

**KUNTHAVAI NAACCHIYAAR GOVERNMENT ARTS COLLEGE FOR WOMEN
(AUTONOMOUS) THANJAVUR**

PG & RESEARCH DEPARTMENT OF COMMERCE

II UG SBE 2 : OFFICE MANAGEMENT – UNIT III, IV & V

QUESTIONS & ANSWERS

SECTION A

5 x 5 = 25

Answer the following questions:

1. What are the factors affecting office location?

Ans: Healthy surroundings, proximity to related traders, proximity to other units, nearness to service facilities, availability of clerical labour and building restrictions.

2. State the advantages and disadvantages of own accommodation.

Ans: Advantages - Best possible use of office space, it lends prestige, part of the building can be rented, it is a sound investment, permanence,.

Ans: Disadvantages – high cost of maintenance, problem of taxes, rigid location, huge capital investment.

3. What are the disadvantages of leased building?

Ans: Cannot be fitted with requirement, waste of space, high rent, lack of permanence.

4. How would you measure the size of an office?

Ans: Number of employees, size of salary bill, investment in machines and equipment, total administrative expenditure.

5. Illustrate the factors determining the size of office.

Ans: Office size in similar organizations, output and turnover, nature of office work, organizational structure, office automation, systems design, design of layout, density of work.

6. State the importance of office environment.

Ans: Office environment exercises a significant influence on the efficiency of office staff, they spend a major part of the day in the office and office work is mainly mental work. Clerical work requires greater concentration and it is repetitive in nature hence physical conditions should reduce the monotony and provide mental comfort.

7. State the essentials of sound lighting system.

Ans: Sufficient quantity, proper brightness, right direction.

8. What are the different kinds of lighting?

Ans: Natural lighting, artificial lighting – fluorescent lighting, incandescent lighting.

9. State the importance of lighting.

Ans: Higher output, better quality, less fatigue, higher morale, higher prestige, use of colours, removal of dirt.

10. What is interior decoration?

Ans: Interior decoration is the art of careful decoration of the interior of a room or a building. It is concerned with colouring of walls, doors and windows, choice of right type of floor coverings and curtains, placing of attractive paintings on the walls.

11. Mention the colors and the feelings expressed through colours.

Ans: Red- heat, excitement, action; Orange, yellow and brown – warmth; Purple – dignity; Blue and green – coolness.

12. What are the sanitary requirements to be provided in the office?

Ans: Spittoons, waste disposal, drinking water, toilets, canteen, rest rooms, overcrowding, clocks.

13. How could office security be maintained?

Ans: Regulating entry, safeguarding premises, control of staff, safes.

14. Mention the information that should be kept secret in the office.

Ans: Financial position, tender quotations, cost data, declaration of dividend, personal policy.

15. How are the records classified?

Ans: Correspondence records, accounting records, legal records, personnel records, miscellaneous records.

16. What is significance of records management?

Ans: Barometer of progress, future reference, reduction of errors, legal evidence, efficiency.

17. State the principles of records management.

Ans: Justification, verification, classification, simplicity, accuracy, availability, economy, flexibility.

18. What is filing? What are the functions of filing?

Ans: Filing is a form of record keeping, it provides a means of preserving records of business transactions. Functions – library functions, administrative function, historical function, information function.

19. State the importance of filing.

Ans: Efficiency, ready reference, planning, better control, protection, evidence, legal compliance, follow up, goodwill.

20. What is filing routine? What are the steps involved in it?

Ans: Filing routing refers to receipt of papers, placing them in relevant files and issue of files for reference purposes. Steps – instruction for filing, classification, indexing, cross reference, follow-up slip, issue of files, disposal of obsolete files.

21. State the essential of a good indexing system.

Ans: Simplicity, economy, flexibility, safety, efficiency, suitability, cross reference, signaling.

22. Describe the steps involved in organization of records room.

Ans: Location of record room, records department, location and layout of files, adequate protection.

23. What are the factors to be considered in the choice of a suitable index?

Ans: The purpose of keeping the index, requirements of the filing system, the nature and amount of information required, frequency with which insertions and withdrawals are to be made, the space required for each system, the cost of equipment, labour etc., the need for the use of signals.

SECTION B

10 x 5 = 50

Answer the following questions:

1. Describe the factors to be considered while selecting the office premises.

Ans: Size of accommodation, shape of office accommodation, lighting and ventilations, layout and facilities, staff and customer convenience, cost of accommodation, miscellaneous considerations.

2. Discuss the merits and demerits of urban location.

Ans : Urban location merits - proximity to related trades and offices, nearness to service facilities, availability of transport and communication, easy access to customers, municipal and recreational facilities, prestige value.

Urban location demerits – high cost of land, high rents, high rates and taxes, traffic congestion, noise dust, less scope for expansion, high cost of living.

3. Describe the merits and demerits of suburban location.

Ans : Suburban location merits - cheap land, low rents, low rates and taxes, less congestion, quiet environment, scope for expansion, lower cost of living.

Suburban location demerits – away from related trades, lack of service facilities, lack of transport, difficult access to customers, lack of municipal and recreational facilities.

4. How would you maintain proper ventilation in the office?

Ans: Natural ventilation, electric fans, exhaust fans, air filters, air coolers, air conditioners, khas-khas, room heaters, temperature and humidity.

5. Enumerate the factors to be considered while selecting the office furniture.

Ans: Cost, suitability, design, durability, savings in space, comfort, appearance, hygiene, weight, finish, fire proof, safety, labour savings, standardization.

6. Explain the different types of furniture.

Ans: Desks – executive desks, clerical desks, typist desks, machine desks, tables, chairs, wooden and steel furniture, modular or system furniture, fittings.

7. Discuss the steps to be followed to reduce noise.

Ans: Sound absorbing material, noisy machines in separate rooms, covering floors with rubber, doors with door closures, replacing telephone bells with buzzers, office away from noise making areas, speaking quietly, visitors should be received in visitors room, interviews in separate conference room, lighter equipments to be mounted on springs, cork pad.

8. Explain the reasons that lead to physical hazards in the office.

Ans: Hazards of slipping and falling on floors and staircases, hazards of collision, hazard of fire, miscellaneous hazards.

9. Illustrate the steps to be taken to prevent fire in the office.

Ans: Adequate fire extinguishing equipment should be installed, staff should be trained in the use of fire fighting equipment, fire exits should be marked, staff should be educated in the proper procedure in the event of fire, all worn out electrical wiring should be repaired, open coal and electrical gas files should be avoided, smoking should not be allowed, main electrical switches should be put off, premises should be free from combustible materials.

