

CHAPTER 09

Administration of the New Era Office

Strategic Office Administration & Digital Transformation



THE MODERN OFFICE



Physical

Buildings or places for administration Manage data and be a hub for people to achieve common objectives.



Digital (Modern Context)

Virtual Office, or a virtual workspace connected via the cloud, makes accounting, finance, and document work boundless.

Importance: The power of the organization

01 Data Hub

Receive, transmit, and collect information for business continuity.

02 Memory Center

Store history and important evidence for reference.

03 Service Hub

Facilitate employees and coordinate external agencies.

"Office performance is a reflection of organizational success."



PRIMARY FUNCTIONS

 Paperwork: Storing and retrieving data

 Communication: Internal Coordination and PR

 Supplies: Office Supplies

 HR Management: People Management and Training

 Accounting and Finance: Control the Budget

 Control: ISO and QC

SECONDARY FUNCTIONS



The modern office is not just administrative, it's also an "information center" that does:

- Analyze data to support management decision-making
- Plan policies to support future expansion
- Integration of Network Technology System

Objectives of office administration

Main Goals	Expected Results
Centralization	Centralize control for order.
Standardization	Maintain consistent quality and throughput standards.
Efficiency	Streamline work quickly to increase profitability and reduce fatigue.
Environment	Create a satisfying work environment for employees.

1. STRATEGIC PLANNING

Short vs Long

Operational plan of not more than 1 year and strategic plan of 3-5 years or more.

Office Design

Plan office space and environment.

Technology

Organize traffic and optimization software

2. ORGANIZING

Org Chart for clarity of duties:

- Define personnel responsibilities
- Design Workflow Process
- Hybrid/Agile Layout

"Creating an effective workspace reduces coordination time by up to 30%."

3. ACTUATING



Motivate people

Build a good relationship between bosses and subordinates.



Develop skills

Evaluation and training to empower employees



Use authority

Use the principle of human relations to command and coordinate.



4. CONTROLLING

Quantity & Quality

Ensure that the quantity and quality of office work meet the set standards.

Time Use

Manage work time to achieve tasks (Deadlines Management)

ToolsχKPI Dashboards, Project Management Tools (Asana, Trello)

Office Supplies Management

-  Processor: PC, Notebook, Accounting Software
-  Document Production: Photocopier, Scanner, Offset
-  Communication: IP Phone, VoIP, Video Conference

Key Benefits

- Reduce costs and labor costs
- Increased accuracy (reduces human error)
- Reduce boredom from repetitive tasks

RECORDS CYCLE

1. Creation

Form design and record initial data

2. Usage

Classify, sort and put into operation

3. Storage

Store in a safe place for later reference.

Destination: When a document expires, it must be systematically "destroyed" to ensure data security.

GOING PAPERLESS



Benefits of E -Document

- 100% reduction in paper resource consumption
- Easy search for information through the search engine system.
- Real-time collaboration around the world
- Reduce Physical Space

THE FUTURE OF WORK



AI Automation

Using repetitive document management (RPA) bots and mail screening



Hybrid Model

Balanced work-from-home combination



Cyber Security

Protection against data leaks in electronic systems

Lesson Summary

"The office is the heart that pumps information and resources to feed the organization.

Good management is about turning a 'workload' into a 'business opportunity.'"

ANY QUESTIONS?



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