

## **Administration, office management and communication**

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- All are related to organization
- Contains more than one person even more than one group
- It has definitely some goals/purposes
- It has hierarchy relation
- It may be social, economic, political or institutional
- It is a function of management
- It has directing authority (having legal base whereas power having no legal base) to control the group
- It has environment

### **Office**

- It is a place where business is carried out
- Where there is an organization there is an office
- Place is not the matter but the matter is activity so, it is a function

### **Importance of office**

- Acts as information centre
- Acts as service centre
- Communication and record maintaining
- Reporting
- Coordination

### **Functions of office**

(Input-processing-output-environment-input)

#### **a. Basic function**

- Receiving and collecting information from outside
- Decision making
- Processing
- Making the best better
- Communication

#### **b. Administrative**

- Maintain safety of record
- Maintain personal safety
- Management function
- Development of system
- Cost control
- Discipline and action
- Public relation

### **Office environment**

- a. Physical (Sufficient light, ventilation and equipment; no noise etc.)
- b. Non-physical (motivation, safety, esteem, efficiency etc.)

### **Official correspondence**

- a. Top-down: office order
- b. Bottom-up: report, general meeting, seminar, conference, workshop etc.

### **Official communication**

1. Intrapersonal: self
2. Interpersonal: person to person
3. Extra personal: training
4. Small group communication: 5 to 7 members
5. Large group communication: 25-50 members
6. Mass group communication

### **Personnel management**

1. Employment
2. Recruitment
3. Job analysis
4. Job description
5. Promotion
6. Pension