10. Discuss the steps involved in installing filing system.

Ans: Listing of documents, determining period of storage, acquiring storage space, layout of filing department, determining system of classification, protection of records, training of staff, issuing procedure.

11. What are the advantages and disadvantages of centralized filing?

Ans: Advantages - Avoids duplication, better utilization, ensures uniformity, greater accuracy, completeness, better supervision, devotion of time on main activities, location and cross referencing are easy.

Disadvantages – risk of loss, waste of time on transportation, lack of secrecy, storage of unnecessary documents, not possible for departments located in different geographical areas.

12. Describe the essentials of good filing system.

Ans: Simplicity, economy, compactness, accessibility, flexibility, classification, cross reference, indexing, safety, retention, outguides.

13. Enumerate the classification and arrangement of files.

Ans: Alphabetical classification, numerical classification, alpha-numerical classification, geographical classification, subject classification, chronological classification

14. Discuss the conventional methods of filing.

Ans: Metal holders, bound book, spike, concertina file, box file, pigeon hold file, press copy book.

15. Explain the modern methods of filing.

Ans: Horizontal filing – flat files, arch lever files, Vertical filing – folders, cabinets, Suspension filing, lateral filing, open shelf filing, visible card filing, rotary card filing, motorized filing.

16. Illustrate the methods of indexing.

Ans: Page index – bound book index, loose leaf book index, vowel index; Vertical card index, visible card index, strip index, wheel index.

17. What is microfilming? What are its advantages and disadvantages?

Ans: It is the process of retaining information by photographing records in miniature length of film. Advantages – conserves office space, protects important documents, increases durability, saves time, avoids preparation of carbon copies.

Disadvantages – inconvenient for frequent reference, causes delay, technical defects, corrections can not be made, considerable labour requirements.

UNIT – III OFFICE ACCOMMODATION

LOCATION OF OFFICE BUILDING:

The location of office building is an important consideration. An unsuitable location results in loss of time and effort. But no hard and fast rules can be laid down for the location of office.

Ques : Explain the factors affecting office location.

Ans : FACTORS AFFECTING OFFICE LOCATION:

The following factors should be taken into consideration while choosing location for an office building:

1. Healthy surroundings:

The office build should be located in a quiet and health neighborhood free from noise, congestion, dust fumes or obnoxious smell. Office staff cannot work efficiently a noisy surrounding full of dirt, fumes of obnoxious smell.

2. Proximity to related trades.

In order to secure the benefits of localization., it is desirable to locate the office near other offices in the same line of trade or near the centre of business activities in general.

3. Proximity to other units :

If all the units of the business are carried on at one place, the office should be located at the same place .

.4. Nearness to service facilities:

The office building should be located near service facilities like bank, post offices, etc. Such nearness to service facilities saves valuable time and effort and improves the efficiency of operations.

5. Nearness to transport service:

The office should be located at a place where adequate transport services are available quickly and at low cost. Nearness to railway station, bus terminal, ports.

6. Availability of clerical labour:

An office should be located near the source of clerical labour. This factor is not important these days because the mobility of labour has increased due to modern means of transport and large scale unemployment.

7. Building restrictions:

Before purchasing the site for an office building it is necessary to ascertain the restrictions, if any, on the use to which the building may be put.

What do you understand by office building?

OFFICE BUILDING:

Once the location of office is decided, it becomes necessary to secure a suitable building for carrying out office work. The office building should be of adequate size and proper shape. Its design and arrangement should be such that the building or office space is exactly suited to the requirements of the enterprise.

Ques : Describe the advantages of owned accommodation.

Ans : Owned accommodation:

owned or freehold building offers the following advantages:

- The building can be planned and designed to fit exactly the present and future requirements of the organization, building can be altered and adapted whenever necessary.
- Own building lends prestige to the organization and enhances its reputation with the staff, customers and the public.
- If a part of the building is spare, it may be rented out to others.
- Own building lends permanence as the address need not be changed again and again.
- Own building is a sound investment in a growing economy.

Own building suffers from the following disadvantages:

- ✓ It requires huge capital investment which small firms may not be able to afford.
- ✓ It involves high costs of maintenance which may be beyond the capacity of small firms.
- ✓ Owned buildings involve problems of paying local taxes, settling disputes with tenants, if part of it is rented, safety to building etc.
- ✓ Location becomes rigid and can not be changed easily.

Leased Accommodation:

leased or rented building has several advantages:

- ❖ No capital investment is involved and no maintenance expenses are to be incurred
- ❖ The firm is free from problems like payment of taxes, settlement of disputes with tenants, etc.,
- ❖ It is very easy to change the location and therefore, greater flexibility in location is possible.
- ❖ Whenever a change in office location is necessary another building at a better location can be taken on lease.

leased building suffers from many drawbacks:

- The building can not be fitted exactly to the requirements of the office.
- Some area or space may go waste in the process of layout.
- Rents are generally high for urban locations.
- There is lack of permanence of address.

Factors in selection of office premises:

While selecting office accommodation, the following factors should be kept in mind:

✓ **Size of accommodation:**

size of the office building should be adequate not only for the present requirements but for future expansion also. The size of building will vary from office to office.

✓ **Shape of office accommodation:**

shape of the office accommodation is an important consideration because it affects the efficiency of office personnel. The shape may be square rectangular, long, narrow or L-shaped.

✓ **Lighting and ventilation:**

Proper lighting and ventilation and necessary for keeping the efficiency and morale of office staff high. A well-lighted and ventilated accommodation puts less physical and mental strain on personnel.

✓ **Layout and facilities:**

Efficiency of office work depends not only on personnel and equipment but also how they are arranged. Therefore, the internal arrangement of office building should fit in with the overall structure of the Organization and systems of operations.

✓ **Staff and customer convenience:**

while selecting office accommodation adequate provision should be made for the convenience of customers and staff. Departments such as cash sales which are visited more frequently by customers should be so located that customers have an easy access to them.

✓ **Cost of accommodation:**

It is the cost factor which ultimately determines the choice of the office building.

The cost of office accommodation depends upon its location as well as on its size and internal arrangements.

✓ **Miscellaneous consideration :**

In addition to the above factors some other consideration also influence the choice of office accommodation.

Factors determining the size of the Office:

While fixing the size of office, management should take into consideration the following factors:

- ❖ Office size in similar organizations.
- ❖ Output and turnover
- ❖ Nature of office work
- ❖ Organizational structure
- ❖ Office Automation
- ❖ Systems Design
- ❖ Design of layout
- ❖ Density of work.

