

Administrative Management

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About this Publication:

A successful and competent administrative manager is integral to any profitable and efficient organisation or working environment. Administrative Management has been written specifically for people working in the field of administrative and information management, as well as those studying Administrative Management at higher education institutions. The content is specific to the South African market, and it is the only local textbook on this topic. This fifth edition of Administrative Management contains updated information and includes the latest trends in the different topics.

Key Features and Benefits

- The role of administrative management within an organisation
- Information systems, office systems and the management of information
- Written and electronic communication
- Meetings and meeting procedures
- Office layout, environment, equipment and furniture
- The virtual workplace
- Office procedures, workflow and productivity
- Planning, organising, leading, control and problem-solving
- Managing cultural diversity
- Business ethics
- Risk management and loss control

Contents Include:

- Chapter 1: The role of administrative management within an organisation
- Chapter 2: Information systems
- Chapter 3: Information and knowledge management
- Chapter 4: The administrative support function
- Chapter 5: The basics of communication
- Chapter 6: Written communication
- Chapter 7: Electronic communication
- Chapter 8: How to conduct effective meetings
- Chapter 9: Office design and layout
- Chapter 10: The office environment
- Chapter 11: The virtual workplace
- Chapter 12: Quality administrative management
- Chapter 13: Productivity, workflow and office procedures in the administrative office
- Chapter 14: The role of information systems
- Chapter 15: Planning and time management
- Chapter 16: Organising in the administrative function
- Chapter 17: Leading in the administrative function
- Chapter 18: Controlling office activities
- Chapter 19: Problem-solving and decision-making
- Chapter 20: Managing cultural diversity
- Chapter 21: Business ethics
- Chapter 22: Risk and safety management for the administrative manager