Introduction to Office Management

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Case Studies

Lesson 1.1 – Office Functions and Layout

Case Study (1): Receiving and Recording Information

The HR officer at Al-Amal Trading Company receives several job applications through email and telephone inquiries from candidates. She prints each application, files them in folders, and updates the applicant list in the company's HR system.

Question 1: Which two office functions is the HR officer performing?

Question 2: Why is recording information important? Receiving information/ recording information

To make the information readily to the management

Case Study (2): Arranging and Giving Information

The accounting assistant of Al-Amal Trading Company collects data on sales invoices, arranges the figures into a monthly report, and emails it to the Finance Manager for approval.

Question 1: What function of the office does arranging the data represent? Arranging information

Question 2: When the report is emailed to the Finance Manager, which function is that?

Giving information

Case Study (3): Choosing the Right Office Layout

B-Solutions Co. plans to accommodate 15 employees in one hall to encourage teamwork and easy communication. They also want to reduce costs.

Question 1: Which office layout is most suitable for them? Open plan office

Question 2: Mention one disadvantage of this layout. More noise - less privacy- less security

Lesson 1.2 – Organizational Structure and Functions

Case Study (4): Growth of a Small Business

Ahmed started a small electronics shop and handled all tasks himself including purchasing, sales, and accounting. After a year, he hired three employees and assigned them different roles: one for sales, one for purchasing, and one for accounting. Ahmed noticed that communication became easier when everyone knew their job and who to report to.

Organization structure

Question 1: What concept did Ahmed apply when he assigned roles and reporting lines?

Question 2: Why is having an organizational structure important for a growing business?

Help to understand who spcialeized in which task.

Any reason page 23

Case Study (5): Chain of Command

In a car manufacturing company, the production workers report to their supervisor, who reports to the factory manager. The factory manager reports to the operations director, who finally reports to the CEO.

Question 1: What is this flow of authority called? Chain of command

Question 2: Who has the highest authority in this example? CEO

Case Study (6): Span of Control

In the customer service department of ABC Tel, one supervisor manages 12 employees who answer customer calls. Another supervisor in the finance department manages only 3 employees who handle complex reports.

Question 1: Which supervisor has a wider span of control? Customer service department

Question 2: Why does the finance supervisor have a narrower span of control?

Difficulty of tasks- the task complex

Case Study (7): Departmental Functions

In ABC Manufacturing, the HR department hires and trains new employees, the Accounting department manages payments, and the Sales department promotes products to customers.

Question 1: What are these specialized areas called? Department

Question 2: In your opinion, how do these departments depend on each other?

Because the department all related together- they are functional interdependent

Lesson 1.3 – Qualities and Obligations

Case Study (8): Punctuality at Work

Sara works as an office assistant in a small company. Her working hours start at 8:00 a.m., but for the past two weeks, she has been arriving around 8:20 a.m. every day. She always apologizes and explains that traffic is heavy in the morning.

Her supervisor, Mr. Khalid, notices that Sara's late arrival causes delays in opening the office and preparing documents for early meetings. He decides to speak with her and reminds her that being punctual is part of professional behavior and shows respect for others' time.

Question 1: What was the main problem in this case? Sara arriving late

Question 2: In your opinion, why is punctuality important in the workplace?

It shows responsibility

Case Study (9): Confidentiality Violation

Maha, an employee at a bakery, shared her company's secret cake recipe with a competitor. The owner fired her immediately.

Question 1: What rule did Maha break? Confidentiality

Question 2: Was the employer justified in firing her?

Yes , because she reveal private company information

Case Study (10): Employee and Employer Obligations

At XYZ Hospital, employees are required to follow safety instructions and maintain patient privacy. In return, the management provides fair salaries, safe workplaces, and paid leave.

Question 1: Mention one obligation of the employee and one of the employer.

Employees: follow safety instructions

Employers: provide fair salaries- safe workplace- paid leave

Case Study (11): Motivation at Work

Aisha was promoted and given a new office as a reward for her excellent work. She felt respected and recognized by her manager.

Question 1: Which level of Maslow's hierarchy of needs does this represent?