UNIT - IV OFFICE ENVIRONMENT

Office environment refers to the surroundings in and around the office. It can be of two types;

1. **Physical environment:**

physical environment includes internal working facilities and external surroundings. Internal working facilities are the physical conditions inside the office building. These include lighting, ventilation, interior decoration, temperature, furniture, and fittings, freedom from noise and dust, safety and sanitary arrangements etc.,

physical conditions directly affect the health and efficiency of office staff.

poor physical working conditions lead to absenteeism low output and morale.

2. **Non-physical environment :**

Non-physical environment includes the social and cultural conditions in the organization in which a person work.

Elements of Office Environment:

The main elements of office environment include the following:

- 1) Lighting system
- 2) Ventilation and temperature,
- 3) Interior decoration
- 4) Office furniture and fittings
- 5) Control of noise and dust,
- 6) Cleanliness,
- 7) Safety and security
- 8) Secrecy.

OFFICE LIGHTING :

lighting is one of the most important elements of physical environment. Poor lighting causes eyestrain, mental fatigue and Irritation to the employees, This in turn, results in delays and mistakes in office work. On the other hand, a good lighting system is pleasing to eyes and reduces mental strain. It helps in preventing mistakes and avoiding delays. It also improves the motivation and morale of employees.

Essential of a sound lighting system :

1) Sufficient quantity:

Right quantity of light must be made available for different types of work in the office. Too weak or strong light causes eyestrain and mental fatigue. The amount of light required depends upon the nature of work and the area to be lighted .The quality of light is measured in terms of foot-candles which is the amount of illumination one foot away from the standard candle.

2) Proper Brightness:

Brightness of light means the light reflected from an object. It also controls contrast which affects seeing. Too great a contrast causes glare which hampers seeing. Colour contrast between writing and its background e.g. black writing on a white paper helps to improve visibility.

3) Right Diffusion:

light should be well diffused over the work place. It should be uniformly spread without casting any shadows. Use of proper fixtures and multiple sources helps in proper diffusion of light.

Kinds of Lighting:

There are two sources of light, namely the sun and the electricity. The sun is the source of natural light while electricity is the source of artificial light. Thus, there are two types of lighting

1. Natural lighting:

Natural light or day-light is the best form of lighting from the point of view of the health and efficiency of employees. It is also very economical as no fittings are required. Therefore, maximum possible use should be made of natural light. For this purpose, large and high up windows should be installed.

2. **Artificial lighting :**

Natural light is not always dependable and adequate. When daylight is not adequate, artificial light is used to Supplement natural light. It may not be possible to provide natural light over the whole working surface. Therefore, artificial lighting is required to ensure proper illumination at all parts of the office.

Artificial lighting is of two types:

a. **Fluorescent lighting:**

Fluorescent lighting is commonly used in modern offices. It produces less heat and glare and lasts longer than filament bulbs. The illumination produced by fluorescent lighting resembles natural light. Such light is more evenly distributed. Many office buildings have business ceilings to eliminate shadows and glare on working surface. However, fluorescent lighting is very expensive to instal.

b. **Incandescent lighting:**

it involoves the use of filament bulbs. The installation of incandescent. Lighting is much less expensive than fluorescent lighting. But its colors are less natural and bulbs do not last long. Incandescent lighting consumes more electricity and produces more glare and shadows. Such lighting is, therefore, used in residential houses and small offices.

While designing a system of artificial lighting, the following factors should be considered:

- I. The required intensity and quality of illumination
- II. The arrangement and location of lighting
- III. The selection of right kind of lighting equipment
- IV. The extent of natural light available
- V. Lights and other dimensions of office rooms
- VI. Colour of ceiling, walls and windowpanes.

- V. Position of work tables, equipments and clerks
- VI. running maintenance costs of lighting
- VII. The appearance of light fittings; etc.

Importance of lighting:

Good lighting has the following advantages from the point of view of efficiency of office staff.

a) Higher output:

Good lighting system helps to increase the rate and quantity of work output in the office.

b) Better quality:

Proper lighting reduces errors and delays in clerical work because employees can concentrate their mind better.

c) Less Fatigue:

sound lighting system helps to prevent defects to eyesight and reduces eyestrain or mental fatigute.

d) Higher Morale:

Proper arrangements for lighting creates pleasant work atmosphere which improve the morale of office personnel.

e) Higher Prestige:

An attractive and efficient lighting system creates a favourable impression on visitors in the office. It increases the general reputation of the firm.

Use of colours:

Use of light colours on office walls and ceiling helps in the maximum utilization of both natural and artificial lighting. Light colours reflect more light and increase the intensity of lighting because these reflect rays. On the other hand dark colours absorb rays and reflect less light. There fore office floors, carpets, furniture, walls, ceilings and equipments should be of light colours to get more light at less cost. A good colour combination in office interiors can increase the intensity of lighting, reduce glare and improve vision without additional investment in lighting.

Removal of Dirt:

Dirt should not be allowed to cover the lamps, bulbs, tubes reflectors, walls, ceilings, windows and lamp shades. It may absorb as much as 50 percent or more of light that may otherwise be reflected on the working surface. Therefore bulbs, tubes, walls, ceilings, lamps shades, reflectors, windows, etc., should be cleaned regularly to maximize the intensity of lighting system. Lamps should be replaced as soon as their working life is over.

VENTILATION AND TEMPERATURE:

Proper ventilation and temperature in the office are an important part of office environment. Fresh air must pass through the office regularly. This is possible only when the office premises are properly ventilated. In the absence of proper ventilation, air becomes stale causing headache, fatigue and restlessness among office personnel.

i. Natural Ventilation:

Natural Ventilation may be obtained by providing enough doors, windows and ventilators of the right type at the right place. These would ensure a regular inflow of fresh air from outside and outflow of stale air from inside. Roof ventilators and internal tube ventilators may be used to increase natural ventilation.

(ii) Electric Fans:

Fans are a cheap and popular device of ventilation. They are used to circulate air because air circulation is better than stagnant air. Electric fans are of several types, e.g. pedestal fans, ceiling fans, wall fans, etc. However, electric fans do not lower the temperature of the workroom and stir up particles of dust. They also disturb paper work.

3) Exhaust Fans:

Exhaust fans are very effective means of ventilation because they let out stale or stagnant air from the room. As a result fresh air enters through windows and doors.

4) Air-filters:

These are used to ensure that the outside air which enters the room becomes dustfree and clean.

5) **Air-coolers:**

These have become popular in office because they draw in the air which passes through water and becomes cool. These are especially useful during the dry parts of summer. But in the wet and warm parts of the year they become useless because they cool the air through the process of moisturizing it.

6) **Air conditioners:**

Air-conditioning is the most effective method of ventilation. It controls the circulation, temperature and humidity and air and removes foreign substances in an enclosed area.

