

B.P.Ed. Semester – II
Theory Courses
ORGANIZATION AND ADMINISTRATION IN PHYSICAL EDUCATION

Dr. Suyash Shukla
Assistant Professor
Department of Physical Education
Shri J.N.P.G. College Lucknow

Unit -II
Meaning of Office Management

Office management refers to the process of planning, organizing, guiding, communicating, directing, coordinating and controlling the activities of a group of people who are working to achieve business objectives efficiently and economically.

Office management is not only necessary to business organization but also essential to non-business organization. In modern internet society also, there is a need of direction to the individual efforts towards common purpose or objective. The direction is given from a place i.e. office.

Definition of Office Management:

Office management can be defined as the art of guiding, directing coordinating and controlling the salaried people of an organization in order to achieve specified objective within a time schedule.

Elements of Office Management

Elements of office management are termed as pillars of a building. If pillar is strong, certainly, the building is also strong. Hence, efficient functioning of office management is based on the elements of office

management. Following are the essential elements of office management.

1. Personnel

Office personnel are actually performing the office work. Generally, the selection and placement of office personnel is carried on by the office manager in small organization. In large organization, staffing is carried on by the human resource management department.

In both the case, the office work is to be performed by allocating the work to each individual according to their efficiency, guide the personnel to do the work with the help of means available in an office within a specified time and control the activities of office personnel. The office manager has to do all these activities.

2. Means

Means refers to tools used to perform the office work. Means include pen, pencil, eraser, paper, ink, office forms, typewriter, computer, printer, calculator and the like. Adequate tools have been supplied in an office and put them to the most efficient and economical use for achieving objectives.

3. Environment

The nature of business determines the environment of an office. The various office works have to be carried on under a particular condition or environment. A working environment is created and maintained for the smooth performance of office work. It is the duty and responsibility of an office manager to bring suitable environment by adopting various procedures and practice.

4. Purpose

The office personnel must be aware of the purpose for

which a particular work is carried on and the impact of such work on others' performance. The office manager teaches the purpose to office personal. If not so, the performance of office work does not bring the most efficient and economical use of office resources and achieve the objectives

Functions of Office Management

~~Planning Staffing Directing Communicating~~

Planning is the first step in the process, as well as the first step in office management. It is the creation of a well-defined course for future actions and lays out what people within the office need to do. It creates stages or methods for people to follow to ensure consistency and improve productivity.

Staffing

Staffing is a function of management so in this context, it is about selection, recruitment, compensation and training of staff. It can also include areas such as promotion and retirement of staff and managers to ensure the right balance of staff is maintained.

Directing

Creating plans is one thing but you need to implement them and that means directing staff in what is required of them. This involves training as well as continued guidance to ensure that processes are understood and followed. It can also cover any systems in place to handle people who don't follow the process

Communicating

In order to direct people to follow processes laid out in the plan, communicating with staff is key. It is about building good human relations and understanding what staff need to, therefore, enable them to follow the office management plan. Clarity, integrity and the strategic use of information organisation are three key points that should be mastered within this skill.

Controlling

Controlling isn't about micro-managing but ensuring that the high-level plans are followed while allowing room for people to do things as they find best within it. It can apply to the physical processes that are carried out, the computerised processes or even areas such as financial processes to ensure consistency. There should also be a firm basis in the principle of flexibility and the needs and nature of the office that are applied to any controlling actions.

Coordinating

Coordinating can be one of the trickier principles of office management – the need to coordinate within the team but also with other areas of the business to ensure everyone is working harmoniously. There are several key principles used to guide actions in this area including that of direct contact – reducing the red tape involved with processes and ensuring they are clear and easy to follow. Continuity is another principal – ensuring everyone is following the plan laid out.

Motivating

Motivating staff is definitely the hardest role of the office manager. There is self-motivation and external motivation and these both need to be used to achieve

aims and goals. Keeping morale high while maintaining discipline is important and setting examples of subordinates should also be done – leading by example.

Conclusion

These seven major functions of office manager show that it is about more than simply getting the office to run smoothly. The aim to have a plan, ensure it is applied to consistently and to offer support to staff to help them do this.

Kinds of Office Management Jobs

There are a variety of office management jobs; however, the basic duties of these managers are quite similar. Besides supervising the smooth running of a company's administration, making sure that needed supplies are provided and that office equipment is in working order, office managers can sometimes hire, fire, train, and promote employees.

Corporate Office Management

Corporate office management jobs include the manager at each branch of a given company. The district manager (typically located at the head office) oversees all other branch managers, therefore travelling between company branch locations is often a main aspect of the job. Additionally, corporate office managers plan new organizational approaches for human resources and marketing campaigns.

Medical Office Management

Medical office management requires detailed knowledge of anatomy and lab procedures, as well as health care laws. Medical office managers typically work

items for example: A membership register. It is a particular part of the range of a voice or instrument example- The girl trembles singing in a high register. Register Enter or record on an official list or directory for ex. - name of Physical Education students is registered in the Attendance register.

