

Northern Tech University
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Office Management Department

ENGLISH READING

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Management :-

Is a function used for carrying out duties by others who achieve special objectives.

Management is a science and art . It is a science because it depends on principles and scientific methods. It is an art because it depends on personal and human skills . So science and art complete each other.

Management is important in organizations and the societies specially in growing countries .

The development of any country now doesn't depends only on human and material resources but on how to manage these resources.

Management Functions:

1. Planning
2. Organizing
3. Directing
4. Controlling

Planning:-

It is forecasting the future and preparing for it.

Organizing :-

It is to arrange the works needed to achieve the objectives and to limit the authority and responsibility for each management to achieve these works.

Directing :-

It is a set of activities lead to direct the efforts of the employees to achieve the objectives of the organization. It includes:

- A. Motivation : It is the process to know the needs of the workers, their aims, wishes, to a care e of them, encouraging and rewarding them in order to achieve their aims .
- B. Leadership : It is the person's ability to influence other's behaviors and guide them in order to make them co-operative and to motivate them to work efficiently to achieve aims.
- C. Communication : It is the process to transport information from one person to another.

Communication elements :

- 1. Sender 2. Receiver 3. Message
- 4. Means(ways)

Communication Direction:

- 1. Vertical Communication: It is divided into;-
 - A. Downward Communication
 - B. Upward Communication
- 2. Horizontal Communication.

Controlling :-

To be sure that what is achieved is done according to the plans made .(It is to compare between what is planned and what has been achieved and to know the deviation to correct it.

Enterprise functions :

- 1- Production.
- 2- Marketing
- 3- Purchasing
- 4- Finance
- 5- Personnel
- 6- Public Relations

Production:

It is to get the elements of production and use them in industry to create new goods or give useful service.

The elements of production:

1. Man power
2. Buildings
3. Tools
4. Materials

Marketing :

It is to direct the goods from the producer to the consumer. It include transportation, storage, advertisement , etc.

Purchasing:

It is to prepare the needs of materials and goods used in the factory for production or selling them again.

Finance:

Is to supply money to buy lands, tools, raw materials, pay the wages and salaries.

Personnel:

Is to take care of man power and take care of human relationships inside the enterprise.

Public Relations:

It is a planned activity aiming to achieve satisfaction and understanding exchanged between the organization and the public inside or outside the organization. This is done through policies and programs which depend on undertaking the principle of social responsibility .

Some Important Definitions

Organizational Structure:

It means a building or a framework which shows managerial divisions in the organization showing formal relations, authority lines, communication channels and span of control.

It depends on:

1. Span of control
2. Amount of work

Span of Control:

It is the number of subordinates supervised by one person and they must obey his authority.

Authority:

Is the right to give orders and power to force others to carry out these orders .

Responsibility:

It is the obligation or the commitment of the employees to carry out the duties given by their managers to achieve special objectives.

Delegation of Authority:

To give others the right of act and to take decisions in limited fields to achieve the objectives.

Centralization:

To limit the authority in top management in the project. Top management has right to undertake all the decisions away from other executive the levels in the project.

Decentralization :

To distribute the authority between the manager and his assistants the manager delegates apart of his authority to a suitable assistant.

Organizational Chart:

It is a mean to explain the special structure in the organization

Types of organization Charts:

1. Vertical chart
2. Horizontal Chart.
3. Circular Chart.

Decision taking :

Choosing the best alternative among the available ones.

Basic Definitions Of The Office Management:-

Private Secretariat

Specialized Secretariat

General Secretariat

Secretary

General Secretary

Private Secretary

Types Offices

Open Offices

Private Offices

Report

Meetings

Types of Meeting

Elements of meeting

Importance of Meeting

Office Work

Centralization

Decentralization

Privacy

Memorandum

Telegrams

Office Layout

Scientific Management

Flow of Work

Kinds of Callers

Appointment

Information Desk and Reception

The Office (Bureau):

It is any place in which all official works are done.

