

INTRODUCTION TO OFFICE MANAGEMENT

مراجعة الامتحان النهائي أدر 111 – ثاني ثانوي

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Dear Student: The schoolbook is the main source for revision.

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Chapter 1: Office Orientation

1. Office Functions and Layout

Office Definition:

- A physical or virtual space for administrative and professional tasks.

Functions of an Office:

- **Receiving Information:** From internal and external sources.
- **Recording Information:** Keeping records for reference.
- **Arranging Information:** Organizing data for management use.
- **Giving Information:** Sharing processed information with stakeholders.

Office Layout Types:

- **Open-plan:** Large shared space; easy communication but less privacy.
 - **Closed office:** Private rooms; more confidentiality but costly.
 - **Virtual office:** Remote work using technology; flexible but limited services.
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2. Organizational Structure

Definition:

- Allocation of roles, responsibilities, and authority within an organization.

Key Elements:

- **Hierarchy:** Levels of authority.
- **Chain of Command:** Flow of authority.
- **Delegation:** Passing authority down.
- **Span of Control:** Number of subordinates per manager.

Departments:

- HR, Accounting, Sales, Public Relations, Warehousing, Purchasing, Administration.
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3. Qualities and Obligations

Qualities of Good Employees:

- Punctuality, Dedication, Confidentiality, Critical Thinking, Appropriate Appearance, Teamwork.

Obligations:

- **Employees:** Be competent, honest, follow instructions, work safely.
- **Employers:** Provide safe workplace, pay agreed salary, respect rights.

Motivation:

- Maslow's Hierarchy of Needs (Physiological → Safety → Social → Esteem → Self-Actualization).
 - Theories: Taylor (money motivates), Herzberg (hygiene factors & motivators).
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4. Health and Safety

Importance:

- Prevent injuries and protect employees and visitors.

Common Hazards:

- Slippery floors, overloaded sockets, poor lighting, heavy lifting.

Safety Tips:

- Lift properly, maintain ergonomics, use safety signs.

Safety Signs Examples:

- Fire Exit, Wet Floor, Wear Safety Gear, High Voltage.

Q.1: State whether the following sentences are true or false:

| | |
|--|---|
| 1. Critical thinking involves looking at problems, reviewing different perspectives and developing a logical solution. | ✓ |
| 2. Hierarchy is the number of levels in an organizational structure. | ✓ |
| 3. Noise, humidity and ventilation are examples of chemical hazards. | ✗ |
| 4. Motivation is the desire to achieve a goal | ✓ |
| 5. Public Relations Department is responsible for searching for and recruitment of employees. | ✗ |
| 6. Respect, recognition for a job done, and status are examples of social needs. | ✓ |
| 7. If safety is not maintained in the workplace employees will be less loyal and less productive. | ✓ |
| 8. A span of control can be described as "wide" only depending on how many subordinates a person is responsible for. | ✓ |

Q.2: Choose the correct answer:

1- The number of subordinates reporting to each supervisor/manager:

a- Delegation

b- Span of control

c- Hierarchy

d- Chain of command

2- Keeping the records such as the organizational information away from outsiders is:

a- Punctuality

b- Dedication

c- Confidentiality

d- Appropriate Appearance

3- The type of office which consists of small rooms each with desks and workplace for one or two members of staff:

a- Open-plan office

b- Closed office

c- Virtual office

d- Cubicle office

4- Is considered as proof of an accident happening at work during business hours:

a- Progress report

b- Periodic report

c- Accident report form

d- Risk assessment report

5- Keeping stocks of goods, arranging for goods, transporting goods and keeping a record of the stocks is the function of:

- a- Warehousing department
- b- Sales department
- c- Purchase department
- d- Accounting department

Q.3: Place a tick (✓) on the table below stating whether the following obligations are related to the employee or employer:

| | Obligation | Employer | Employee |
|---|--|----------|----------|
| 1 | Provide a clean and safe working place. | ✓ | |
| 2 | Give minimum number of holidays/ vacations. | ✓ | |
| 3 | Take care of the employer's property. | | ✓ |
| 4 | Give details of the rights of the employees. | ✓ | |
| 5 | Be competent. | | ✓ |

Q.4: Answer the following questions:

1- If you are asked to choose between the office layouts to work at, which one will you choose? Why?

- Open plan office because there is more communication
- Closed Office because it is more private and less noise

2- Write any two of the hazards that could be found in the workplace.

