**Course Name: Office Administration and Management**

**Course Code: BUC1215**

**Course Level: 1**

**Credit Units: 4**

**Credit Hours: 60**

**FACILITATOR: KEMIGISHA SHAMIM & NANTENGE ZURAH**

**COURSE DESCRIPTION**

This course will equip students with managerial, conceptual and personal skills needed for managing operations. It will prepare students and enable them lead people in attaining the objectives of an organization through proper planning, organizing and controlling and proper management of manual and electronic records of the organization.

**Course Objectives**

The course intends to:

* Equip students with the knowledge and skills of managing offices, communication and developing good office layout for an organisation.
* Appreciate and apply office management.

**Learning Outcomes**

At the end of the course students will be able to:

* Apply office management knowledge in business management
* Describe the management functions
* Apply delegation, time and conflict management skills in business organizations
* Apply health, safety and security principles in firms

**Detailed Course Content**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Topic**  | **Lesson Details**  | **Hours** |
| **1** | Introduction to Office Management | * Definitions in office management,
* Functions of an office
* Roles & Responsibilities office managers
* Importance of office management
 | 4 |
| 2. | Office Management Functions | * Planning, organizing, motivating, communication, coordination and control
 | 8 |
| 3. | Office organization | * Definition of office organization,
* Principles of office organization
* Types of organizational structures,
* Advantages & disadvantages of each organizational structure.
 | 4 |
| 4. | Office systems and routines | * Definitions of office systems, office routines.
* Characteristics of office systems
* Characteristics of Routines
* Essentials of a successful office system
 | 4 |
| 5. | Office accommodation & office layout  | * Importance of office accommodation
* Principles of office accommodation
* Factors considered while providing accommodation
* What affects office location?
* Definition Office layout
* Types of office layout.
* Qualities of good office layout
* Principles of office layout
* Advantages and disadvantages of each type
 | 8 |
| 6. | Manual and electronic records management | * Definitions in records management
* Types of records management
* Advantages & disadvantages of each type.
* Importance of records management
* Records management cycle.
* Principles of records management
 | 8 |
| 7 | Delegation | * Meaning of delegation
* Importance of delegation
* Factors and guidelines to delegation
* Advantages and disadvantages of delegation
* Barriers to delegation
 | 4 |
| 8 | Time management | * Meaning of time management
* Need for time management
* Why people fail to manage time
* Importance of good time management
 | 4 |
| 9 | Change management | * Meaning of change management
* Need for change management
* Reasons for accepting change in organizations
* Strategies for managing change
 | 4 |
| 10 | Conflict management | * Meaning of conflict
* Causes of conflict
* Need for managing conflict
* Strategies for managing conflict
 | 4 |
| 11 | Health, security and safety | * Definitions
* Types of security threats/ attacks
* Need for health, security and safety in an organization
* Techniques of improving security in an office
* Maintaining employee health in organizations.
* Indicators of poor health and safety conditions.
 | 8 |
|  | **Total Hours**  |  | **60** |

**Mode of Delivery**

* Lectures
* Case studies
* Seminars
* Group and class discussions

**Mode of Assessment**

* Class participation and assignments 10%
* Course works 20%
* Final exam 70%

**Reading list**

1. Boyd, N. (2022). Beautifully organized at work: Bring order and joy to your work life so you can stay calm, relieve stress, and get more done each day. Harper Horizon.
2. Brazier, L. (2021). The modern-day assistant: Build your influence and boost your potential. Marcham Publishing.
3. Pattie Gibson (2005) Administrative Office Management, Complete Course 13th Edition, https://www.amazon.com/Administrative-Office-Management-Complete-Course/dp/0538438576
4. Arora S.P (2002), Office Organisation and Management, Vikas Publishing Co.