Esteem needs
(she felt respect)

Lesson 1.4 – Health and Safety on the Office

Case Study (12): Ignoring Safety Rules

At P-Design Studio, a cleaner left a bucket of water in the hallway without a warning sign. A graphic designer slipped, sprained her ankle, and took a week off work. The company paid her medical bill and hired a temporary replacement.

Slipped , sprained her ankle- health problems- Absenteesim

Question 1: What are the implications of this accident for the employee?

Question 2: What are the implications for the organization?

Paid medical bells - hired temporary replacement

Case Study (13): Electrical Safety

The photocopy machine in the administration office sparked because its power cord was damaged. The maintenance worker unplugged it immediately and reported it.

Question 1: Identify the hazard type. Electrical hazards

Question 2: What was the correct first action?

The maintenance worker unplugged it immediately and report it

Case Study (14): Accident Report

A secretary accidentally cut her hand while using a paper cutter. The safety officer recorded the incident on an accident report form and sent it to the HR department.

Question 1: Why is the accident report form important? Proof for accident

Question 2: Who must prepare the accident report form? The safety officer

Lesson 2.1 – Planning

Case Study (15): Poor Planning Consequences

Mrs. Huda was assigned to organize the annual student exhibition. She assumed it would be easy and waited until the last week to start preparing. By the time she contacted the suppliers, the decorations and catering were fully booked, and many materials arrived late.

Question 1: Which management function did Mrs. Huda fail to perform properly? Planning

Question 2: What was the main reason her event failed?

She didn't plan in advance the event failed

Case Study (16): Setting Objectives

The manager of A-Cafe decided that within six months, the cafe should increase sales by 20%. She prepared a plan including promotions, loyalty cards, and extended working hours.

Question 1: Which step in the planning process is described first? Setting objectives

Question 2: Which step comes next after setting objectives?

Developing premises

Case Study (17): Evaluating Alternatives

Ahmed, a marketing manager, wants to promote a new product. He has three options: advertise on Instagram, launch a discount campaign, or sponsor an event. He compares costs and results before deciding.

Question 1: Which step of the planning process is Ahmed performing?

Evaluating alternatives courses

Case Study (18): Monitoring the Plan

After implementing a plan to improve sales, the manager checks weekly reports to see if the targets are being met and adjusts the plan when needed.

Question 1: Which stage of the planning process is this? Follow up action

Question 2: Why is follow-up important?

To insure that objective are achieved, to adjust the plan if needed

Lesson 2.2 – Organising

Case Study (19): Dividing the Work

The principal asked the student council to organize the National Day celebration. The leader divided tasks: decoration, music, refreshments, and photography. Each group had its own leader.

Question 1: Which step of the organizing process is shown here? Identification and division of work

Question 2: Why is this step important? To avoid duplication

Case Study (20): Grouping Activities

In a hospital, nurses, doctors, pharmacists, and administrative staff are placed in separate departments according to their skills.

Question 1: What is this step called in the organising process? Departmentalization

Question 2: What is the advantage of this arrangement? Specialization in work

Case Study (21): Formal vs. Informal Organization

At Green Energy Co., the formal structure defines clear reporting lines. However, during breaks, employees form friendly groups where they discuss ideas and help each other.

Question 1: What type of organization occurs outside formal authority lines?

Informal organization

Lesson 2.3 – Leading

Case Study (22): Autocratic vs. Democratic Leadership

Mr. Jassim makes all decisions without asking his staff. In contrast, Ms. Reema holds meetings, listens to team opinions, and makes joint decisions.

Question 1: Identify the leadership styles of Mr. Jassim and Ms. Reema.

Jassim : autocratic
Reema : democratic

Question 2: Which style encourages employee participation?

Democratic

Case Study (23): Autocratic Leadership

Mr. Ahmed is the manager of a small factory. He makes all decisions by himself and rarely asks his team for suggestions. Last week, he assigned a new task to his employees and strictly instructed them on how to complete it, without allowing any changes or discussion.

Question 1: Which leadership style is Mr. Ahmed using? Explain why.

Autocratic
Because Mr Ahmed make al decision by himself

Case Study (24): Laissez-Faire Leadership

Mr. Khalid is the manager of a design company. He gives his employees full freedom to manage their work and make their own decisions. He rarely checks their progress or gives instructions, trusting them to do their work independently.