- Slippery or poorly maintained surfaces.
- Using overload wall sockets and extension cords.
- Climbing on chairs or disks instead of using a stepladder to reach high areas.
- Lifting heavy objects without bending properly.
- Unsafe conditions such as defective equipment, burned out lights, loose steps, torn carpet, obstacles blocking the way etc.

3- Mention three benefits of having well-motivated employees.

- Higher production
- More innovation
- Pleasant work environment
- Lower staff turnover
- More cooperation
- Lower absenteeism

4- List any three functions of an office.

- Receiving information
- Recording information
- Arranging information
- giving information

5- How does span of control relate to the size of the business?

An organization's size can affect the control span because it determines how many employees a manager handles. For example, a large company may have a wider control span compared to a smaller company one because it is based on the number of professionals working in an organization.

Q.5: Compare between an open-plan and closed office based on the following:

| Basis | Open plan office | Closed office |
|---------------|-----------------------|--------------------|
| Privacy | Less privacy | More private |
| Noise | More noise | Less noise |
| Communication | Easier to communicate | Less communication |

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Chapter 2: The Role of Management

Planning

Meaning:

- Deciding in advance what to do and how to do it.

Benefits:

- Provides direction
- Reduces uncertainty
- Minimizes waste
- Facilitates decision-making

Features:

- Goal-oriented, primary function, continuous, futuristic, decision-making, mental exercise

Steps:

1. Set objectives
2. Develop premises
3. Identify alternatives
4. Evaluate alternatives
5. Select best option
6. Implement plan
7. Follow-up

Organizing

Meaning:

- Grouping activities and establishing authority relationships.

Steps:

1. Identify and divide work
2. Departmentalization
3. Assign duties
4. Establish authority & reporting

Types:

- **Formal:** Structured, clear roles
- **Informal:** Social relationships

Delegation vs Decentralization:

- Delegation: Mandatory, narrow scope
 - Decentralization: Optional, wider scope
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Leading

Meaning:

- Influencing and motivating people to achieve goals.

Importance:

- Influences behavior
- Maintains morale
- Handles conflicts
- Facilitates change

Styles:

- **Autocratic:** Quick decisions, less input
- **Democratic:** Participative, slower decisions

- **Laissez-faire:** High autonomy, risk of confusion
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Controlling

Meaning:

- Ensuring activities match plans, correcting deviations.

Steps:

1. Set standards
2. Measure performance
3. Compare with standards
4. Analyze deviations
5. Take corrective action

Principles:

- Critical Point Control, Management by Exception

Relation to Planning:

- Planning is forward-looking; controlling is backward-looking, but both are linked.
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✓ **Tip:** Remember the acronym **P-O-L-C** for the four functions of management.

Q.1: State whether the following sentences are true or false:

| | |
|--|--|
| 9. Authority in formal organizations arises out of personal qualities. | |
| 10. Controlling measures the progress and bring out the deviations. | |
| 11. Everything, which goes to increase the importance of a subordinate's role, is centralization. | |
| 12. Planning is where we decide in advance what and how to do. | |
| 13. Standards are set in both quantitative and qualitative terms, | |
| 14. Controlling is a goal-oriented function. | |
| 15. Leading is the function of management that establishes authority and responsibility relations. | |
| 16. The first and foremost step of planning process is implementing the plan. | |

Q.2: Choose the correct answer:

6- The style of leadership in which the superior encourages participation of subordinates

- a- Autocratic leader
- b- Democratic leader
- c- Laissez-faire leader
- d- Authoritarian leader