Air conditioned office has several advantages:

- a) It contributes to mental activity and improves the efficiency of employees.
- b) It eliminates the problems of cleanliness, humidity, noise, heat etc.
- c) It keeps the temperature at a uniform level throughout the year.
- d) It not only ensures good ventilation but filters the air as well,
- e) It helps to safeguard the employees health and office equipment.

7) **Room Heater:**

Heating is required during winter and in very cold areas. Electric room heaters are generally used for heating the inside of an office. In large office buildings, central heating system may be used.

Temperature:

employees cannot work efficiently in a too hot or cold climate. Therefore, temperature inside office rooms should be maintained at a proper level. The ideal room temperature varies from 50 to 65. cooling and heating methods are used for controlling temperature.

- **NOISE AND DUST:**

Noise refers to unwielded sound inside or outside the office. Noise may be either external or internal.

External noise:

External noise is caused by moving vehicles, street sound, etc. It enters the office building through open doors and windows. Modern cities are full of noise and external noise cannot be eliminated unless the office is located in a quiet area. But this may lead to foul air and excessive heat unless the office is Air conditioned. Automatic door closers, double doors and windows, sound baffles for windows and sound proof walls are also helpful in avoiding external noise.

Internal noise:

Internal noise arises from conversation, movement of people, clicking of typewriters, rattling of papers, telephone bells, noisy fans, operation of toilets, scarping of chairs on the floor etc. It is easier to control the sources of internal noise.

- **Effects of noise:**

Noise has the following harmful effects:

- i. It is unpleasant and causes irritation to employees.
- ii. It disturbs concentration of mind.
- iii. It results in delays due to frequent interruptions in work flow.
- iv. It creates errors in clerical work.

Control of noise:

Office work requires much concentration. The following steps may be taken to minimize or eliminate noise.

1. *Sound absorbing* materials may be used on walls and ceilings. Hardboards and wood panels are the most popular materials for this purpose.
2. Noisy machines and typewriters may be put in a separate room so that their noise is isolated and does not disturb the office staff.
3. Floors of rooms, gangways and corridors may be covered with rubber, coir, or plastic mats, carpets or linoleum to reduce the sound of foot steps.

4. Doors may be fitted with door closers and rubber lining or with hydraulic controls. Swing doors can also be used to reduce traffic noise.
5. Telephone bells may be replaced by buzzers or light indicators. Alternate telephone switchboards may be housed in sound proof booths.
6. The office may be situated away from noise making areas of the building e.g, stairs, lifts, canteens, corridors, etc.
7. Clerks may be asked to speak quietly and to avoid running about.
8. Visitors should be received in only the visitor's room.
9. Lengthily interviews and conversation may be held in separate conference room.
10. Steps for local absorption of sound may be taken by placing felt pads under office machines and equipment. Lighter equipment may be mounted on springs, cork pads and other noise reducing materials.

- **CLEANLINESS:**

A clean and tidy office is a must for the health and efficiency of employees. It improves the accuracy and speed of work. It also projects a good image of the organization. A dirty office is unpleasant to work in and injures the health of employees.

The office and its surroundings should not only be clean but free from bad odour and infection. Office rooms and other areas should be sprayed with disinfecting liquids for this purpose .

The following sanitary requirements should also be provided in the office:

- 1. Spittoons:**

A sufficient number of spittoons should be provided in the office at convenient places. Instructions should be issued that no person should spit on the floor or walls.

- 2. Waste Disposal:**

Waste Materials and waste papers should be collected and sold or burnt.

- 3. Drinking water:**

Proper arrangements should be made to provide an adequate supply of wholesome drinking water at suitable places. No such place should be situated within 20 feet of any urinal, latrine or washing place.

4. Toilets:

Sufficient cloak rooms, toilets and washing facilities should be provided at convenient places. These should be kept clean and in good sanitary condition. Cloth or paper towels and soap should also be provided.

5. Canteen:

Every office employing a large number of persons should have a canteen. It should offer tea, snacks and meals at subsidised rates.

6. Rest Rooms:

Rest or retiting rooms should be provided for the employees. Comfortable chairs, sofa, etc. should be provided in such rooms.

7. Overcrowding :

No office room should be overcrowded because overcrowding reduces the health and efficiency of employees. It encourages gossips and prevents mental concentration.

8. Clocks:

At least one clock should be provided in the office. It should be kept in perfect working condition.

SAFETY ARRANGEMENTS:

Most people feel that office is a safe place to work in comparison with a factory. Therefore, hardly and safety precautions are taken in offices. However, accidents do happen in the office. Minor accidents like cuts by razor blades left loose in desk drawers require only first aid. But serious accidents such as fall from a seven feet high filing shelve may require hospitalization.

Physical Hazards

physical Hazards exist in every office but they are more common in offices which are overcrowded or which use obsolete machines and equipments which have a faulty layout.

1. Hazards of slipping and falling on floors and staircases when:

- a) Water, soap and oil are allowed to fall on floors or staircases.
- b) Floors and surface are brightly polished.
- c) Floor coverings are loose or torn.
- d) Handrails are rough or splintered.
- e) Floors and stair cases are not properly illuminated .
- f) Waste paper baskets are not put at fixed places.

2. Hazards of collision when

- a. Desk and file cabinet drawers are kept open .
- b. Furniture and equipment are not placed properly.
- c. Fans, coolers and heaters are not placed properly.
- d. Edges of wooden and metal equipment are not covered.
- e. Quick movements are made through revolving doors.

3. Hazards of fire;

- a. Matches are placed in stand with the heads exposed.
- b. Cigarette butts are carelessly discarded.
- c. Highly inflammable materials or liquids are stored in lockers or closets.
- d. Loose waste papers or magazines are carelessly thrown.

4. Miscellaneous hazards:

- a. Defective electric installations.
- b. Moving parts of office machines are uncovered.

- c. employees tilting background in a swivel chair;
- d. Improper lifting of heavy loads.
- e. Loose fan blades and fan guards.
- f. Employees walking with open pens and scissors in their hands.

Fire precautions:

The following steps may be taken to prevent fire in the office.

- a) Adequate fire extinguishing equipment should be installed.
- b) Staff should be trained in the use of fire fighting equipment.
- c) Fire exits should be marked and kept free of obstructions.
- d) Fire fighting equipment and fire alarms must be checked periodically.
- e) Staff should be educated in the proper procedure in the event of fire.
- f) All worn out electrical wiring should be duly replaced or repaired.
- g) All open coal, electrical and gas fires should be avoided.
- h) Smoking should not be allowed or proper ash trays should be provided to avoid fire by burning cigarette butts.
- i) Main electrical switches should be put off after working hours and at weekends.
- j) Office premises should be kept free of combustible materials like waste paper.

