



Administrative Office Management (8th Edition)

By Zane K. Quible

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This technologically up-to-date book provides readers with a comprehensive introduction to office management, focusing on what office managers actually do on the job. The author's signature easy-to-read style is coupled with a presentation that systematically explores the full range of office management topics—office environment, employees, systems, and functions. Current coverage includes technological advances and their impact on office administration and management—e.g. the Internet, desk-top computers, tablet PCs, DVD technology, handheld data-entry devices, USB pen drives, e-printing, Voice Over Internet Protocol, digitizing media, storage application service providers, and Six Sigma and computer misuse. Other discussions feature employee comfort trends, new techniques for forecasting employee needs, increased diversity in the workplace, benchmarking, virtual reality training, job characteristics, theory of motivation, workplace violence, new techniques of job analysis, job evaluations, small groups, new developments in heating/air-condition systems, and dealing with environmental mold. For office managers and supervisors.

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Editorial Review

Review

"End of chapter work is excellent." — Emily Martin, *Faulkner State College*

"Comprehensive coverage of an important topic." — Peter Meggison, *Massasoit Community College*

From the Publisher

Updated to keep pace with rapid technological advances, this comprehensive introduction to office management focuses on what office managers actually do on the job. Written in an easy-to-read style with pedagogical aids throughout, it systematically explores the full range of office management topics -- office environment, employees, systems, functions.

From the Inside Flap

PREFACE

Considerable change has taken place in the administrative office management field. Technology—especially the desktop computer and the Internet—were unknown concepts when the first edition of this text was published in 1977. Today, technological advances have had a significant impact on the topics presented in the seventh edition of this text. Although no one can definitively determine the future direction of administrative office management, we can be sure of one thing: It will change. The office will experience more change in the next decade than it has from 1977 until now.

Managers and executives in companies of all sizes are focusing an ever-increasing concern on "the bottom line" because it is the most effective means of assuring their survival. The administrative office management field affects how well companies perform financially. As companies maximize the efficiency with which they carry out their office operations, they will perform better financially. All managers and executives can maximize the effectiveness of their areas of responsibility by improving administrative office management.

STRUCTURE OF THE TEXT

As a field evolves, so must the materials used in the process of educating individuals about the field. Accordingly, several fundamental changes were made in the basic structure of the current edition. Perhaps the most drastic are the inclusion of a new chapter on applications software and the elimination of the chapters concerned with word processing and office automation. Some of the content of these two chapters has been incorporated into other chapters.

The configuration of the five basic text units includes chapters dealing with these topics:

Unit I: Principles of Administrative Office Management includes chapters dealing with these topics: the managerial process, the organizing process, and the communication process.

Unit II: Management of the Office Environment includes chapters dealing with office layout, office environment, and office equipment and furniture.

Unit III: Management of Office Employees contains chapters dealing with the following topics: selecting office employees, developing office employees, supervising office employees, motivating, performance

appraisal, job analysis, job evaluation, salary administration, work measurement, and productivity.

Unit IV Management of Office Systems includes chapters pertaining to systems analysis, computer technology, telecommunications technology, applications software, and records management and micrographics.

Unit V Management of Office Functions includes chapters on forms design and control, office reprographics and mail services, quality and quantity control, and budgetary and cost control.

Among the topics new to this edition include globalization, employee empowerment, work teams, focus groups, telecommuting, hoteling, computer vision syndrome, electronic resume banks, Web-based employment services, job instruction training, mission and vision statements, technostress, computerized performance appraisal, 360-degree appraisal feedback, PPOs, knowledge management, palmtop computers, recordable CDs, DVDs, mirroring software, MANs, ISDN, ADSL, fax on demand, Internet fax, Internet, WWW, FTP, Usenet, Listserv, IRC, spreadsheet software, database software, scheduling software, digital stamps, and ISO 9000 certification.

