An Exploratory Study on Importance of Role of Office Management in HR Practices in India

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Abstract:- When discussing office management, we are essentially referring to the optimization of office operations and the various factors that contribute to the efficient execution of office tasks. Office management entails coordinating office activities and ensuring employee satisfaction. The fundamental principles here are efficiency and effectiveness. When a business is well-managed, it exercises control over office operations, reduces company expenses, fosters employee happiness, and facilitates coordination across all organizational activities.

To avoid any confusion, it is important to note that there are various types of managers who work in offices, such as IT managers or sales managers. However, office management specifically pertains to the administrative positions within companies. While other management roles typically focus on specific departments, office managers have a broader scope. In essence, an office manager is responsible for overseeing the day-to-day operations and overall functioning of the workplace environment.

Keywords:- Human Resource, Office Management, Organisations.

I. INTRODUCTION

Office management encompasses the strategic planning, design, and implementation of work within an organisation and its office spaces. This involves creating a conducive work environment, guiding and coordinating the activities of office personnel, all with the aim of achieving business objectives. These activities are continuously assessed and fine-tuned to enhance and sustain efficiency, effectiveness, and productivity.

The emphasis of this definition lies on the importance of personnel, as the path to an efficient workplace relies on hardworking individuals managed effectively. Office managers often assume responsibilities such as overseeing desk arrangements, managing supplies, handling the office or administrative budget, providing staff training, organizing travel arrangements, and supervising other support staff. A successful office manager, regardless of the field, must possess a deep understanding of their employees' behaviours and needs. This enables them to effectively motivate their workforce by implementing suitable incentives.

II. RESEARCH METHODOLOGY

The research methodology in this paper is based on secondary data for studying the theories related to Human resources with Office management. The research is based on exploratory studies.

➢ *Objectives of Research*
To find the role of Office Management in the field of HR

III. LITERATURE REVIEW

➢ *Research on the Office Administration Management New Ideas and Countermeasures under Fine Management Perspective by Zhang, Yanyan:*
This paper focuses on researching new ideas and countermeasures for office administration management from a fine management perspective. Traditionally, administrative service divisions prioritize writing material handling capacity and high coordination organizational skills when configuring office personnel. However, as the social economy evolves, offices are now expected to play a more significant role in business decisions, requiring a shift in the selection criteria for office personnel. This calls for a comprehensive management approach, continuous learning, and a change in vision and philosophy. To enhance office efficiency and create a better systematic environment, this paper proposes integrating state-of-the-art methodologies.

➢ *Kapur, Radhika. (2018). Office Management.*
This research focuses on preparing for such changes and the necessary technologies and access facilities to manage official works remotely, particularly during outbreaks or natural disasters. Many organizations are now adopting remote operations with the help of technologies to serve their office, employees, and customers during crises in developed countries. However, developing countries face challenges in implementing remote work. Through strategic initiatives, organizations can conduct their offices remotely and ensure continuous organizational operations.

> *Islam, Md Mirajul & Hasan, Md Tareq & Sultana, Afsana. (2022). Remote Office Management: A Study on Preparation and System Development for Developing Countries. Science Journal of Business and Management:*

Most of the changes such as ammunition's development, border security, national security agencies, and some emerging institutions (UN, World Bank, IMF, etc.) in the world were established after the Second World War (WW2). Likewise, after the outbreak of the novel coronavirus 2019 (COVID-19) there will be some changes in the world such as office management, learning system, organizational operations, and so on. This research concentrates on preparation and the requisite technologies or access facilities to manage official works remotely in general or during any outbreak or natural disaster. Many organizations may conduct their operations remotely by ensuring technologies towards the office, employees, and customer premises during any outbreak over the developed country or region. The developing countries are always aback from the developed countries in all respects. During the COVID-19, developed countries faced a lot of issues to conduct the offices remotely where developing countries were incapable of control. Through some initiatives, the organizations can conduct their offices from remote to continue organizational operations in developing countries. To do so, the organizations must develop their office management system to execute a specific task along with the access facilities to contact the office from anywhere in the world in general or for any special reason.

IV. OFFICE MANAGEMENT EDUCATION IN INDIA

Office management education in India is provided by many institutions which cover the main basics of office management like Office Management, Financial Accounting, Communication & Business Correspondence, Business Law, Secretarial Practice, Banking and Insurance Operations, Corporate Laws and E-Commerce. Additionally, practical components such as Advanced Phonography and Computing Basics and its Applications are the areas of study provided.

Following are the names of the institutions:

- YMCA, New Delhi
- Institute of Secretariat Training and Management, New Delhi
- South Delhi Polytechnic for Women, New Delhi
- Banaras Hindu University, Varanasi
- The University of Delhi, New Delhi
- Mahatma Jyoti Rao Phule Government Polytechnic College
- Rajiv Gandhi Technical University, Madhya Pradesh
- Rajasthan University, Jaipur
- Bombay University, Mumbai
- Calcutta University, Pune
- Government Polytechnic Panaji, Goa

Job prospects for graduates in Office Management generally covers these areas of work:

- Secretary
- Executive Secretary
- Administrative Assistant
- Professional Assistant
- Sales Assistant
- Marketing Assistant
- Research Assistant

> *Types of Office Management practised in India*

- **Corporate Office Management** involves overseeing managers at different branches of a company, with a district manager supervising all branch managers from the head office. This role often entails traveling between company locations. Corporate office managers are also responsible for devising new organizational approaches for human resources and marketing campaigns.

