

Administrative Management

Edition: 5th Edition

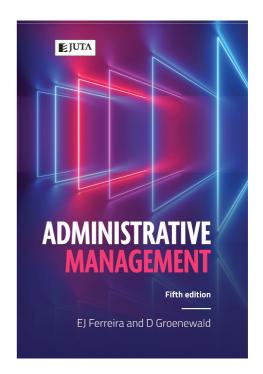
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About this Publication:

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