Because most chapters are not dependent on either the preceding or following chapter, instructors have considerable flexibility in changing the order of coverage. Doing so will not impede learner understanding because chapter content is not interdependent. **CHAPTER FEATURES**

Several features are found in each chapter, including these opening features: chapter outline, chapter aim, and chapter terms. Marginal notations are found throughout each chapter. Features found at the end of each chapter include review questions, discussion questions, projects and activities, a minicase, and a case.

The chapter outline lists the primary and secondary headings found in the chapter. The chapter terms section gives the important terms found within the chapter. Each of these terms is shown in bold type at the point of first reference in the chapter. The chapter aim identifies the knowledge the student should possess after studying the chapter. The marginal notations ask a question about the material presented.

The review questions at the end of each chapter provide questions that can be used to determine how well the material has been mastered. The discussion questions are also designed to help the learner more quickly grasp the important concepts presented in the chapter and to become more knowledgeable about the topic of the chapter. The projects and activities are designed to provide an enrichment and/or growth opportunity, including one activity in each chapter that involves using the Internet. The minicase in each chapter presents a situation, followed by two or three items requiring learner response. The case presents details about a situation, along with a list of items to which the learner is to respond. Each minicase and case is designed to give the learner an opportunity to apply important chapter concepts. **SUPPLEMENTARY MATERIALS**

The supplementary materials that accompany this text include a CD-ROM-based instructor's manual and a Web site, accessible using the following URL: prenhall/business_studies.

The instructor's manual contains a variety of information, including suggested time schedules for a two-term course, a semester course, or a term course, as well as sample course objectives and suggested teaching procedures. Other content includes supplementary teaching material, identification of helpful software programs, answers to review questions and discussion questions, examination questions, solutions to the minicases and cases, and lecture notes with examination questions. Also included is an electronic test bank for instructor use in creating course examinations.

The Web site includes several types of information, including interactive examination review questions for each chapter and the text comprising the PowerPoint slides. PowerPoint slides for the instructor are also

available on the CD-ROM. DISTINCTIVE FEATURES OF THIS TEXT

Among the distinctive features of this text is presentation of technical material in an easy-to-understand manner.

Inclusion of up-to-the-minute material as the book went into production. Focus on the learning process and student mastery of important course concepts. Emphasis on and recognition of the human element, the critical link in any office. A NOTE OF THANKS

A project of this magnitude is never successfully completed without the help, love, and understanding of the author's family. To my wife, Patricia, words are inadequate to express my appreciation for your support during this undertaking.

For their technical expertise, I also wish to thank Elizabeth Sugg, senior editor at Prentice Hall, and Laura Cleveland of WordCrafters (Sterling, VA), production editor. Also acknowledged is the assistance provided by Delia Uhrec, an administrative assistant at Prentice Hall. The assistance of Su Zhang, my graduate assistant, and Linda Wheeler, my secretary, is also acknowledged and greatly appreciated.

Zane K. Quible
Stillwater, OK

Users Review

From reader reviews:

Christopher Rayes:

In this 21st century, people become competitive in every way. By being competitive currently, people have to do something to make these survive, being in the middle of the particular crowded place and notice by means of surrounding. One thing that oftentimes many people have underestimated the idea for a while is reading. Yes, by reading a guide your ability to survive increase then having chance to endure than other is high. For you personally who want to start reading the book, we give you this Administrative Office Management (8th Edition) book as basic and daily reading publication. Why, because this book is greater than just a book.

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Philip Nguyen:

The reason why? Because this Administrative Office Management (8th Edition) is an unordinary book that the inside of the guide waiting for you to snap it but latter it will distress you with the secret this inside.

Reading this book adjacent to it was fantastic author who also write the book in such wonderful way makes the content interior easier to understand, entertaining method but still convey the meaning thoroughly. So , it is good for you for not hesitating having this ever again or you going to regret it. This excellent book will give you a lot of advantages than the other book get such as help improving your proficiency and your critical thinking technique. So , still want to postpone having that book? If I had been you I will go to the book store hurriedly.

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