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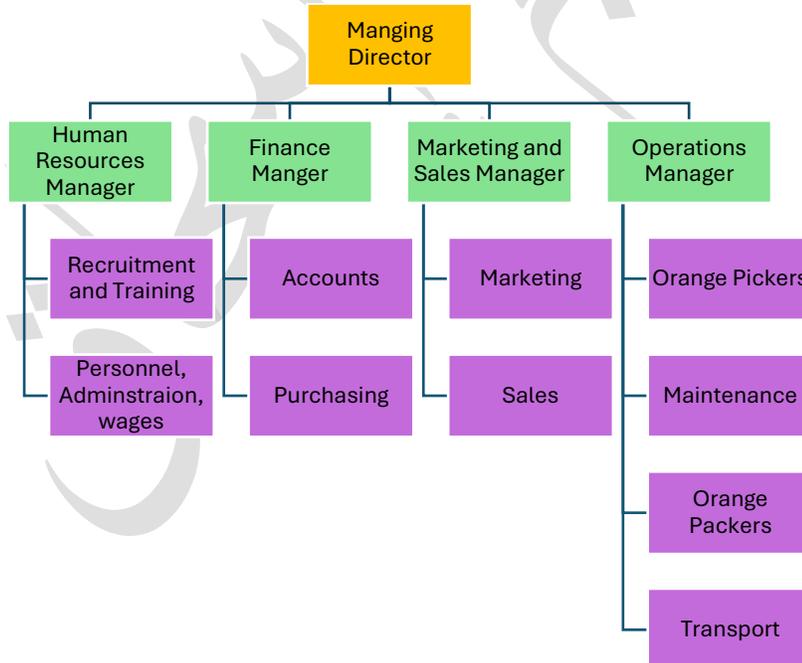
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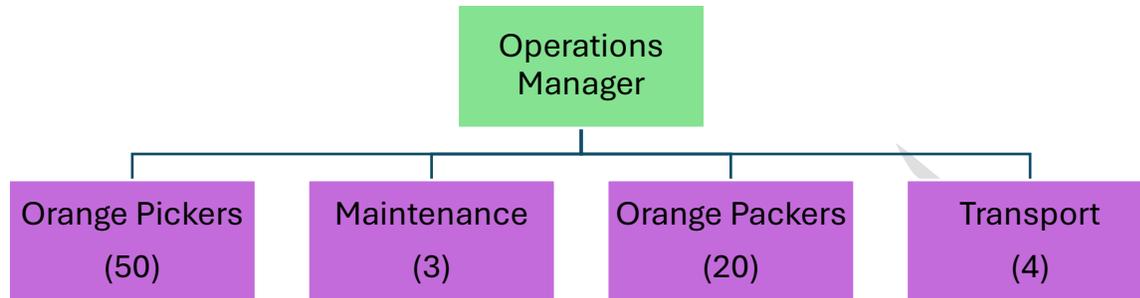
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Q.6: Read the following scenario and answer the following:

Orange Ltd is a family-owned business. Mr. Hamad started it 20 years ago. The business owns several orange groves. It produces oranges for eating and making juices. The orange groves are in the country famous for producing high quality oranges.



Using the Scenario above and the organization Chart for the operations department of Orange Ltd below, answer the questions that follow:



- Note: numbers in the brackets show how many employees there are in each department.

1- Look up and note the definitions of:

a- **Span of control: The number of subordinates reporting to each supervisor/manager.**

b- **Chain of command: The route through which authority is been passed down to through an organization.**

c- **Delegation: Passing authority down through the organizational hierarchy to a subordinate.**

2- What is the span of control of the operation manager?

The span of control of the operation manager is 50 orange pickers, 3 maintenance ,20 orange packers, and 4 in transport, total is 77 subordinates

3- What is the length of the chain of command of the Managing Director to the orange pickers?

A tall structure with long chain of command

4- In your opinion, what is the benefit of delegating tasks from the Managing Director to the Operations Manager?

Freeing up Managing Director time for more critical tasks and avoid burnout, while also empowering Operations Manager by fostering skill development, confidence, and a sense of responsibility.

Chapter 3: Technology Tools and Software

1. Role of Technology in the Office

Definition:

- Tools and equipment (computers, printers, software) that help businesses operate smoothly.

Importance:

- **Efficiency:** Speeds up tasks and reduces errors.
- **Communication:** Email, messaging, video conferencing.
- **Information Management:** Easy data storage and retrieval.
- **Competitive Advantage:** Improves productivity and services.

Advantages:

- Efficiency, teamwork, creativity.

Disadvantages:

- High cost, security risks, job loss, privacy concerns.
-

2. Office Software

Definition:

- Programs for office tasks (documents, spreadsheets, presentations, email).

Types:

- **Productivity:** Word processors, spreadsheets.
- **Cybersecurity:** Antivirus, firewalls.
- **Communication:** Messaging, video conferencing.
- **Information Management:** Databases, cloud storage.

Implementation Steps:

1. Set goals and plans.
2. Install software.
3. Train employees.
4. Maintain & update.
5. Monitor & evaluate.

Challenges:

- Cost, resistance to change, training, security issues.
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3. Artificial Intelligence (AI) in the Office

Definition:

- Machines simulating human intelligence (learning, decision-making).