The Elements Of Office Management:

1. Planning the office place, personnel, material and equipment used.
2. Selecting personnel and developing abilities.
3. Organizing individuals and distributing business.
4. Directing individuals and achieving the works entrusted to them.
5. Controlling individuals, business and materials to
Ensure that the progress of work is done according to the plan.

Qualities of a good Office:-

1. Simple and specialized in the different official works.
2. Guarantees the flow of work..
3. Flexible and subject to changes.
4. Using machines of office equipment perfectly.
5. Follows the steps of good work.

Centralization in the official work :

It is to limit official activities in one management .

Advantages of Centralization :

1. Specialization in official works.
2. Reducing the cost.

3. Prevention of duality in the work.
4. Combining the standards and principles.
5. Improving official work management.
6. Simplicity of supervising, following-up and controlling.

Disadvantages of Centralization:

1. Delay in work achievement.
2. Submitting all the departments to specialized works which may disagree with the needs of other departments.
3. Separating official and specialized functions.
4. Loss of secret.

Decentralization in the official work:-

It is practicing official works by different departments which belong to the enterprise within the activity of that department and the keeping information and data inside the special department

Advantages of Decentralization :-

1. achieving the work quickly.
2. Introducing better services to the office department knowing the duties of workers.

Disadvantages of Decentralization:

1. Using more workers than needed for the official works.
2. Duality of works and keeping information in different directions.
3. Following different ways by the department in the work .

Types of Offices:

1. Open-Plan offices: It is a big hall including most of official managements . Nothing separates these managements walls. Sometimes they use cabinet or blocks made of aluminum or plastics to separate them. .
2. Private Office : It is a place specialized for the employee to work a lone away from others.

The main functions of the office:

1. Receiving information.
2. Recording information.
3. Providing information.
4. Participating in the protection of enterprise ownerships.

Organizational Functions of the office:

1. Following the function management .
2. Analyzing the official work systems and to put the proper systems to achieve the work.
3. Arranging and designing the official forms.
4. Arranging and choosing the official equipments.
5. Selecting and training the workers in the office.

The duties of the secretary: -

1. Writing different kinds of Correspondence.
2. Preparing for the meeting (typing, writing the subjects of the meeting).

3. Receiving visitors.
4. Receiving and sending mail related to(his, her) chief .
5. Scheduling the appointments of the chief.
6. Following the special telephone calls to the chief.
7. Typewriting in two languages.
8. Keeping and classifying the special letters of the chief.
9. Summarizing newspapers and magazines and presenting them to the chief .
10. Using and operating office equipments.
11. Writing letters in short hand and translating them accurately.
12. Preparing the traveling needs of the chief.

Secretary and the meeting:

Before the meeting:

1. Preparing the agenda.
2. Making sure that the meeting room is equipped with the necessary needs.
3. Preparing all details related to the meeting.
4. Collecting information related to the meeting.

During the meeting:

1. Attending early the meeting room and making sure that all the needs required are available..
2. Registering names of members attending and the absentees.
3. Reading the items of the previous meeting.
4. Helping the chief by providing any information or earlier correspondence during the meeting.
5. Registering details of the discussions conducted in the meeting

After the meeting:

1. Turning back the earlier correspondence to its resources.
2. Writing a draft record of the meeting.
3. Submitting the draft record of the meeting to the chief in order to be checked .

Basic Definitions Of Time Management

Business is business

Moving Belt

Motion and time studies

Over time

Executives

Delegation

Simplification of Procedure

Time Analysis

Self disciplines

Self Management

Planning time

Organizing time

Controlling time

Objectives

Time reading

Time record summary

Special time logs

Time Management:

Time management represents one of the available resources of management . It is accomplished by planning, organizing and supervising of the activities of the management . Time management improves the use of time and invests it to achieve the desired results and to avoid loss in time.

