

# Administrative Procedures for the Electronic Office

# Second Edition



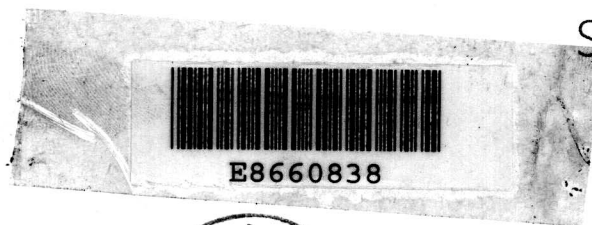
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Second Edition



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Professor, Secretarial Science  
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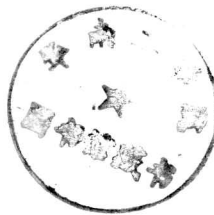
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# **Administrative Procedures for the Electronic Office**

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**TO THE STUDENT** A Study Guide for the textbook is available through your college bookstore under the title Supplementary Projects to accompany *Administrative Procedures for the Electronic Office* by Arnold Rosen, Eileen Feretic, and Margaret Hilton Bahniuk. The Supplementary Projects can help you with course material by acting as a tutorial, review, and study aid. If the Supplementary Projects are not in stock, ask the bookstore manager to order a copy for you.

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To my wife, Estherfay, and my son, Paul  
To my parents, Eileen and Joseph Feretic  
To my husband, Eugene Bahniuk, and my parents,  
Audrey and Joe Hilton

# PREFACE

The first edition of *Administrative Procedures for the Electronic Office* was unique in that it explored office operations and procedures for both traditional and automated offices. The book traced the evolution of office information systems and presented a balance between conventional and advanced electronic systems and procedures. Its chapters offered a combination of theory, techniques, and applications.

In the first edition we introduced many new areas not normally covered in a procedures textbook. For example, we included chapters on computers, word processors, calculators, and phototypesetters. However, so many new developments in procedures and equipment have occurred during the past three years that we felt a second edition of the text was needed. The second edition combines the best material of the first edition with the latest technological concepts and changes. Specifically, the changes in the second edition are:

- ☐ Over one-third of the photographs and illustrations have been updated. Photos of the latest equipment are included.
- ☐ The end-of-chapter exercises have been expanded and revised.
- ☐ The impact of microcomputers on the office is explored throughout the new edition.
- ☐ All of the chapters have been brought up to date, and several (those on word processing, telecommunications, and computers, for example) have been almost completely rewritten.
- ☐ The Appendix has been updated to include current names and addresses of available sources and manufacturers of equipment.
- ☐ The two chapters on dictation/transcription have been combined into one chapter.
- ☐ The SUPPLEMENTARY PROJECTS has been revised and expanded.

Several features were so successful in the first edition that we have retained and tried to improve on them. The following items carry over from the first edition:

- ☐ We continue to use the title "Executive Assistant" rather than "Secretary"; the role of manager is nonsexist to reflect an increased awareness of the changing role of women in the office.
- ☐ Each chapter contains an overview of its contents in the chapter and a comprehensive summary at the end.
- ☐ To reinforce the concepts covered, each chapter has a large number of exercises, discussion questions, language arts exercises, and case stud-



ies. The Teacher's Manual contains more complete answers to these end-of-chapter exercises and applications.

In 26 chapters that are organized into 7 major sections, ADMINISTRATIVE PROCEDURES FOR THE ELECTRONIC OFFICE describes the newest systems and equipment and compares and contrasts them with yesterday's methods. The text is comprehensive in scope but (as with all such efforts) selective in detail, and has been designed for flexibility. For example, many instructors do not use each of the chapters included in the text, and not all instructors use the chapters in the same order in which they are presented.

This book is designed for teachers and students who are excited and challenged by the future of office technology. It is written for those who are willing to question traditional organizational patterns and arrangements and who have the ingenuity and resourcefulness to devise better ways of providing information services when they enter the business world.

Included in this text are the latest developments in office information technologies and equipment; however, in such a rapidly changing field, it is impossible to present material that completely reflects the current state of the art. Therefore, we have tried to present, as clearly as possible, principles of lasting value and to augment them with examples of present "proven" administrative procedures so that the text material will remain useful for a long time. Photographs, charts, and drawings are used extensively to illustrate the concepts presented.