Accident prevention:

It is the duty of the office manager to prevent and minimize physical hazards in the office. He may take the following steps for this purpose.

1. All floors and stairways should be soundly constructed and properly maintained. Floors should not be highly polished. Floor openings must be fenced and stairs must have hand rails.

2. Electrical fittings should be installed and periodically repaired by expert electricians.
3. Office machines and equipments must be properly installed and regularly services.
4. All electrically driven machinery should be disconnected from the mains during cleaning.
5. Office staff should be properly trained in the safe use and maintenance of machines and equipment.
6. chairs, desks, filing cabinets, etc. Should be free from sharp edges. Chairs should be well balanced.
7. Heavy weight should be lifted very carefully .
8. Filing drawers and doors should not be kept open. Waste papers baskets should be so placed that people may not trip over them.
9. Proper ladders should be provided for reaching high shelves.
10. Trailing telephone wires on the floor should be avoided.
11. Horeseply and running should be strictly prohibited.
12. Stairs and corridors should be properly illuminated.
13. Over crowding of files, desks, etc. should be avoided to prevent the fall of materials.
14. Electric fans should be placed in safe places and unauthorised electric connection should be strictly prohibited.
15. Racer blades should not be used to sharpen pencils and blades and pins should not be kept in open.
16. Proper first aid facilities should be provided in a large office.

OFFICE SECURITY:

It is the basic function of an office to maintain and preserve records and documents for future reference. Therefore, all documents, records, equipment, etc. Should be kept under proper security. No records or document should be taken out of the office premises without the permission of the appropriate authority.

However, care should be taken to prevent the possibility of theft and destruction of office records. Important and valuable documents such as share certificates, debentures, deposit receipts, title deeds, bill of exchange, promissory notes, cheque books, contracts, registration documents, etc. Must be kept in bank lockers, or office safes. Other documents like office files and correspondence, etc. Should be kept beyond the access of outsiders.

In addition, the following measures may be adopted to ensure office security,

1. Regulating Entry:

- (a) As far as possible, there should be only one entrance for visitors,
- (b) Each entry point must have a watchman or security guard.
- (c) Entry of all visitors should be checked at the entrance.
- (d) No one should be allowed to enter without an identity and or pass.
- (e) Briefcases and bags of visitors should either be checked or kept at the entry gate.

2. Safeguarding premises:

Office premises should be well guarded against security risks

- a) All doors and windows should be fastened and fitted with iron mesh.
- b) Watchmen should be posted to keep watch during the night.
- c) Doors should be locked properly and keys should be in the custody of the security office.
- d) A fool proof burglar alarm system should be installed to alert the security staff and the local police station against attempts to break in .
- e) Guard dogs or patrol dogs may be used in addition to watchman during night.

Control of staff:

Security regulations for staff may include :

- 1. Fidelity guarantee insurance :** An insurance policy may be taken to cover the risk of fraud, embezzlement and defalcation by employees. The policy may be taken separately for each employee or group policy for all employees.
- 2. Cash on bond security :** employees handling cash may be required to deposit cash security or to execute a guarantee bond from a reputed person . Banks generally demand deposit of cash security from the cashiers.
- 3. Reference checking :** while recruiting employees, the employer may check the references given by the candidates, information on the character, past record, behaviour , etc.of the employee may be gathered from the reference check. Such verification helps to screen out the undersirable persons from employment. In special cases police help may be taken to verify the antecedents of the new recruits.
Identity cards- all employees may be given identity cards or badges which they will keep with them during office hours. This will prevent impersonation and check on unwanted persons.
- 4. Safes:** well built and completely locked safes are a very good protection against fire and theft. Handy office machines, valuable documents and cash may be kept in such safes. The keys of safes must be numbered, registered and kept under the control of a responsible person.

SECRECY:

There are some office records which must be kept secret from the junior staff. Such records are known as business secrets. Any disclosure of these secrets may cause heavy loss to the organization. Therefore, adequate arrangements, should be made for the safe keeping of such secrets. Generally, the following information should be kept secret.

1. Financial position:

Any disclosure of the financial position of the organization before the presentation of its annual accounts may be very harmful. If the financial condition is unfavorable and it is disclosed in between the year, the credit of the organization will go down. As a result, it will be difficult to raise loans and the share prices may go down. The company's creditors may put pressure on it for the payment of their dues before the due date.

2. Tender quotations:

If the tender quotations submitted or invited by the organization are disclosed before the opening of tenders, the company may lose valuable contracts.

3. Cost Data:

Disclosure of cost information to competitors and employees may reduce the competitive strength of the organization.

4. Declaration of dividend:

disclosure of the rate of dividend before the annual meeting may affect the market value of the company's shares.

5. Personnel policy:

Information regarding the promotions, transfer etc. of employees should not be disclosed before hand. Otherwise it may lead to strikes, lockouts and other undesirable results.

UNIT V – MANAGEMENT OF OFFICE RECORDS

Records are the informational documents used by an organization to carry out its functions.

The term 'records' includes all forms of information processing media used by an organization in the forms of correspondence, invoices, minutes, vouchers, books of accounts, registers, files etc. Records may be classified into the following categories:

1. Correspondence records:

These include letters, notices, circulars, memoranda, etc., received or sent by the organization.

2. Accounting Records :

These include the accounts relating to sales, purchases, manufacturing, stock etc. They also consist of invoices, vouchers and documents evidencing various accounting transactions.

3. Legal records:

These records are maintained under various statutes. They also consist of records which may serve as evidence in legal proceedings. i.e, bonds, deeds, contracts, etc.

4. Personnel records:

These include the records relating to the personal of the organization., e.g. performance records, personal history of employees, payrolls, labour turnover and absenteeism records etc.

5. Miscellaneous records:

These examples include records not covered by any of the above categories. The examples are records about marketing research, advertising campaign, production and cost records etc.

Significance of record management:

Efficient management of records is essential because it serves the following objectives:

1. Barometer of progress:

Records reveal the progress of an organization. The performance of the organization during different time periods can be compared to know the trend progress. The true position of a business can be judged only from uptodate records. This is the historical function of records.

2. Future reference:

Records constitute the reservoir of information relating to the organization. Management can use this information for taking decisions. A business decision is as good as the facts on which it is based.

3. Reduction of errors:

A business can minimize errors and prevent frauds by maintaining uptodate and accurate records. Records are an essential part of the system of internal control. This is the control function of records.

4. Legal Evidence:

Records serve as a written proof of the transactions in case of a legal dispute. Certain records have to be kept for a specific period of time under various laws.