Now time management contributes in achieving more successes for the organization because of its positive reflections on quick performance, reducing cost, increasing production and reducing efforts. So it is possible to say that the importance of time management rises from the followings :

1. Achieving required results in available shortest time .
2. Time management mean better investment of time resource in the execution of the activities of the organization.
3. Time management participates in reducing cost.
4. Time management helps reducing waste of time.

Factors affecting time management:

1. Personal characteristics of workers.
2. Organizational factors (like exaggeration of information secret , excess of records and documents and exaggeration in applying centralization or not delegation of authority) these factors cause waste of time.
3. Technical factors in communication lead to time saving (telephone, e-mails, computers, internet)

4. Environmental factors affect management efficiency

Positively and negatively. (reception visitors and relatives , reading newspaper and magazines and spending time in taking care of their personal matters).

Basic process of time management:-

1. Time planning .
2. Time organizing:
3. Time Controlling.

Basic Definitions Of The Records Management

Active records
Alphabetic Filing
Alphanumeric
Archives
Arrangement
Classification
Coding
Collection
Confidential
Cross reference card
Decimal numbering
Destruction
Document
Drawer file
Equipment
Inactive Files
InComing Mail
Outgoing Mail
Flat Filing
Geographic Filing
Guide Card
Index Record
Indexing
Individual Folder
Records Maintenance
Sorting
Separate

Filing:

Is to arrange and store the documents, records and letters following a certain system to ensure their safety and to get it easily and quickly when needed.

Source of archives:

1. From outside enterprise.
2. From inside enterprise.

The duties of the Filing :

1. Handling of incoming mail . Receiving , sorting, checking, recording and sending it to the specialized departments in the enterprise.
2. Handling of outgoing mail. Receiving it from the different departments in the enterprise, checking, recording and sending it to the specialized departments.
3. Setting up files for the subjects and names and keeping incoming correspondence and copies of the outgoing letters and memories in special files.
4. Controlling the movement of the circulation of the files.
5. Working on the maintenance of archives.
6. Continuous following-up of incoming mail .
7. Developing the work of managements towards the best either by raising the efficiency of workers or by providing them with the developed equipments.

The incoming mail :

All letters arriving from outside the organization.

The out-going mail:

All outgoing letters the organization sends to (people) whom it deals with.

The centralization:

It means that there is one unit of archives in the organization .

The Decentralization:

It means that there are many general archives in the organization .

The factors taken into consideration while determining keeping and supervising the archives:

1. The age of the enterprise.
2. The size of the enterprise.
3. The nature of use.
4. The speed in using .
5. Areas.
6. Security.
7. Controlling.
8. Cost.
9. Employees.

The Procedure of the incoming mail :

1. Receiving the mail.
2. Recording it in the incoming record.

3. Classifying it and earlier correspondence finding .
4. Directing.
5. Recording it in the follow up records..
6. Giving it to the managements and departments.

The Procedure of the out-going mail

1. Receiving the mail from different departments.
2. Classification .
3. Giving it number and date.
4. Distribution .

Classification :

It is the process of dividing mail , files in to groups . Every group has the same features.

Arrangement:

It is the process of arranging archives after classifying them in order to get them easily and quickly.

Methods of arrangement :

1. The Alphabetical method: It depends on arranging names and subjects according to the Alphabetical letters.
2. The numeric method: It depends on numbers.
3. The Alphanumeric method : It depends on both Alphabetical letters and numbers.
4. The date (time) method: It depends on the date of document filed.

Indexing :

It is a process aiming at specifying the name of the person or subject that is going to be kept in the file.