Question 1: Which leadership style is Mr. Khalid using? Explain why.

Laissez- faire
He gives his employees full freedom to make their decisions

Lesson 2.4 – Controlling

Case Study (25): Monitoring Performance

The sales manager compared monthly sales reports with the target. She found one branch below expectations and planned corrective training for the branch employees.

Question 1: Which management function is applied?

Controlling

Case Study (26): Steps in the Control Process

The production department set a goal to produce 1,000 units weekly. When checking records, only 850 units were produced. The manager investigated and improved machine maintenance.

Question 1: Which step of controlling involved comparing actual results to standards?

Step 2: measurement of actual performance
Step 3 : comparing actual performance with standards

Case Study (27): Steps in the Control Process

XYZ Manufacturing Company set a target to produce 10,000 units of a product in a month. By the 20th day of the month, the production team had produced only 6,000 units. The production manager noted that there were frequent machine breakdowns and some employees were taking longer breaks than allowed.

Question 1: Identify the type of standard (quantitative or qualitative) that was set by the company. Quantitative (number of units/ measurable)

Question 2: What deviation analysis techniques can the manager use to determine if this problem is critical? - critical point control
- management by exception

Lesson 3.1 – The Role of Technology in Office

Case Study (28): Technology in Office

Ali's office started using email, video calls, and spreadsheets. Now, employees finish tasks faster, talk to each other instantly, and keep files organized.

Question 1: How does technology help employees finish work faster? Through efficiency

Question 2: How does it help employees communicate better?

Through video calls - talk to each other instantly

Case Study (29): Advantages and Disadvantages of Office Technology

Sara's company bought new computers and software. Now, employees work faster, share documents easily, and make better decisions. But the company spent a lot of money, and some employees worry about losing their jobs if machines replace them.

Make better decisions- work faster- share documents easily

Question 1: Name two advantages of the new technology in Sara's office.

Question 2: Name two disadvantages of the new technology in Sara's office.

Spent a lot of money- employee losing their jobs

Lesson 3.2 – Office Software

Case Study (30): Types of Office Software

Company "X" wants its employees to work more efficiently with daily tasks like writing reports, managing budgets, and organizing contacts.

Question 1: Name three types of productivity software the employees can use.

1- word processing
2-spreadsheet
3- data base software

Case Study (31): Cyber Security Software

Company "Y" stores sensitive customer information on computers. Recently, there were attempts of cyber-attacks.

Question 1: Name two types of cybersecurity software the company should use.

Antivirus/ firewall

Case Study (32): Challenges of New Technologies

Company "Beta" bought new software to manage documents. After installation, employees faced some problems: some didn't know how to use it, and there were occasional internet issues.

Question 1: Name two challenges the company faced.

1- internet issues
2- some of them didn't know how to use it

Lesson 3.3 – Artificial Intelligence in Office

Case Study (33): A.I. in Office

Ahmed's company uses A.I. to analyze customer feedback and make faster decisions. However, some employees are worried that their jobs may be replaced by machines.

Question 1: Name one advantage of A.I. in Ahmed's company. Make faster decision

Question 2: Name one disadvantage of A.I. in Ahmed's company.

Jobs maybe replaced by machines

Lesson 3.4 – Technological Ethics

Case Study (34): What is Technological Ethics

Lina works in a company that introduced a new software to manage employee tasks. She noticed some coworkers using the software to access other employees' private information without permission.

Question 1: What is the ethical problem in this case?

Using employees private information without permission

Case Study (35): Ethical Issues

Salman's company uses A.I. to analyze employee performance. Some employees are worried that the system might unfairly judge their work or misuse their personal information.

Question 1: Identify two ethical issues in this case.

missuse of personal data - risk of using artificial intelligence

Case Study (36): Overcoming Ethical Issues in Technology

A manager noticed that employees were sharing false information on the company's internal communication platform. She created a clear policy about sharing verified information, conducted training sessions, and encouraged employees to follow ethical standards.

Question 1: What steps did the manager take to overcome ethical issues?

1- she created a clear policy
2- conducted training sessions
3- encourage employees to follow ethical standards