5. Efficiency:

A good system of record keeping makes available to management the required information with speed and accuracy. It helps to improve the efficiency of office operations.

Principles of records management:

An efficient system of record keeping must be based on the fundamental principles given below:

1. Justification:

The purpose for which records are kept must be justifiable. If records are maintained for no justifiable purpose, it will result in waste of time, money and space. Unnecessary papers and documents should not be preserved.

2.verification:

A record should be capable of verification. It will be of little value unless it is verifiable.

3. classification:

Records should be properly classified. With proper classification the analysis and location of records will be very difficult.

4. simplicity:

Records should be maintained in a simple manner and according to the requirements of the organization.

5. Accuracy:

Records should be maintained accurately so as to minimise the chances of errors and fraud.

6. Availability:

Records should be kept in such a way that the required information is available quickly. It is of no use to keep records if they are not available when asked for.

7. Economy:

The cost of maintaining records should be reasonable, records should be maintained in a concise form so that valuable space is not wasted.

8. Flexibility:

The system of record keeping should be elastic in capacity. It should be capable of being expanded or contracted according to the changing requirements of the enterprise.

Filing :

Filing is a form of record keeping. It provides a means of preserving records of business transactions. Documents and papers are filed so that they may be made available as and when required. As a part of records management filing involves systematically classifying, coding, arranging and placing or records in storage filing is the systematic arrangement and keeping of business correspondence and records so that they may be found and delivered when needed for future reference. The **main objectives of filing** are:

- a. Proper arrangement of records
- b. Careful storing of records
- c. Easy availability of records.

Filing performs the following functions:

- I. It performs the library function by storing the records for future reference.
- II. It performs an administrative function by maintaining and supplying the various documents for framing business policies.
- III. It performs historical function by preserving in a systematic manner the important records showing the progress of the organization.
- IV. It performs the information function by supplying the relevant information for various uses.

Importance of filing :

Filing is the core of records management. A large number of papers and documents cannot be preserved and handled without proper arrangement. Systematic preservation of various types of information is made possible only by a good filing system. An efficient filing system provides the following advantages:

1. Efficiency:

A good filing system enables the office staff to handle the records properly without any delay. It saves time and brings efficiency in office operations.

2. Ready reference:

Sometimes, customers repeat their past orders. Filing helps in finding their previous letters and re-executing the orders.

3. planning:

Management has to refer to past records for framing business policies. Old records serve as the basis for future actions.

4. Better control:

Records help to control various operations in the organization. A check is kept on incoming and outgoing letters.

5. protection.

A good filing system protects the documents against possible loss or damage.

6. Evidence:

Filing provides documentary evidence for use in the court of law in case of a legal dispute.

7. Legal compliance:

Filing helps to fulfil legal obligations by keeping the documents and records which are required to be preserved under the provisions of law.

8. Follow – up :

Filing facilitates follow up action in case of securing orders, collecting payments from customers and getting supplies from the vendors.

9. Goodwill:

A good filing system enables the staff to handle correspondence correctly and quickly. This builds up the reputation of the organisation.

Steps in installing filing system:

The filing system should be planned carefully keeping in view of objectives of filing and the nature of records.

1. Listing of documents:

First of all a list of all documents and papers to be filed is prepared. This list should be prepared keeping in view the requirements of the organization.

2. Determining period of storage:

The time period for which the documents are to be preserved should be decided in consultation with the concerned departments.

3. Determining filing equipment:

Various type of equipment should be procured to store different kinds of documents. The choice of filing equipment depends mainly on the nature and importance of records.

4. Acquiring storage space:

The storage space should be acquired keeping in view the filing needs of the organization and the funds available for storage.

5. Determining system of classification:

A suitable system should be selected for the classification of records.

6. Protection of records:

The arrangements to be made for protecting the records from loss or damage should be decided.

7. Training of staff:

The staff members employed in the filing department should be given sufficient training for handling various filing operations.

8. Issuing procedure.

Only authorized persons should be allowed to enter the filing department. Moreover the files should be issued only to the authorized persons.

Essentials of a good filing system:

A good system of filing should contain the following characteristics:

1. simplicity:

The filing system should be simple to understand and easy to operate.

2. economy:

The filing system should be economical in time, space and money. The costs incurred on the filing equipment should be in proportionate to the benefits derived from it. Fire proof almirahs, restricted entry to the filing room, issue of files only on proper requisition, timely return of the issued files, etc. help to keep the documents safe.

3.compactness:

The filing system should be compact so that it occupies less space. Space is very costly and should be used economically.

4. accessibility:

A good filing system should be so designed that records are easily available whenever required. It should allow the making of necessary insertions without disturbing the existing order of files.

5. flexibility:

The filing system should be elastic so that it may be expanded or contracted according to the changing needs of business.

6. classification:

The filing system should be supported by a proper system of classification. Proper classification helps in inserting as well as locating the documents in the files.

7. Cross reference.

When a document can be filed under more than one head, cross reference should be given to avoid confusion and to facilitate location of files.

8. indexing:

A well designed index plan should be used to supplement the filing system. It will help to locate the file quickly when it is required.

9. safety:

Documents kept in the filing department must be protected from dirt, insects, rats, fire, theft, etc.

Classification and arrangements of files:

Classification is the process of selecting headings under which documents are grouped or classified on the basis of common characteristics before filing takes place.

1. **Alphabetical classification:**

Under this method, the letters and documents are arranged according to the first alphabet with which the name of the sender or receiver begins. All letters received from individuals whose surnames begin with the alphabet are kept in the same file. For example, the letters received from ram, Rahim, Robert, Riaz etc., will be filled in the file marked 'R'.

Alphabetical classification offers the following advantages:

1. It is easy to understand and simple to operate.
2. It is self indexing and no separate index is required.
3. It is elastic. New headings can be introduced at any point without disturbing the classification.
4. It provides direct reference and provides a quick check so that the chances of misfiling are minimized.
5. There is convenience of grouping papers in the name of a company, etc.
6. Useful provision for miscellaneous papers can be made

Alphabetical classification suffers from the following disadvantages:

1. In large systems, it takes long time to find the required documents. This reduces the speed of operations.

2. There may be congestion under common names.
3. Misspelling of names may result in misfiling.
4. It is difficult to forecast the space requirements under different letters of the alphabet.
5. There is convenience of grouping papers in the name of a company, etc.

Numerical classification:

Under this method each correspondence is given a specific number. The files are then placed in a strict numerical order. For example, Ram may be allotted number 101. All the documents relating to him will be placed in file no 101. After the folders are complete they are arranged in numerical order in the drawers.

This system is also followed by transport authorities in assigning registration numbers to motor vehicles. It can also be used for filing invoices, orders, minutes, etc.