Conditions that should be available in file system:

1. Simplicity.
2. Flexibility.
3. Suitable purpose.
4. coherence.
5. Simplicity to reach the document.
6. Security.

Kind of Archives:

1. Active archives.
2. Archives of middle value.
3. Archives with no value.

The Procedure of the filing :

1. Separating mail in to groups.
2. Checking.
3. Indexing.
4. Coding.
5. Sending.

Filing System:

1. Alphabetic filing.
2. Numeric filing.
3. Objective (Subject) filing.
4. Geographic filing.
5. The date of filing .

Basic Definitions Of The Correspondences

Trade

Imports

Exports

Production

Business Units

Commercial Sector

Home trade

Foreign trade

Retail Trade

Whole Sale Trade

Bank

Insurance

Life Insurance

Accident Insurance

Advertising

Business Correspondence

Business Letter

Current Account

Deposit Account

Types of Correspondence:

1. **Private letters:** are exchange between relatives and friends on private and personal matters.
2. **Official letters:** are written from government office to another involving official matters.
3. **Business letters:** are used for the purpose of conducting commercial transactions. They are carried out between business firms, traders, agents, banks, transport companies, insurance companies etc.

It plays an important part in business thus they should be:

1. Clear.
2. Concise.
3. Courteous.
4. Completeness.
5. Well organized.

Parts of business letters

The main parts of the business letters includes:

1. The heading.
2. The date.
3. The reference number.
4. The inside address.
5. The salutation.
6. The body .
7. The complimentary close.
8. The signature.

The auxiliary parts of business letters includes:

1. The attention line.
2. The subject.
3. Reference initials.
4. Enclosure notation
5. Carbon copy notation
6. Postscript.

Types of letters:

The main kinds of letters and documents through which foreign business transaction is conducted are the followings :

1. Inquires.
2. Replies to inquiries(Quotations).
3. Offer
4. The order.
5. Acknowledgement of order.
6. Executing order.
7. Invoices.
8. Complaints.
9. Adjustments to complaints

Types of business units:

The main types which exist in Iraq are

1. The Socialist enterprises.
2. The Private enterprises.
3. The Mixed enterprises.
4. The Co-Operative Societies.

Trade:

Trade is the process of buying and selling goods .
Trade is of two kinds:

1. Home trade. Is divided into two kinds :
 - A. Retail trade. B. whole sale trade.
2. Foreign trade.

Home trade:

It means internal trade in a country. It is of two kinds:

- A. Retail trade: It means selling of goods in small quantities directly to the public.
- B. Whole trade : It is concerned with buying of goods in large quantities from the producer and selling them in small quantities to the retailer.

Foreign trade:

Is the external trade of a country carried out between the home country and various foreign countries. It is divided in to :-

- A. The import trade: means buying and transporting goods from foreign countries to home consumption.
- B. The export trade: means selling the goods out side the country.

Basic Definitions Of The Information Technology

Environment

External environment

Internal environment

Feed Back

Field

Hard Ware

Input Unit

Output Unit

Inputs

Instruction

Machinery System

Manual System

Main Memory Unit

Open Review

Outputs

Questionnaire

Raw Materials

Retrieving

Strategic Planning

The Information Revolution

Floppy Disk

Micro Film

Electronic Mail

Voice Mail

Electronic Meeting System

Dissemination of Information

Communication Channel

Data Base

Information Technology : (IT) is the study design, development, implementation, support or management of computer-based information system, particularly **software** applications and computer hardware. (IT) deals with the use of electronic computers and computer software to convert, store, protect, process, transmit and securely retrieve information.

Data:

A raw material which needs a number of treatment operations to become of a certain indication and use to become valuable in function decision making.

The reasons for describing the data in this way are as follows :

1. Unclear.
2. Not suitable and is not related to the subject of decision making.
3. Surplus of need and does not add any thing about the subject.
4. Disagreeing and contradicting.
5. Incomplete and does not give answer about decision making.
6. Old.

Information :

Facts or statements or numbers ready to be used in decision making process with out any changing procedure.

Document:

Is a material carrying scientific information . It is considered as a record designed to transfer this information and spread it across time and place then using it in social activities.

