their productivity. In the future, this function and services willbecome even more systems oriented and will use even greater amounts oftechnology.

Objectivesof AOM

1. Maximize individual and unit productivity.

2.To provide effective management of theorganization’s information.

3.To maintain reasonable quantity and qualitystandards.

4.To develop effective work process and procedures.

5.Toprovide a satisfactory physical and mental working environment for the organization’semployees.6.Assigned duties and responsibilities of Office staff

7.Todevelop communication line.

8.To helpemployees maintain a high level of work effectiveness.9.To enhance theeffective supervision of office personnel.10.To assure the efficient and properuse of specialized office equipment.

Importance of office management

Officemanagement as an art of guiding and directing personal or employees in theorganization in the use of various means such as machines equipment, officeforms, manual, methods etc has the following importance;

Helpsin Achievement of Targets: Targets or goals are results in quantitative termswhich are to be achieved in a given time. Management makes people realize thegoals and directs their efforts towards the achievement of these goals.

OptimumUse of Resources: Management helps in utilization of resources effectively.Scarce resources arc put to use optimistically by managers. Managers bringabout coordination and integration of various resources. It is management whichguides the personnel in office in the use of resources. Minimization of Costs:Office costs can only be reduced under the guidance and control of efficientmanagement. Office Management is concerned with doing the office activities ina best and cheapest way. Cost reduction is one of the objects of management whichcan be achieved through work simplification and mechanization (Bola). Throughbetter planning, sound organization and effective control, management enables aconcern to reduce costs and prepare an enterprise to face cut throatcompetition.Smooth Flow of Work:Uninterrupted flow of work is only possible ifthere is proper planning and control. Management ensures efficient and smoothflow of work.*H*elps in MaintainingOffice Efficiency:Management helps in maintaining efficiency in an office. Amanager not only performs and produces results, but also does it in the mostefficient manner so as to contribute towards profit generation (Adenuga: 1990).

·ManagingSurvival and Growth:Management has to play an important role in keeping theorganization alive. Change in technology and methods must be anticipated andadapted for survival and growth. It is only management which can do so andmoulds the enterprise in such a changing environment.

·ProvidesInnovation:Innovation is finding different and better method of doing existingwork. To plan and manage innovation, management has to play an important role.Suggestions from customers, information from salesmen, and close watch oncompetitor’s activities provide source of innovation.

·Helpsin Retaining Talent and Inculcating Sense of Loyalty in Office Staff:

Efficient managementhelps in retaining talented and hard working employees by providing themcomfortable work environment. Manager must motivate his employees byrecognizing and appreciating their talents.

·ProvidesLeadership:Management provides leadership by influencing and guiding officepersonnel. Managers influence his subordinates to work willingly for achievingorganizational goals.

·ManagingChange:Importance of office management is that it helps in planning the changeand introducing it at the right time and in the right manner. Due to change intechnology methods, work procedures etc. have to be changed for efficiency andeconomy. People resist change due to lack of understanding the reasons forchange and lack of training in new methods. Management helps in minimizingresistance of people and acts as a change-agent.

2.3.THEORETICAL FRAMEWORK

Themanagement theory of Max Weber

The Max Weber theoryof management, sometimes called bureaucratic management theory, is built onprinciples outlined by Frederick Taylor in his scientific management theory.Like Taylor, Weber advocated a system based on standardized procedures and aclear chain of command. Weber stressed efficiency, as did Taylor, but alsowarned of the danger of emphasizing technology at the expense of emotion.

