Description: Administrative Management

<table>
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<tr>
<th>Subject</th>
<th>Cat-Nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
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<tr>
<td>MGT</td>
<td>2201</td>
<td>10171</td>
<td>1, 2002</td>
<td>EXT</td>
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Academic Group: FOBUS
Academic Org: FOB002
HECS Band: 2
ASCED Code: 080999

STAFFING
Examiner: Ray Hingst
Moderator: Heather Maguire

RATIONALE
Organisational interest in administrative management has intensified as executives become more aware of the need to manage information in a more professional manner. Effective administrative management is essential to the operating efficiency and economy of an organisation. This unit aims to provide business students/practitioners with an insight into the specific problems encountered in managing the administrative services of organisations and provides a number of alternatives for overcoming these problems.

SYNOPSIS
Organisational interest in administrative management has intensified as executives become more aware of the need to manage information in a more professional manner. Effective administrative management is essential to the operating efficiency and economy of an organisation. This course aims to provide business students/practitioners with an insight into the specific challenges encountered in managing the administrative services of organisations and provides a number of alternatives for meeting these challenges.

OBJECTIVES
On successful completion of this course students will be able to:

- define administrative management and outline the organisational role of administrative management;
- discuss a number of current trends within the context of administrative management;
- develop effective recruitment and development programs for administrative workers;
- provide guidelines for effective supervision and motivation of administrative workers;
• provide guidelines for dealing with conflict, stress and group dynamics amongst administrative workers;
• critically assess the applicability of a number of performance appraisal methods to administrative work;
• analyse and evaluate the jobs of administrative workers;
• provide suggestions for ensuring effective planning and control of administrative services;
• discuss a number of legal issues of importance to administrative workers;
• explain the importance of ethics to administrative work;
• discuss a number of specific administrative problems common to organisations along with possible solutions;
• explain the principles underlying and admin budget and prepare a simple budget for the administrative section of an organisation.

TOPICS

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
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<tbody>
<tr>
<td>1. Basic principles of management</td>
<td>5.00</td>
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<td>2. Administrative management and its organisational function</td>
<td>10.00</td>
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<tr>
<td>3. Trends in administrative management</td>
<td>10.00</td>
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<td>4. Recruitment and selection of administrative staff</td>
<td>10.00</td>
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<td>5. Supervision of administrative staff</td>
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<tr>
<td>6. Motivation of administrative staff</td>
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<td>7. Conflict, stress and group dynamics and the administrative worker</td>
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<td>8. Personal and professional career development for administrative workers</td>
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<tr>
<td>9. Analysis, evaluation and appraisal of administrative jobs</td>
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<td>10. Legal issues and the administrative worker</td>
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<td>11. Ethics and the administrative worker</td>
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<td>12. Specific administrative problems and suggestions for dealing with them</td>
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<td>13. The admin budget</td>
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TEXT and MATERIALS required to be PURCHASED or ACCESSED:

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at http://bookshop.usq.edu.au by entering the author or title of the text.

STUDENT WORKLOAD REQUIREMENTS

ACTIVITY                  HOURS
Assessment                40
Directed Study            125

ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg(%)</th>
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<th>Due Date</th>
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<tr>
<td>ASSIGNMENT 1</td>
<td>25.00</td>
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<td>Y</td>
<td>04 Mar 2002</td>
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<td>ASSIGNMENT 2</td>
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<td>04 Mar 2002</td>
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<td>3 HOUR EXAMINATION</td>
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<td>Y</td>
<td>END S1</td>
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NOTES:
1. Further details about the due dates are detailed in the assessment section of the Course Specifications.
2. Further details about the due dates are detailed in the assessment section of the Course Specifications.
3. Further details about the due dates are detailed in the assessment section of the Course Specifications.

OTHER REQUIREMENTS

1. To achieve a passing grade in this course students must attempt all of the assessments and achieve 50% in the examination and achieve an aggregated mark of at least 50% in the total marks allocated for the assignments and at least 50% of the available marks for the course. Final grades for the unit will be determined by the addition of the marks obtained in each assessment item, weighted as in the Assessment Details and by considering the students level of achievement of the objectives of the course.
2. The due date of an assignment is the date by which a student must despatch the assignment to the University, and is normally that defined in the relevant course specification. The onus is on the student to provide, if requested, proof of date of despatch.
3. Students should organise their affairs to ensure that they meet due dates for all assignments. Extensions will be granted only under exceptional extenuating circumstances, normally involving a significant medical condition.
4. Students may apply for an assignment extension either by application through DEC before the due date or by including application with the submitted assignment after the due date. Such applications should be in writing and include supporting documentary evidence. The authority for granting extensions rests with the relevant Course Leader.
5 All assignments despatched after due dates without appropriate extension approvals or after approved extension dates may be penalised up to a maximum of 20% of the assigned mark per work day.

6 Students must retain a copy of all assignments which must be provided if/when required by the Course Leader.

7 Course weightings of topics should not be interpreted as applying to the number of marks allocated to questions testing those topics in an examination paper.