The advantages of numerical classification are as follows:

1. It is easy to understand.
2. Numbered files can be easily located and are less likely to be disarranged.
3. The file number can be used as a reference in future correspondence.
4. The system is flexible because unlimited expansion of files is possible.
5. The index used is a complete list and can be used for other purposes eg. As an address list.
6. It reveals certain useful information like the total number of customers.

This disadvantages of numerical filing are given below.

1. It takes much time in referring to the index and in locating the particular file.
2. The system is costly because a separate index has to be maintained.

III. Alpha –numerical classification:

This method is a combination of the first two systems. In this system, files are classified into alphabetical order and then numbers are allotted to different documents for the purpose of their subclassification. (ex) for example, the file of Ram may be given the number, R/1, that of Rahim R/2, that of Riaz R/3 and that of Roberts R/4. this system is often used in banks libraries and transport authorities.

Alpha-numerical system provides the following advantages:

1. It facilitates a quick reference.
2. It is elastic because unlimited expansion is possible.
3. It avoids the confusion of alphabetical system and has at the same time the exactness of the numerical system.

IV. Geographical classification:

Under this system, all documents relating to a particular geographical area are put in one file. The classification may be state wise, district wise, and town wise.

Geographical classification offers the following advantages:

1. It is very easy to use.
2. It assists in speedy location of files.

3. Direct filing is possible.

This system suffers from the following disadvantages:

1. A separate index has to be prepared.
2. The filing clerks be trained in the use of this system.

V. Subject classification:

In this method of classification all letters and documents or in the same file relating to a subject are arranged in the same file.

Subject classification offers the following advantages:

1. If the subject is known, it is very easy to locate the required document.
2. Every subject file gives complete information about a subject.
3. There is scope for unlimited expansion.

Disadvantages:

1. Unless the subject is fully understood, it is difficult to classify the documents.
2. Where the volume of correspondence is large an index is required.
3. It is not suitable for miscellaneous papers.

VI. Chronological classification:

Under this system, documents are filed and arranged date wise. Accounting records invoices etc, are filed in this manner.

The advantages of this system are as follows:

1. It is very easy and simple to operate when the dates are known.
2. It is good for overall classification eg. Correspondence in different years.

The disadvantages of chronological classification are given below:

1. It is not useful when the dates are unknown.
2. It is useful only for small files.
3. Incoming letters might be separated from outgoing replies.

FILING EQUIPMENT AND METHODS OF FILING :

Various methods of filing may be classified into two broad categories:

1. Conventional or old methods
2. Modern method

Conventional or old method :

The main conventional methods of filing are given below:

1. Metal holders:

Under this method, papers and documents are placed in metal holders in chronological order. Metal holders are used for holding the paper together .this method is inconvenient and outdated it is not of much use in practice.

2. Bound book:

All letters and documents are pasted in this book in chronological order. It avoids the possibility of loss or misplacement of a paper. But it is of limited use in practice.

3. Spike or pillar file:

A spike is a wire flitted with wooden stand. It may be kept on a table or hung on the wall. The papers to be filed are punched through the sharp point of the spike.

4. Concertina file:

It is made of cardboard and contains a number of pockets usually sufficient to permit alphabetical classification and is readily portable. It is suitable for keeping only a small number of papers because its capacity is limited.

5. Box file:

It is a flat cardboard or metal box. Spring clips are fitted within the box to hold the papers. Papers are generally placed in manila folders which are numbered to facilitate quick reference.

6. Pigeon hole file or docketing:

It involves the use of a cupboard or special almirah divided into a number of small compartments. The cupboard is open from one side and the compartments are square holes called 'pigeon holes'.

7. Press copy book:

Under this method, all outward letters are copied out in a book maintained for this purpose. Actually the practice is to get an extra carbon copy of each letter.

MODERN METHOD OF FILING:

Conventional filing methods are not suitable for modern and large office.

1. Horizontal filing:

Under this method, the documents are inserted in files or folders. The files are kept in drawers in horizontal position

a. Flat file:

These are covers of card board or thick paper fitted with metal hinges for fastening the papers together. A separate file is allotted to each customer or subject.

b. Arch lever files:

These are strong cardboard folders containing strong metal arches. These arches can be operated by a lever. When a paper is to be filed, it is punched with two holes with punching machine.

Advantages of horizontal filing :

- I. It is simple to understand and operate.
- II. It is easy to trace the papers as they are filed in chronological orders.
- III. It is an economical method.
- IV. In it documents are kept free of dust.

Disadvantages of horizontal filing:

1. It is costlier in terms of office space.
2. It is necessary to use an index to locate the required files.
3. It does not allow for expansion.

II – vertical filing:

Under this method files are kept in a standing or upright position. The documents to be filed are firstly put into folders and then the folders are placed in drawers or cabinets in alphabetical or numerical order.

a) Folders:

These are the basic of vertical filing. Folders are made of manila paper, flexible plastic or rubber. The back of the folder is slightly higher than the front.

b) cabinets:

Folders are kept vertically in a steel or wooden cabinet. A cabinet contains several drawers. The drawers are deep enough to hold the folders in vertical position.

Advantages of vertical filing:

- a) It facilitates ready reference because the heading of each folder is visible from the extended edge.
- b) It is easily adaptable. The folders can be arranged alphabetically numerically or subject wise.
- c) It is economical in terms of space and equipment.
- d) It ensures security of documents. Filing cabinets have a locking device and fire proof cabinets are available.

Disadvantages of vertical filing:

- a) It is relatively less fast.
- b) The folders may slip down the drawers resulting in wear and tear of files.

III. Suspension filing:

Under this method, folders are fitted with metal bars suspended on a metal frame which is fitted inside the drawer. Special cabinets containing drawers fitted with metal frames to support the suspended folders are used.

Advantages of suspension filing:

- a) It permits efficient handling of records. The folders can be moved freely backward and forward.
- b) The contents of a file are visible at a glance. It facilitates easy and quick location of files.
- c) It is flexible or elastic.

Disadvantages of suspension filing:

1. It occupies more space.
2. The folders and cabinets used are costly.

IV. Lateral filing:

Under this method, files are arranged side by side on shelves or racks in upright position .

Documents are put in folders which have hooks. The folders are hung on the railings of the shelves. The tips of folders are fitted with title indicators.

Advantages of lateral filing:

- a. It is economical because it occupies less space.
- b. Removal and replacement of files is easy and less noisy.
- c. It facilitates sorting of a large number of files.
- d. It is highly flexible and offer sample scope for expansion.