Systemstheory

Systems Theory is based upon theanalytic division of the natural world into environment and systems. Thisdivision constitutes the major foundational, axiomatic philosophical assumptionof Systems Theory. On the one hand there is an infinitely complex‘environment’, and on the other hand there are self-replicating systems.Systems are engaged in processing information. Systems also model theenvironment, and can respond adaptively to environmental changes. The planetearth presumably began as pure ‘environment’ with only simple, self-organizingphysical and chemical systems which arose by the chance contiguity ofcomponents and energy. For instance, thewater cycle is a system by which water molecules associate and dissociate inprocesses such as evaporation and condensation. More complex systems can onlybe built incrementally, so that over time, simple physical and chemical systemsmust have evolved into complex biological systems such as those observable andbiological systems eventually led to the social systems generated by humanculture. A system might therefore include entities such as a single cell, amulticellular organism such as human or social organizations of varying sizesfrom a corporation, to the UK National Health Service, to a whole nation. Forany given analysis, the 'environment' is everything that is external to such asystem under consideration. Systems are actually defined in terms of processes,but sometimes processes coincide closely with physical structures so that acell's environment might (approximately) consist of everything outside thecell, including other systems such as other cells, the whole organism and otherorganisms. For a human organization such as an autonomous hospital, theenvironment external to the system might include physical aspects such asclimate and geography, but also other organizational systems such as politics,the law and the media. Management systems (where they occur) are a form ofsocial organizational system which is engaged in modeling the organization itmanages. For a system of management, everything other than itself is‘environment’, but the organization that is being managed constitutes the mostimmediate environment.

2.4.EMPERICAL FRAMEWORK

Much empirical work has attempted to test the roleof social capital relative to socio-economic outcomes such as income, poverty,crime rate, health and so on. Cross sectional analysis represents the main andstill most popular econometric methodology used so far. The reasons why thisstandard practice has been dominating empirical papers are at least two. Firstly,the use of survey-questionnaires allows social scientists to capture differentaspects of the life, habits and social conditions of individuals that mightaffect their wealth. However, very often this type of data set is based on aparticular yea

r and it is not always repeated consistently insubsequent years. Even when surveys are conducted with a regular frequency,this might not always occur on a yearly basis.Secondly, opinions andperceptions about attitudes, codes of conducts, norms, values and trust are notlikely to change dramatically on a yearly basis. On the contrary, unlikepopular economic variables such as investment, consumption and unemployment,these “opinion-shaped-variables” might require a remarkable length of time inorder to change (for instanceit is likely that my opinion about trusting otherpeople in general might remain unchangedfrom one year to another. This meansthat it might take more than three or four years for anopinion about aparticular value to change). Hence, under these circumstances, panel ortimeseries analysis might not produce the expected outcome. Hence, more“consistent” analysis might apply pooled cross section methodologies that allowthe social scientist to detect, at least, the co-movements of the aggregatevariables over a period of time that is above theyear. The merit of theseapproaches is to include socio-economic variables in the modelspecification inorder to capture what, quite reasonably, the pure economic model leaves aside(Charley: 2010). However, the lack of data and a not yet establishedtheoreticalframework reduce somehow the consistency of the empirical analysisleaving large room

(Maybe too large and too often) for the author’sinterpretation of the results. Relative to this issue, Durlauf and Fafchamps(2004) identify some of the main problems which arecommon in the empiricalliterature of social capital. Firstly, in analysis at the individual level

It is not always clear whether individual returnsfrom social capital are good indicators of aggregate returns. For instance theemployment relationship might create informal networks where individual returnsto social capital (inside the network) might exceed social returns and

Therefore generate unequal outcomes by reinforcingthe insider-outsider system. Secondly,model specifications might raise problemsof exchangeability linked to the problem of choosing the control variables inthe regression. This problem refers to the choice of a model that is notcorrectly specified. In this sense, the model does not work across different contexts.In other words, observations and specific models should be comparable acrossdifferent contexts. The unlucky alternative would be that “the residuals in thesample will

contain forms of heterogeneity that call intoquestion the placement of the observations in a common regression” (Durlauf andFafchamps, 2004 p.32) with the unhappy consequence of aspecific model that workonly for that particular case study and from which it is not able to deduct any “general regression” useful for otherstudies and cases. Thirdly, some empirical analysis might suffer from modeluncertainty and more precisely from parameter heterogeneity

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