No text of this size can be attributed to individual authors, although we bear responsibility for its content. We have been particularly fortunate to have considerable feedback from our publisher in the form of many rounds of reviews. Special thanks are extended to Thomas M. Kanick, Broome Community College, Binghamton, New York; Debra L. Martin, Jacksonville Business and Careers Institute, Jacksonville, Illinois; Sharon D. Steigmann, Indiana University of Pennsylvania, Indiana, Pennsylvania; Betty Van Meter, Monterey Peninsula College, Monterey, California; and Becky L. Wilson, John Wood Community College, Quincy, Illinois, for their help and intelligent criticism. We also want to thank Leonard Kruk, our editor, as well as the editorial and production staff at Wiley for their support and professional guidance.

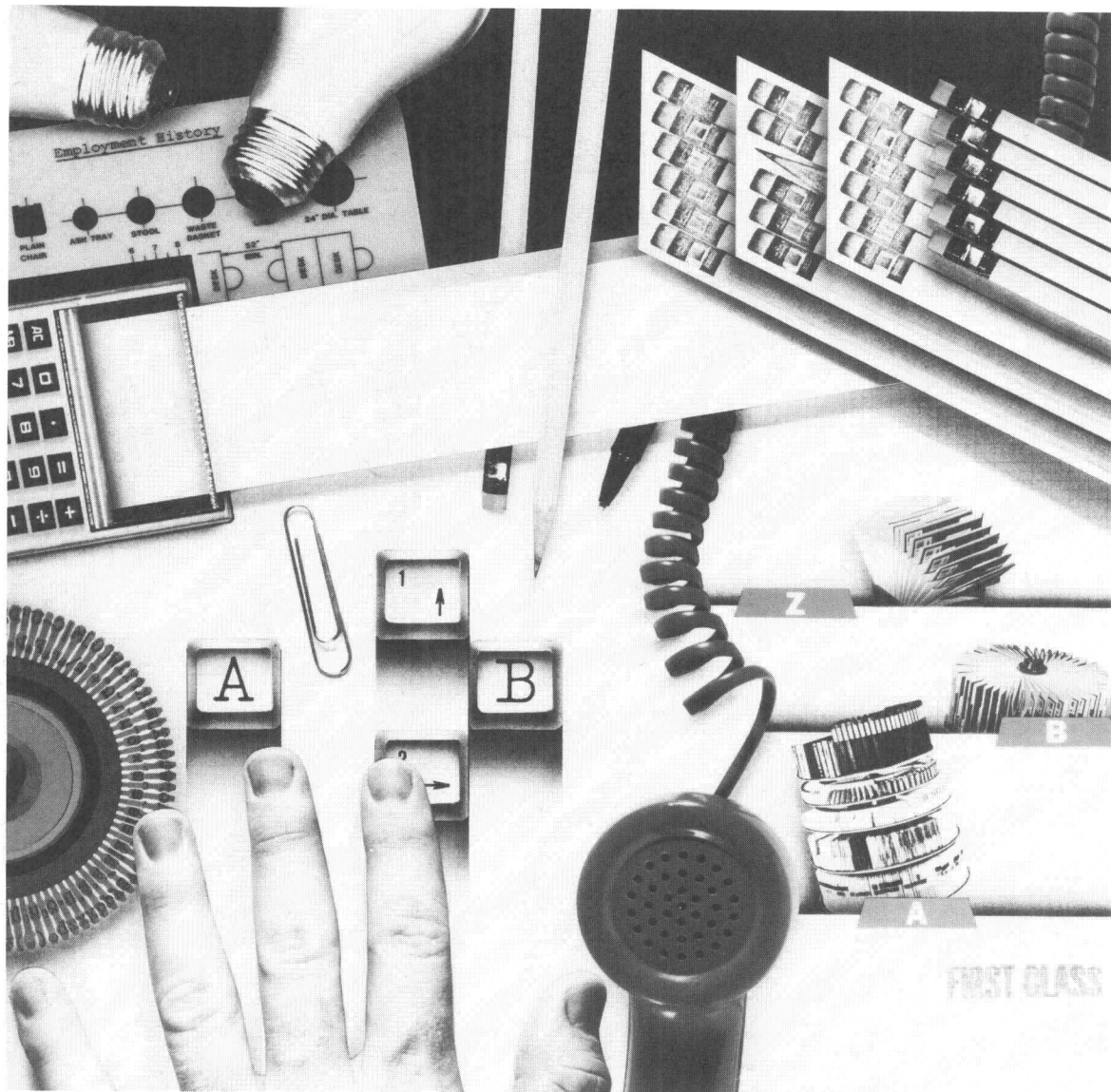
Finally, we acknowledge and thank all of the office systems manufacturers and business and professional organizations that supplied us with many photographs.

Arnold Rosen  
Eileen Feretic  
Margaret Hilton Bahniuk

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# SECTION I



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