UNIVERSITI TEKNOLOGI MARA

OMT351: ADMINISTRATIVE OFFICE MANAGEMENT

Course Name (English)	ADMINISTRATIVE OFFICE MANAGEMENT `APPROVED`
Course Code	OMT351

MQF Credit	3

Course Description	This course is designed for prospective office professionals who may be expected to assume some of the duties of an office supervisor. It will provide students with a broad understanding and appreciation of the fundamentals of effective management needed to administer the office function. Students will also be introduced to personnel work, with emphasis on the role of people and ergonomic environment. The "systems way of thinking" will be emphasized throughout the course so as to help students to understand the interaction of the main elements in the process of administrative office management.

Transferable Skills	Thinking and Scientific Skills Social skills, Teamwork and Responsibilities

CLO		
	CLO1	1. Identify the purposes of communication and the uses of communication channels in the office.
	CLO2	Explain management functions and principles, and relate the management principles to the activities and role of an office supervisor in the present organizational environment.
	CLO3	Describe methods and procedures for recruiting, selecting, orienting, training, appraising and promoting office employees.

Pre-Requisite Courses	No course recommendations

Topics
1. Principles of Administrative Office Management 1.1) 1.1 Definition of Administrative Office Management 1.2) 1.2 Role of the Office 1.3) 1.3 Administrative Office Management Functions and Objectives 1.4) 1.4 The Administrative Office Manager 1.5) 1.5 Evolution of Management Theory/Schools of Management 1.6) Thought 1.7) 1.6 Implications for the Administrative Office Manager 1.8) 1.7 Improving Office Productivity through Total Quality 1.9) Management (TQM)
2. Organizational Principles of Management 2.1) 2.1 Organizational Principles of Management 2.2) 2.2 Physical centralization and decentralization of office 2.3) operations 2.4) 2.3 Informal Organization
3. Communicating in the Office 3.1) 3.1 Flow of communication 3.2) 3.2 Small-Group Communication 3.3) 3.3 Large-Group Communication 3.4) 3.4 The Decision Making Process 3.5) 3.5 Implications for the Administrative Office Manager
4. Solving Problems in Office Management 4.1) 4.1 Administrative Office Manager as problem solvers 4.2) 4.2 Problem solving and productivity 4.3) 4.3 Problem solving process 4.4) 4.4 Barriers in solving office problems

5. Office Environment
5.1) 5.1 Management of Office
5.2) 5.2 Impact of the office environment on employees
5.3) 5.3 The healthy office environment
5.4) 5.4 Ergonomic factors required to achieve an effective office ambience

6. Recruiting and Selecting Office Staff
6.1) 6.1 Steps in the recruitment process
6.2) 6.2 Selecting office workers
6.3) 6.3 Implications for the Administrative Office Manager

7. Orienting and Training Office Personnel
7.1) 7.1 Orienting the office staff
7.2) 7.2 Training

8. Appraising and Promoting Office Personnel
8.1) 8.1 Appraising office worker's performance
8.2) 8.2 Promoting Office Worker

Assessment Breakdown	%
Continuous Assessment	50.00%
Final Assessment	50.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Group Project	A group project integrating aspects from several topics will be assigned to students. It is a group project comprising of 3 - 4 students.	15%	CLO1 , CLO2
	Online Quiz	Students will be assessed through online discussion and interaction. Marks will be given for each online participation according to the sub topics that have been scheduled in the Scheme of Work.	5%	CLO1 , CLO2 , CLO3
	Quiz	There will be three quizzes. All students will sit for the same paper. Format: Section A: 10 Multiple Choice = 10 marks Section B: 3 – 4 short essay questions = 20 marks Section C: 1 situational question = 20 mark TOTAL = 50 marks Topics to be covered: Chapter 1 & Chapter 2	10%	CLO2
	Quiz	There will be three quizzes. All students will sit for the same paper. Format: Section A: 10 Multiple Choice = 10 marks Section B: 3 – 4 short essay questions = 20 marks Section C: 1 situational question = 20 mark TOTAL = 50 marks Topics to be covered: Chapter 3,4 & 5	10%	CLO1
	Quiz	There will be three quizzes. All students will sit for the same paper. Format: Section A: 10 Multiple Choice = 10 marks Section B: 3 – 4 short essay questions = 20 marks Section C: 1 situational question = 20 mark TOTAL = 50 marks Topics to be covered: Chapter 6, 7 & 8	10%	CLO3

Reading List	Recommended Text	• Quible, Z. K. 2005, *Administrative Office Management: An Introduction*, 8th Ed., Prentice-Hall International Inc.
	Reference Book Resources	• Kallaus, N. F. & Keeling, L. B. 1996, *Administrative Office Management*, South Western Publishing Co.
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	