V – open shelf filing:

In this method, files are kept vertically or horizontally in the open shelves. Such shelves are used in libraries. Open shelves may be up to the height of the ceiling and ladders may be used for operators. It provides all the advantages of lateral filing.

VI- visible card filing:

This method is becoming popular in larger organizations. A visible file shows all relevant information. The information is recorded on the edges of the cards. The cards are kept in open trays of filing cabinets.

VII-Rotary card filing :

Under this method, cards are attached to a belt or series of rings that surround the core of a rotating wheel. Cards can be inserted or removed by rotating the wheel to the desired location.

VIII – Motorized filing ;

In this method of filing an electrically operated console is used. The operator sitting at a desk can get a view of the relevant file by presenting the button. The motorized filing equipment consists of a cabinet that house of motorized push button, chain driven arrangement of fixed crages on which trays of record cards are revolved vertically.

INDEXING :

An index is anything that indicates or points out. It is a ready guide to the location of the required file. Indexing is the process of determining the name, subject or some other caption under which the documents are to be filed. It is an important aid to filing. When a large number of files are maintained, they can be located by some sort of a guide which is known as the index.

Objectives of indexing:

The fundamental objective of indexing is to assist filing so that the filed documents are located easily and quickly whenever they are needed. Indexing therefore, adds to the efficiency and utility of filing. It ensures speed and economy in the management of office records.

In order to achieve, the objective of indexing, the right system of indexing must be chosen. However, indexing is not required in all situations. When files are arranged in alphabetical order, indexing is not needed.

But in other systems of classification an index is necessary. An index is also required for different kinds of registers and ledgers.

Essentials of a good indexing system:

A good system of indexing should possess the following essential features:

1. **simplicity:**

A good system of indexing should be simple to understand and easy to operate. It should not unnecessarily complex in operation.

2. **Economy:**

A good indexing system should be economical in terms of space, equipment and effort.

3. **flexibility:**

The system should have sufficient scope for expansion. It should have multiple uses.

4. **safety:**

It should protect the records against dust, insects, fire, rats, water etc. it should have a locking **arrangement to prevent pilferage of records.**

5. **Efficiency :**

It should be speedy in operation. It should take the least possible time to locate a card or to insert a new card.

6. **suitability:**

The indexing system should go well with the system of filing in the organizations. The types of indexing should be selected on the basis of the nature of filing operations.

7. Cross reference:

Cross reference should be given under the head under which a document could be filed but has not been filed.

8. Signaling;

A slip or tab should be attached to the exposed edge of card or file to draw attention to certain facts recorded on the card.

Methods or types of indexing:

The main types of indexing are as follows:

1. Page index:

An ordinary page index consists of a page for each letter of the alphabet, fitted with a tab showing the letter. On each page names beginning with that letter are written and against each name the relevant page numbers are given.

a) Bound book index:

It is in the form of bound book are registered divided into alphabetical sections in which the aims of persons or documents are entered. Each section has the leaves cut away at the right hand side so that the initial letters of all the sections are visible at a glance.

b) Loose leaf book index:

In this type of index, pages are held by some device which makes it possible to take out some pages or insert additional pages. The sheets of paper are fitted on metal hinges and screwed.

c) Vowel Index:

This is modified from of book index. In big organizations the list of correspondents is very large. Too much time is wasted in locating the name under reference. The book is maintained on the basis of a vowel classification in order to facilitate quick reference.

2. Vertical card index:

Under this method, cards of uniform size say 4" X2.5 are used. These cards contain the names and other particulars to be indexed. The reference number of the file is given on the top edge of the card.

Uses: card index may be used for the following purposes;

- a. To contain names and addresses of the customers;
- b. To keep particulars of employees
- c. To maintain account of store items
- d. To keep records of investments and assets

Advantages:

- a. The system is simple to understand and operate.
- b. The cards can be arranged in any order and the order can be changed to suit the needs of the business.
- c. Card index can be used by several persons at the same time.
- d. The index is always alive because the dead cards are removed.
- e. The method is cheap to install and operate. It requires little equipment.

Disadvantages:

Card index is subject to the following drawbacks:

- a. There is a danger of separate cards being lost, mutilated or destroyed.
- b. Cards get torn due to constant handling and therefore have to be replaced.
- c. It is costlier than the page index.
- d. a constant check is required to ensure that cards removed for reference are put in their proper places.

3. Visible card index:

Under this method, cards are put in transparent covers. Then the cards are laid flat in a shallow tray or in a metal frame. Each card into a metal hinge and it overlaps the one before it in such a way that a narrow strip at the bottom containing the name or title remains visible.

Advantages:

- a. It is compact and occupies less space.
- b. Its capacity is quite large.
- c. Cards can be removed easily whenever necessary.
- d. Listing customers and suppliers becomes easy.
- e. Additional information can be easily written on the cards without disturbing their order.

Disadvantages:

- a. It requires costly equipment
- b. Making of entries on cards takes more time.

4. Strip Index:

In every office there is need of a list of names, telephone numbers, addresses, etc. The strip index has been designed to meet this need. Under this system, one line entry is made on a narrow strip of cardboard or wood. usually, each strip is devoted to a large item. These strips are put in a frame in such a way that they can be taken out and replaced easily.

5. Wheel index:

It is a kind of visible index which is used in big offices to provide instant reference. Cards are arranged about the circumference of a wheel which may be portable or set in a cabinet or desk. A single wheel can holds as many as 5,000 cards. Cards can be inserted and withdrawn without disturbing the other cards.

Wheel index has become popular because it offers the following advantages:

1. It provides quick and easy reference. This helps to save time and effort.
2. It is a flexible system. Expansion is possible as new cards can be added easily.
3. Entries on cards can be made without removing them from the wheel.
4. It occupies less space. A large number of cards can be accommodated in a small space.

Choice of suitable index

While selecting an appropriate method of indexing the following factors should be taken in to consideration.

1. The purpose of keeping the index.
2. Requirements of the filing system.
3. The nature and amount of information required.

4. Frequency with which insertions and withdrawals are to be made.
5. The space required for each system.
6. The cost of equipment, labour, etc. required in each system.
7. The need for the use of signals.

Organization of records room:

An efficient organization of records room is essential for effective management of office records.

1. Location of record room;

Record room should be so located that every department of the enterprise can approach it easily and quickly. Central location is therefore, the best.

2. Records department or section:

In a large organization, a separate records management department or section may be necessary to man and supervise the records room. A competent manager should be appointed to head this department or section.

3. Location and layout of files:

This is a significant element in the organization of the records room. The files should be located nearest to the department which makes the most frequent use of the filed documents.

4. Adequate protection:

The records room must be protected against fire and other hazards. Proper fire fighting equipment should be installed to meet any emergency due to a possible fire.