



School of Business and Technology

Department of Business

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Course Code: MGT 0204: Title: Office Organization

COURSE PURPOSE

The purpose of this unit is to empower the learner with knowledge, skills, attitudes, values to enable the learner to work effectively within an office and relate positively with other employees in an organization and office management.

GENERAL OBJECTIVES

By the end of the course unit, the learner should be able to:

- a) Understand the need for good office organization.
- b) Apply business organization skills in their business operations
- c) Recognize shortcomings and flows in business organization.
- d) Apply their office organization skills to achieve efficiency in an organization
- e) Create good image for the organization using the acquired skills

COURSE CONTENT

Introduction to Office Organization, organization structure, office layout, filing and storage of records, communication services, wages, salaries and accounting services, control of stationery and office equipment, human relations, emerging issues and trends in office organization.

CONTENT BREAKDOWN

Week	TOPIC	SUB TOPIC CONTENT
1	1. Introduction to	Introduction to office

	office organization	organization: • definition, • The office and its environment • Principles of good organization
Week 2 & 3	2. Organization structure	Organization structure: • Types of business organizations • Types of structures • Departments • Organization chart
Week 4	3. Office layout	Office layout: • Factors influencing layout • Types • Furniture and layout
Week 5	4. Filing and storage of Records	Filing and storage of Records: • Filing terms • Classifying methods • Reasons/importance for filing •
Week 6	5. Communication services	Communication services: • Principles of effective communication • Forms • Factors to consider in choosing means of communication • Importance of effective communication • Barriers to effective communication.
WEEK 7 & 8	6. Wages, salaries and Accounting	Wages, salaries and accounting services:

	services	• Accounting services in the office • Terms and conditions of employment • Cash control measures • Financial problems of a business
WEEK 9	CAT	CAT
WEEK10	7. Control of stationery and office equipment	Control of stationery and office equipment: • Importance • Stationery control • Types of stationery and equipment
Week 11	8. Human relations	Human relations: • Role of human relations • Relations within the office and company • Relations with outside world
Week 12	9. Emerging issues and trends in office organization.	Emerging issues and trends in office organization: • Emerging trends and issues, • Challenges posed by emerging trends and issues, • Ways of coping with emerging trends and issues,

Week13 & 14	EXAMINATION	Examination Weeks
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Teaching/Learning Activities

- Group work/Presentations, Debating, Role playing, Lectures/resource person,

Teaching/Learning Resources

- Library resources such as books, newspapers, magazines, journals e-library sources,
- Smart Boards, Charts, Boards, Videos
- Class lectures

Recommended Texts

Saleemi, A. N. (2010). Office Administration Simplified (4th Ed.). Nairobi: Saleemi Publications.

Taylor, C. (1991). Practical Office Skills. New York: McGraw-Hill.

Unit Assessment

Continuous Assessment	Tests/Class	30%
Presentations/Assignments/Attendance		
End of Semester Exams		70%
Total Marks		100%

Class Rules

- ✓ Students must attend at least 75% of the units' lectures.
- ✓ Phones should be in silent mode during class session.

- ✓ Plagiarism is an academic offence which leads to loss of marks.