- **Medical Office Management** requires in-depth knowledge of anatomy, lab procedures, and healthcare laws. Typically working in doctor's offices, medical office managers supervise medical assistants and ensure patient confidentiality and proper disposal of medical waste.

- **Legal Office Management** demands practical law experience and a comprehensive understanding of legal procedures. Law office managers oversee legal administrative assistants, manage payroll, and handle the firm's human resources department.

- **Virtual Office Management** differs from traditional roles, as managers work part-time for several smaller companies rather than being a full-time employee of one business. Small businesses often contract virtual office managers due to the increasing trend of remote work. This option is attractive for steadily growing small businesses that do not yet require an on-site office manager.

> *Correlation of Office Management and HR duties*

Innovative HR managers play a crucial role in leading and engaging their teams while attracting top job candidates. They embrace creativity by experimenting with different strategies and activities for their organization. Some examples of creative HR initiatives include offering paid service days for volunteering, hosting weekly lunchtime trivia, making updates to the company's physical space, and allowing pets at work.

Effective HR managers are forward-thinking and open to new ideas, keeping an eye on HR trends and adjusting policies as needed. They excel at problem-solving, finding effective solutions while adhering to scheduling and

budgeting guidelines. When faced with subjective issues, they apply organizational policies fairly and ethically, seeking guidance from experts when necessary.

Strategic HR managers develop policies aligned with the company's mission and goals, staying connected to industry developments. Being tech-savvy, they leverage the latest technology to streamline processes and improve HR data security. Project management skills are essential, involving effective communication, delegation, monitoring progress, and meeting deadlines while adhering to budgets.

Financially competent HR managers possess foundational knowledge of business finances, enabling them to contribute to the organization's monetary goals. Collaboration is a key aspect of their role, as they work with diverse groups, including the HR team, department directors, executives, and employees, valuing feedback and incorporating multiple perspectives to develop fair and inclusive policies and initiatives.

V. SUGGESTIONS AND FINDINGS FROM THE RESEARCH

Following are the suggestions and findings from the research

➤ Foster a Culture of Innovation: Encourage HR managers to embrace creativity and experiment with different strategies and activities to engage teams and attract top job candidates. Promote the implementation of creative HR initiatives such as offering paid service days for volunteering, hosting lunchtime trivia, making updates to the office space, and allowing pets at work.

➤ Embrace Forward-Thinking: Encourage HR managers to stay open to new ideas and trends in the HR industry. They should be proactive in adjusting policies as needed and excel at problem-solving while adhering to scheduling and budgeting guidelines. Provide opportunities for professional development to enhance their problem-solving skills.

➤ Develop Strategic HR Policies: Encourage HR managers to align policies with the company's mission and goals. Stay updated with industry developments and leverage technology to streamline HR processes and improve data security. Provide access to training programs and online courses to enhance their tech-savvy skills.

➤ Strengthen Project Management Abilities: Support HR managers in developing strong project management skills. Effective communication, delegation, monitoring progress, and meeting deadlines are essential aspects. Offer workshops or seminars on project management techniques and tools.

➤ Enhance Financial Competency: Provide HR managers with foundational knowledge of business finances. This will enable them to contribute to the organization's financial goals and make informed decisions related to

HR budgets. Consider offering financial management courses or workshops.

➤ Foster Collaboration and Inclusivity: Promote a collaborative environment where HR managers work closely with diverse groups, including HR teams, department directors, executives, and employees. Encourage them to value feedback and consider multiple perspectives when developing policies and initiatives.

➤ Recognize and Reward Innovative Practices: Acknowledge and reward HR managers who implement innovative practices that lead to positive outcomes for the organization. This recognition can motivate them to continue exploring creative approaches to HR management.

➤ Create a Learning Culture: Cultivate a culture of continuous learning within the HR department. Encourage HR managers to attend conferences, join professional networks, and engage in ongoing learning opportunities to stay up-to-date with the latest HR trends and practices.

➤ Foster a Safe and Ethical Environment: Emphasize the importance of applying organizational policies fairly and ethically, especially in handling subjective issues. HR managers should seek guidance from experts when needed to ensure compliance with legal and ethical standards.

➤ Support Professional Development: Provide HR managers with resources and opportunities for professional growth and advancement. This could include mentorship programs, leadership training, and opportunities for cross-functional experiences within the organization.

VI. CONCLUSION TO THE RESEARCH

In conclusion, office management plays a critical role in the strategic functioning of an organization and its office spaces. By creating a conducive work environment and effectively coordinating the activities of office personnel, office managers strive to achieve business objectives while continuously optimizing efficiency, effectiveness, and productivity. The success of an office manager hinges on their ability to understand and address the needs of their workforce, fostering a motivated and hardworking team. With responsibilities ranging from overseeing desk arrangements to managing budgets and providing staff training, office managers are vital in maintaining a well-organized and thriving workplace. Through their expertise, dedication, and adept handling of personnel, office management remains an essential pillar in driving the success of any organization.

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