



## UNIVERSITI TEKNOLOGI MARA

### ASM453: ADMINISTRATIVE MANAGEMENT

<b>Course Name (English)</b>	ADMINISTRATIVE MANAGEMENT <b>APPROVED</b>
<b>Course Code</b>	ASM453
<b>MQF Credit</b>	3
<b>Course Description</b>	This course examines the role of the office professional and the role of the office administrator in the overall management process. It also covers the office management functions and principles and their application to the supervision and management of information and office employees
<b>Transferable Skills</b>	Management, Supervising Skill, Motivating Skill and Decision Making Skill.
<b>Teaching Methodologies</b>	Lectures, Blended Learning, Case Study, Discussion, Presentation, Workshop, Journal/Article Critique, Role Play
<b>CLO</b>	CLO1 Explain the concept and responsibility of administrative management CLO2 Determine the principles of managing information and office employees CLO3 Display administrative skills in management
<b>Pre-Requisite Courses</b>	No course recommendations
<b>Topics</b>	
<b>1. The Managerial Process</b> 1.1) 1.1 The Administrative Office Management 1.2) 1.1.1 Emerging Thrust 1.3) 1.1.2 The Administrative Office Management Function 1.4) 1.1.3 Career in Administrative Office Management 1.5) 1.1.4 The AOM responsibilities and challenges 1.6) 1.1.5 AOM qualifications 1.7) 1.1.6 AOM professionalism 1.8) 1.1.7 AOM education background 1.9) 1.1.8 Profile 1.10) 1.1.9 AOM Roles and Skills 1.11) 1.1.10 Evolution of Management Theory 1.12) • Scientific Management Movement 1.13) • Administrative Movement 1.14) • Human Relations 1.15) • Modern Movement 1.16) 1.17) 1.2 The Organizing Process 1.18) 1.2.1 Organizational Principles 1.19) 1.2.2 Organizational Structure 1.20) 1.2.3 Centralization and Decentralization of organization 1.21) 1.2.4 Organization Chart 1.22) 1.2.5 Informal Organization	
<b>2. Basic Functions of Supervisor and Manager</b> 2.1) 2.1 Leadership Role 2.2) 2.2 Characteristics of Effective Supervisors 2.3) 2.3 Functions of Supervision 2.4) 2.4 Special skills of Supervisors 2.5) 2.5 Supervisory Responsibilities 2.6) 2.6 Disciplining Employees	

**3. Motivating Office Employees**

- 3.1) 3.1 Basic Human Traits
- 3.2) 3.2 Motivational Process
- 3.3) 3.3 Theories of Motivation
- 3.4) 3.4 Goal Setting
- 3.5) 3.5 Attitude of Management
- 3.6) 3.6 Changing Employee Values
- 3.7) 3.7 Employee Motivation Techniques and Strategies
- 3.8) 3.8 Do's and Don'ts of Motivation
- 3.9) 3.9 Handling Employee Frustration

**4. Decision-Making and Problem Solving**

- 4.1) 4.1 Definitions of problem
- 4.2) 4.2. Relationships among problem solving, decision making and choice making
- 4.3) 4.3 Problem solving and productivity
- 4.4) 4.4 Problem solving process
- 4.5) 4.5 Barriers to solving problems

Assessment Breakdown	%
Continuous Assessment	60.00%
Final Assessment	40.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Role Play	15%	CLO2
	Assignment	Article Review	30%	CLO2
	Case Study	Case Study	15%	CLO3

Reading List	Recommended Text	<ul style="list-style-type: none"> <li>• Quible, Zane K. 2005, <i>Administrative Office Management: An Introduction</i>, 8 Ed., Prentice-Hall International Editions.</li> <li>• McBride, M., Kallaus, N. and Keeling, B. 1993, <i>Office Management: Principles and Practice</i>, Thomas Nelson South Melbourne</li> <li>• Odgers, Pattie 2000, <i>Administrative Office Management: Strategies for the 21st Century</i>, South-Western College Publishing</li> <li>• Robbins, Stephens R. and De Cenzo, David A. 2001, <i>Supervisor Today</i>, 3 Ed., Prentice Hall</li> <li>• Stoner, James A. F. and Freeman, Edwards R. 1997, <i>Management</i>, Prentice Hall International Editions</li> </ul>
	Reference Book Resources	<ul style="list-style-type: none"> <li>• Kallaus, Norman F. and Keeling, Lewis, B 1996, <i>Administrative Office Management</i>, South Western Publishing Co.</li> <li>• Maimunah Aminuddin 1997, <i>A guide to Human Resource Management</i>, 2 Ed., Penerbit Fajar Bakti Sdn. Bhd.</li> </ul>
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	