

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