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|---|---|-------------------------|-----|
| Title of the Course   | ORGANIZATION AND MANAGEMENT OF OFFICE WORK  |                         |     |
| Amount in credit points/ECTS)   | 4/6   | Volume (in hours)       | 160 |
| Prior knowledge   | -   |                         |     |
| Science Sector  | Economics and entrepreneurship  |                         |     |
| Science Subsector   | Entrepreneurship management   |                         |     |
| Summary of academic hours   |   | Amount (academic hours) |     |
| Distance learning   |   | 80                      |     |
| Contact hours / video lessons   |   | 16                      |     |
| Exercises, self – assessment questions and tests  |   | 46                      |     |
| Individual work/ discussions in distance  |   | 16                      |     |
| Exams/tests   |   | 2                       |     |
| 1 <sup>st</sup> level professional study programme  | Office Managements  |                         |     |
| Author(s) of the course   | Mg.sc.administr. Jānis Supe   |                         |     |
| Lecturer(s) of the course   | Mg.sc.administr. Jānis Supe   |                         |     |
| Goal of the course:   | Provide knowledge and develop skills in the organization of office work and management using the newest information technologies.   |                         |     |
| Requirements for obtaining credit points (structure of course evaluation):  | <u>The final evaluation is calculated:</u><br>Moodle discussion/tasks – 40%<br>Exam – 60%<br><i>For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.</i><br><i>Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities</i> |                         |     |
| Study Results   |   |                         |     |
| 1. <i>Knowledge:</i><br>1.1. A student explains the essence and aims of office work organisation and management;<br>1.2. A student defines the task of office manager’s work and understands its meaning in an organisation;<br>2. <i>Skills:</i><br>2.1. A student equips the workplace according to the regulations of normative acts;<br>2.2. A student plans the work time of oneself and office employees, organizes business meetings and business trips;<br>2.3. A student manages and organizes the information flow in the office;<br>3. <i>Competences:</i><br>3.1. A student creates and maintains united communication culture in the office;<br>3.2. A student creates added value to the development of an organisation by organized office work. |   |                         |     |
| Content of the Course   |   |                         |     |

| No.           | Subjects                                       | Contact hours, video,<br>audio lessons | Distance learning | Exercises, self-<br>assessment questions<br>and tests | Individual task – remote<br>discussion. Description<br>of the individual task is<br>available in the E-studies | Exam |
|---------------|--|--|-------------------|---|--|------|
| 1.            | Essence of office work organization.           | 16                                     | 10                | 2   | 1  | 2    |
| 2.            | Workplace organization and arrangement.        |  | 10                | 4   | 3  |      |
| 3.            | Logistical office equipment                    |  | 10                | 4   | 2  |      |
| 4.            | Work time planning                             |  | 10                | 4   | 2  |      |
| 5.            | Information flow in the office                 |  | 10                | 4   | 2  |      |
| 6.            | Organization of business meetings              |  | 10                | 4   | 2  |      |
| 7.            | Organization of business trips and duty trips. |  | 10                | 4   | 2  |      |
| 8.            | Culture of office communication.               |  | 10                | 4   | 2  |      |
| <b>TOTAL:</b> |  | 16                                     | 80                | 46  | 16   | 2    |
| <b>160</b>    |  |  |                   |   |  |      |

**Mastering the course and successfully passing examination, student is capable of** (*knowledge, skills and competencies*)

| Study Results:     | Evaluation Criteria                                    |  |   |
|--------------------|--|--|---|
|                    | (40-69%)   | (70-89%)   | (90-100%)   |
| <b>Knowledge</b>   | Names the basic tasks of office work organization      | Names and describes the basic tasks and activities of office work organization in detail | Names and describes the activities of office work organization, their place in the common system of organisation's activities |
| <b>Skills</b>      | Carries out the basic tasks of an office administrator | Carries out the basic tasks of an office administrator, describes them                   | Carries out the basic tasks of an office administrator, describes them, explain in detail                                     |
| <b>Competences</b> | Has a responsible                                      | Responsibility and   | Responsibility and  |

|  |                                      |  |   |
|--|--------------------------------------|--|---|
|  | approach to office work organisation | ethical approach to office work organization | ethical approach to office work organization, understands and creates the culture of office work organization at a high level |
| <b>Acknowledgement of the obtained study results</b> |                                      |  |   |
| <b>Study Results</b>                                 | <b>1.1.-1.3.</b>                     | <b>2.1.-2.3.</b>                             | <b>3.1.-3.2.</b>  |
| <b>Evaluation Method</b>                             |                                      |  |   |
| Moodle discussions/tasks                             | X                                    | X  | X   |
| Exam   | X                                    | X  | X   |

|                                |  |
|--------------------------------|--|
| <b>Core Literature</b>         |  |
| 1.                             | Zemļanovs, V., Krasilņikova, I. Sekretariāta darbs: firmas pārvaldes sistēmā. Rīga: Info tilts, 2013   |
| 2.                             | Kalve I. Dokumentu pārvaldība no A līdz Z. Rīga: Biznesa augstskola Turība, 2013   |
| 3.                             | Herbsts, D. Komunikācija uzņēmumā. Rīga: Zvaigzne ABC, 2007  |
| <b>Additional Literature</b>   |  |
| 1.                             | Gaile A., Pavlova M. Efektīva vadītāja rokasgrāmata. Rīga: Valsts Kanceleja, 2017. Pieejams: <a href="https://www.mk.gov.lv/sites/default/files/editor/efektiva_vaditaja_rokasgramata.pdf">https://www.mk.gov.lv/sites/default/files/editor/efektiva_vaditaja_rokasgramata.pdf</a> |
| 2.                             | Tapping D., Shuker T. Value Stream Management for the Lean Office. Productivity Press, 2017  |
| 3.                             | Balachandran V. Office management. Tata McGraw-Hill Education, 2009  |
| 4.                             | Bhatia R.C. Principles of Office management. Lotus Press, 2005   |
| <b>Recommended Periodicals</b> |  |
| 1.                             | “Jurista vārds”, pieejams: <a href="http://www.juristavards.lv">www.juristavards.lv</a>  |
| 2.                             | Bilandes juridiskie padomi, pieejams: <a href="https://juridiskiepadomi.lv/">https://juridiskiepadomi.lv/</a>  |
| 3.                             | Harward Business Review, pieejams: <a href="https://hbr.org/">https://hbr.org/</a>   |