Kinds of information in organization life :

1. Programmed information (Routine): information carrying a high amount of certainty and a little amount of risk because of it's a availability and usage in the organization.
2. Not programmed information(not routine) : information carrying a high amount of uncertainty and more risk because of the exceptional usage of this information and unavailability . It is available in the environment of external organizations.

System:

A number of connected elements forming one structure in order to achieve certain goal.

Basic Contains of system:

1. Inputs: Represent the needs of performance for the activities of the system .
2. Operations that represent activities which transferring inputs to outputs.
3. Out puts: Represent system goals.
4. Feed back : Represent exchanging relationship between outputs and inputs and determines the relationship between the system and its Environment.

Kinds of systems:

1.Open system:

It is a system that reacts with external environment by taking energy, material and information . It always depends on external environment through its abilities in the environment . Systems are mostly Open reacts external environment through the inputs and what is sent to the environment as outputs.

2.Closed system:

It is system having strong and fixed limits, and is isolated from external environment.

Basic Definition Of The Ceremonies Management

Etiquette

Visitation

Invitation

Presidency

Conference

Protocol

Embassy

Pout

Majesty

Reception

Immunity

Diplomatic Corps

Diplomatic Language

Diplomatic Culture

Levee

Symposium

Key Word

Key Board

Precedence-cy

Banquet

Ministry

Minister

Ministerial

Ceremony:

It is an orderly expression of feelings appropriate of social situation.

Ceremony Management:

An organizational form follows the Ministry of Foreign Affairs in most countries headed by an ambassador assisted by one or two assistants in addition to some managerial officers .

Administrative specializations are represented as follows:-

1. Precedence and protocol.
2. Documentation.
3. Conferences.
4. Treaties.
5. International courtesies.
6. Immunities.
7. Exceptions.
8. Flags.
9. Banquets.
10. Invitations.
11. Receptions.
12. Visits.
13. parties
14. Medals

Charecteristics of the Manager of ceremony management

1. Scientific efficiency and knowledge of laws and rules of behavior a protocol and proprieties of behavior .
2. The Perfection of more than one language.
3. Acute, well organized and having strong memory.
4. Attractive and charming.
5. Believes in immediate measurments and personal supervision..
6. The ability of forecasting.
7. Accurate knowledge of important government persons. The history and heritage of his country.

Conditions of available of the workers in the executive levels:-

1. Believing in work.
2. Scientific vision.
3. Ability of responsibility bearing through facing managerial challenges.
4. Having enough information concerning with his job.
5. patience and equanimity and estimation condition of others.
6. caring about his appearance.

Kinds of Ceremony:

1. Enter and exit ceremonies.
2. Electric elevator ceremonies.
3. Walking on pavements ceremonies.
4. Walking in processions.
5. Receiving official visitors ceremonies.
6. Offering congratulations `ceremonies.

Ceremony Training:-

It is a continuous learning process aiming to give the trainer a set of customs which affect the delegate persons and visitors in such a way that reveals the cases of welcome and honoring to them. This is done through fulfilling the requirements and contains of training case aiming to reinforce the diplomatic direction.

Training Fields:-

1. Training on the use of the priorities system rules.
2. Training on the proprieties of introducing , handshake and acquaintance
3. Training on receiving and farewell visitors and delegates.
4. Training on organizing and ordering banquet and invitations.
5. Training on organizing and preparing samples of invitation cards.
6. Training on how to use documents and records concerning ceremony management.
7. Training on the use of some of the common terms in the diplomatic language.

Basic Definitions Of Short Hand

Short Hand:

The abbreviation of a certain amount of the form of the letter or the required movement to reduce effort and time to achieve the goal of writing in a speed close to speaking speed.

The short hand was called in Arabic as (Al-Farahidi)
It must have :-

1. Ease of teaching and speed of learning.
2. Depending on basics and rules of Arabic language.

The basic conditions of Short hand system :-

1. The speed and ease of performance.
2. Ease of distinguishing between symbols.
3. Ease of learning.

The basic props in short hand system :

1. Determining the general goals of short hand system
2. Determining basic goals for designing and choosing symbol used in short hand writing.
3. Finding of fixed rules for designing and choosing symbols.
4. General limit for these choices.