Uses:

- Automates repetitive tasks.
- Improves decision-making.
- Enhances communication (translation, voice-to-text).

Advantages:

- Productivity, efficiency, cost savings.

Disadvantages:

- Privacy concerns, ethical issues, job loss.
-

4. Technological Ethics

Definition:

- Applying moral principles when using technology.

Importance:

- Protects rights, promotes fairness, ensures trust.

Common Issues:

- Misuse of data.
- Cyberbullying.
- Spread of misinformation.
- AI risks.

Solutions:

- Clear policies.
 - Employee training.
 - Ethical culture.
 - Corporate social responsibility.
-

Q.1: State whether the following sentences are true or false:

| | |
|---|---|
| 1. Ethics is the set of principles or rules that guide people to make decisions about what is right and wrong, and how they should behave. | ✓ |
| 2. Training employees is the first step in adopting new software's in the workplace. | × |
| 3. Cost of implementation is one of the advantages of office technology. | × |
| 4. A.I cannot analyze big amounts of data fast and help make smart decisions. | × |
| 5. Technological ethics is essential for guiding responsible and ethical use of technology, protecting individuals' rights etc... | ✓ |
| 6. Office software is computer programs used in offices to do different tasks such as writing documents, making spreadsheets, creating presentations, managing emails and more. | ✓ |
| 7. Businesses that use the latest technology often have a competitive edge, as they can operate more efficiently and offer better products or services. | ✓ |

Q.2: Choose the correct answer:

1- When adopting and implementing new technologies and software some challenges and issues may arise such as:

- a- Cost
- b- Security
- c- Work flow changes
- d- All of the above**

2- The type of office software, which includes antivirus programs and firewalls, protects office systems from cyber threats:

- a- Productivity software
- b- Communication software
- c- Cyber security software**
- d- Information management software

3- Refers to the science and engineering of making intelligent machines:

- a- Cyber security
- b- Artificial intelligence**
- c- Software
- d- Affiliate marketing

4- It includes all the tools, machines, and furniture used in an office to help with work.

This includes computers, printers, desks, chairs, and filing cabinets:

- a- Office equipment**
- b- Office Software
- c- Office technology

d- Technological ethics

5- The last step in adopting new software's in the workplace is:

- a- Set goals and plans
- b- Set up new software
- c- Monitor & evaluate software adoption
- d- Maintain and update when needed

Q.3: Mention any three of the advantages and disadvantages of A.I in the office.

| Advantages | Disadvantages |
|-----------------------|------------------|
| Increase productivity | Privacy concerns |
| Reduce error. | Ethical Issues |
| Save time and money | Investment cost |

Q.4: Answer the following questions:

1- List the ways in which managers can handle ethical issues in the office.

- **Identify ethical issues**
- **Develop ethical guidelines and policies**
- **Creating an ethical culture**
- **Building corporate social responsibility**

2- Explain how A.I is used in modern office space in terms of Automation, Communication.

- ✓ **Automation:** A.I.-powered automation has become a vital tool of office operations, giving employees more time to focus on important and creative tasks and freeing them from simple, repetitive tasks. Routine activities such as typing data, file organization, and A.I. can now do email sorting. This automation helps reduce errors and accelerates task completion.
- ✓ **Communication:** A.I. tools can help improve communication and teamwork among employees. Things like voice-to-text, autocorrect and language translation are examples. There are other important tools like virtual meeting tools and collaboration platforms, which can make communication and teamwork easier in a company regardless of physical location.

3- List some of the ethical issues related to the use of technology in the office.

- 1) Misuse of personal data.
- 2) Spread of misinformation.
- 3) Misuse of technological equipment, software and tools.

4- Explain briefly the types of office software used in various workplaces: Productivity software — Communication software.

- **Productivity software**

This type of software helps individuals work more efficiently and effectively in their daily tasks. It is increasingly popular and valuable to learn for employment. Three commonly used applications include word processing, spreadsheet, and database software, all of which are highly useful tools.

- **Communication software**

Communication software in the office refers to tools and applications used to facilitate communication among employees, teams, and departments. This software enables real-time messaging, video conferencing, file sharing, and collaboration, regardless of physical location.

5- Mention the reasons why office technology is extremely important in the workplace.

- ✓ **Efficiency**
- ✓ **Communication**
- ✓ **Information Management**
- ✓ **Competitive Advantage**
- ✓ **Employee Satisfaction**