Maintenance of attendance Register

Separate attendance register sections must be used for each class/section. Different subject and/or different levels of the same subject cannot be taught in the same classroom at the same time with out prior written approval from the Bureau of Proprietary School Supervision.

- I. Student sign-in sheets A. May only be used during the first week of instruction B. shall be prepared by the teacher and contain all of the information as required by Section 126.4 of the Commissioner's Regulations
- II. Summary attendance records—schools which convert the initial teacher attendance records into summary attendance records many continue to do so; however, such summary records do not replace the required daily attendance records.
- III. Computer attendance records- use of computer maintained attendance records may be permitted but require prior approval of Bureau of Proprietary School Supervision
- IV. Making Entries
 - A. The teacher shall make the entries in hard

copy attendance registers for each class, lab, or session in ink.

B. The teacher shall initial, in ink, the attendance register daily to attest to its accuracy.

C. Standardized school symbols must be used with a notation to their meaning in the attendance register (e.g., P = present; A = absent; L = late; M = make-up)

D. Holidays and other non-scheduled days must be clearly marked.

E. The teacher must clearly mark the beginning and ending dates of leaves of absence and note them as such rather than recording them as ordinary absences.

F. The teacher must clearly indicate the last date of attendance for students who withdraw or are terminated.

Stock Record

A stock record contains information about securities that are held by a brokerage firm. This record should be updated every time the firm makes a trade.

The following information is in the stock record:

- Names of the real owners
- Names of the beneficial owners
- Amounts of the securities held by the brokerage firm

- Locations of the securities held by the brokerage firm

Brokerage firms hold securities for investors in street name. For this reason, it is crucial that firms keep thorough records of the true owners of the shares.

With the new technological advancements on Wall Street, paper certificates are no longer needed. Additionally, when stock records hold securities in street name, brokerage firms do not need to provide paper securities to the investor. These new processes made transactions easier and decreased the amount of time needed during trades.

Cash register

A cash register or till is a mechanical or electronic device for registering and calculating transactions at a point of sale. It is usually attached to a drawer for storing cash and other valuables. A modern cash register is usually attached to a printer that can print out receipts for record-keeping purposes.



Managing physical records involves different disciplines or capabilities and may draw on a variety of forms of expertise.

Identifying records

If an item is presented as a legal record, it needs to be authenticated. Forensic experts may need to examine a document or artefact to determine that it is not a forgery, and that any damage, alteration, or missing content is documented. In extreme cases, items may be subjected

to a microscope, x-ray, radiocarbon dating or chemical analysis or instrument related with phy. Edu & Sports. This level of authentication is rare, but requires that special care be taken in the creation and retention of the records of an organization.

Storing records

Records must be stored in such a way that they are accessible and safeguarded against environmental damage. A typical paper document may be stored in a filing cabinet in an office. However, some organisations employ file rooms with specialized environmental controls including temperature and humidity. Vital records may need to be stored in a disaster-resistant safe or vault to protect against fire, flood, earthquakes and conflict. In extreme cases, the item may require both disaster-proofing and public access, such as the original, signed US Constitution. In addition to on-site storage of records, many organizations operate their own off-site records centres or contract with commercial records centres.

Retrieval of records

In addition to being able to store records, enterprises must also establish the proper capabilities for retrieval of records, in the event they are needed for a purpose such as an audit or litigation, or for the case of destruction. Record retrieval capabilities become complex when dealing with electronic records, especially when they have not been adequately tagged or classified for discovery.

Circulating records

Tracking the record while it is away from the normal storage area is referred to as circulation. Often this is handled by simple written recording procedures.

However, many modern records environments use a computerized system involving bar code scanners, or radio-frequency identification technology (RFID) to track movement of the records. These can also be used for periodic auditing to identify unauthorized movement of the record.

Disposal of records

Disposal of records does not always mean destruction. It can also include transfer to a historical archive, museum, or private individual. Destruction of records ought to be authorized by law, statute, regulation, or operating procedure, and the records should be disposed of with care to avoid inadvertent disclosure of information. The process needs to be well-documented, starting with a records retention schedule and policies and procedures that have been approved at the highest level. An inventory of the records disposed of should be maintained, including certification that they have been destroyed. Records should never simply be discarded as refuse. Most organizations use processes including pulverization, paper shredding or incineration.

Medical record

The terms **medical record**, **health record**, and **medical chart** are used somewhat interchangeably to describe the systematic documentation of a single patient's medical history and care across time within one particular health care provider's jurisdiction. The medical record includes a variety of types of "notes" entered over time by health care professionals, recording observations and administration of drugs and therapies, orders for the administration of drugs and therapies, test results, x-rays, reports, etc. The maintenance of complete and

accurate medical records is a requirement of health care providers and is generally enforced as a licensing or certification prerequisite. The terms are used for the written (paper notes), physical (image films) and digital records that exist for each individual patient and for the body of information found therein.

Medical records have traditionally been compiled and maintained by health care providers, but advances in online data storage have led to the development of personal health records (PHR) that are maintained by patients themselves, often on third-party websites.