Basic Definitions Of Computer and Internet

Computer:-

It is an electronic device consists of a huge number of electronic circuits and chips. It has the ability of dealing with data and information supplied to the computer and processing it and giving the results in a very short time.

Computer = Hardware and Software

- Hardware = the physical parts of the computer
- Software = the instructions the computer follows.

Hardware:

1. Input unit : Such as:

Keyboard and Mouse, Cd, Disk, scanner, Digital camera, Microphone, etc.

2. CPU Unit : Central Processing Unit.

3. Output unit: Such as

Printer, Cd, Disk, Monitor, Speaker, Projector, Fax machine, etc

4-Storage Devices

- There are three types of storage devices in the computer
 - Hard Drive = Magnetic Disk
 - Floppy Drive = Magnetic Disk
 - DVD/CD Drive = Optical Disk
 -

Importance of Computer :

- 1.Speed.
- 2.Accuracy.
- 3.Efficiency.
- 4 .Storage.
5. Repeatability.

Internet:

The internet is a net work that involves millions of computers which are integrated and connected with each other over the world.

Its function is to make connection among millions of computers so it is considered a world-wide network.

The name Internet is derived from words (international net work) . It is a world-wide net that connects different computers and networks with others in order to exchange information, So it is considered as net of net works.

The internet depends in its organization on the structures of server / customers. The function of the server is storing pages of information which the organization desires to display to customers with in the internet. The customer may be a computer or terminal or any other server.

The system of internet or what is called internet protocol , is considered a common ownership and is

supported by all manufacturing companies who design all devices that are used for the internet.

One of the important characteristics of the internet is being an open system, that means the acceptance of any type of computer .

The internet is a word consist of two parts (International – Net) . It consists of many many small nets spreaded all over the world, The main functions of internet is to exchange letters and messages by the aid of these small electronic devices. It is a mean of general communication which facilitate what you need to see or read with out any obligation or obstacles.

In the Near future internet will be viewed via TV. By using portable (decoder) that can be put on a television.

Available services on the internet are:

- .1. The E-mail : It is used to send and receive electronic messages from any person all over the world and has a log-in membership. It is also used to exchange files, photo, movies etc.
- 2.WWW (World wide web): It facilitates viewing different sites about all types of information, booking hotels , airplanes, maps, stock, trade etc.
3. Down load: To down load All types of free available information on the net.
4. Chatting: To talk people all over the world via direct conversation or by typewriting messages.
5. News Groups: Displays most important different news.

Basic Definitions Of Reports Writing

Field sources

Census

Sample

Experience

Research

Finding Fact

Logical Reasoning

Complete Research

Scientific Method

Classification Data

Manual tabulation

Mechanical tabulation

Median

Mode

Standard Deviation

Correlation

Report:

Is to display the facts related to special subject or problem by analyzing them in a simple way and mentioning the suggestions which goes with the results reached through searching and analyzing.

Types of reports:

1. Annual reports.
2. Statistical reports.
3. Informative reports.
4. Financial reports.
5. Administrative reports.
6. Periodical reports.
7. Analytical reports.
8. Descriptive reports.

Main Features of a good report:

1. The contents of the report must be confident.
2. The report must be firm in style and easy to read and free from mistakes.
3. The report must be concise.
4. The report must be written in a clear language.

The important affairs of the report:

1. The subject.
2. The writer.
3. The reader.
4. The structure of the report

5. The objectives.

Report Structure:

1. The title page.
2. Thanks and Appreciation page.
3. Contents.
4. Introduction.
5. Report structure.
6. Summary.
7. Results, finding.
8. Recommendations.
9. Appendix.
10. References.