



UNIVERSITI TEKNOLOGI MARA

ASM553: ADMINISTRATIVE OPERATION SYSTEMS

Course Name (English)	ADMINISTRATIVE OPERATION SYSTEMS APPROVED
Course Code	ASM553
MQF Credit	4
Course Description	This course examines the administrative office manager's role in planning, organizing and controlling office services and systems. It also covers the concepts and procedures of managing physical and technical resources of the office, and scheduling the workforce.
Transferable Skills	Demonstrate ability to manage personal performance to meet expectation and demonstrate drive determination and accountability. Demonstrate ability to investigate problem and provide effective solutions.
Teaching Methodologies	Lectures, Blended Learning, Discussion
CLO	CLO1 Analyse the concept of administrative operation systems CLO2 Demonstrate managerial skills in administrative operation systems CLO3 Demonstrate information retrieval and management skills in administrative operation systems
Pre-Requisite Courses	No course recommendations
Topics	
1. Introduction: The Administrative Office Management Function. 1.1) Objectives of Administrative Office Management 1.2) The Administrative Office Manager	
2. Systems Approach in Administrative Office System 2.1) The Systems and Procedures Concept 2.2) New Developments in Systems and Procedures Design 2.3) The Systems and Procedures Staff 2.4) Designing and Modifying Systems 2.5) Systems and Procedures Tools 2.6) Workload Chart 2.7) Flow Process Chart 2.8) Office Layout Chart	
3. Office Design And Workflow 3.1) • Preliminary Planning Stage 3.2) • Costing Of Office Space 3.3) • Open Office Concept 3.4) • Principles of Effective Layout	
4. Office Environment 4.1) • The Impact of the Office Environment on Employees 4.2) • The Healthy Office Environment 4.3) • Lighting 4.4) • Color 4.5) • Noise Control 4.6) • Conditioning the Air 4.7) • Music 4.8) • Conservation of Energy	
5. Office Furniture and Equipment 5.1) • Office Equipment 5.2) • Office Furniture	

6. Office Reprographics and Mail Services

- 6.1) • Organization of The Reprographics Center
- 6.2) • The Mailroom

7. Measuring Output of Office Employees

- 7.1) • Nature of Work Measurement
- 7.2) • Work Measurement Program
- 7.3) • Work Measurement Technique
- 7.4) • Performance Levelling
- 7.5) • Work Standards

8. Improving Productivity of Office Employees

- 8.1) • The Productivity Dilemma
- 8.2) • The Productivity Program
- 8.3) • Productivity Improvement Techniques

9. Quality and Quantity Control

- 9.1) • The process of Control
- 9.2) • Objectives of Control
- 9.3) • Advantages of Control
- 9.4) • Elements of Control
- 9.5) • Quantity Control
- 9.6) • Work Scheduling

10. Budgetary and Cost Control

- 10.1) • Budgeting
- 10.2) • Zero-Based Budgeting
- 10.3) • Budgetary Control
- 10.4) • Cost Control

Assessment Breakdown	%
Continuous Assessment	60.00%
Final Assessment	40.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	A1 Flow Chart	15%	CLO2
	Case Study	A2 Case Study	15%	CLO2
	Group Project	A3 Group Project	30%	CLO3

Reading List	Recommended Text
	<ul style="list-style-type: none"> • Quible, Zane K. 2005, <i>Administrative Office Management: An Introduction.</i>, 8th Ed., Prentice-Hall International Edition.
Reference Book Resources	<ul style="list-style-type: none"> • Everett, P. N. 2004, <i>Fundamentals of Law Office Management: Systems, Procedures, and Ethics</i>, 3rd Ed., Thomson • Kallaus, Norman F. and Keeling, Lewis, B. 1996, <i>Administrative Office Management.</i>, 7th Ed., South-Western Publishing Co. • Maimunah Aminuddin 2003, <i>Malaysian Industrial Relations and Employment Law</i>, 4th Ed., McGraw-Hill. • McBride, Kallaus and Keeling, 1993, <i>Office Management: Principles and Practices.</i>, Thomas Nelson, South Melbourne, Australia. • Odgers, Pattie 2005, <i>Administration Office Management: Complete Course.</i>, 13th Ed., Thomson, South-Western. • Reid, R. Dan & Sanders. N. R. 2002, <i>Operations Management.</i>, John Wiley & Sons, Inc.

Article/Paper List	This Course does not have any article/paper resources
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Other References	<ul style="list-style-type: none"> • website <i>Furniture Catalog. Haworth, Inc.</i> http://www.haworth.com/furncat-new 2000/index.cfm. • website <i>Trends, Human Factors and Ergonomics.</i> http://www.haworth.com/resource/index-as p?page=index.htm. • website National Institute of Occupational Safety and Health (NIOSH), <i>Occupational Safety and Health</i>, Malaysia http://www.noish.com.my
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