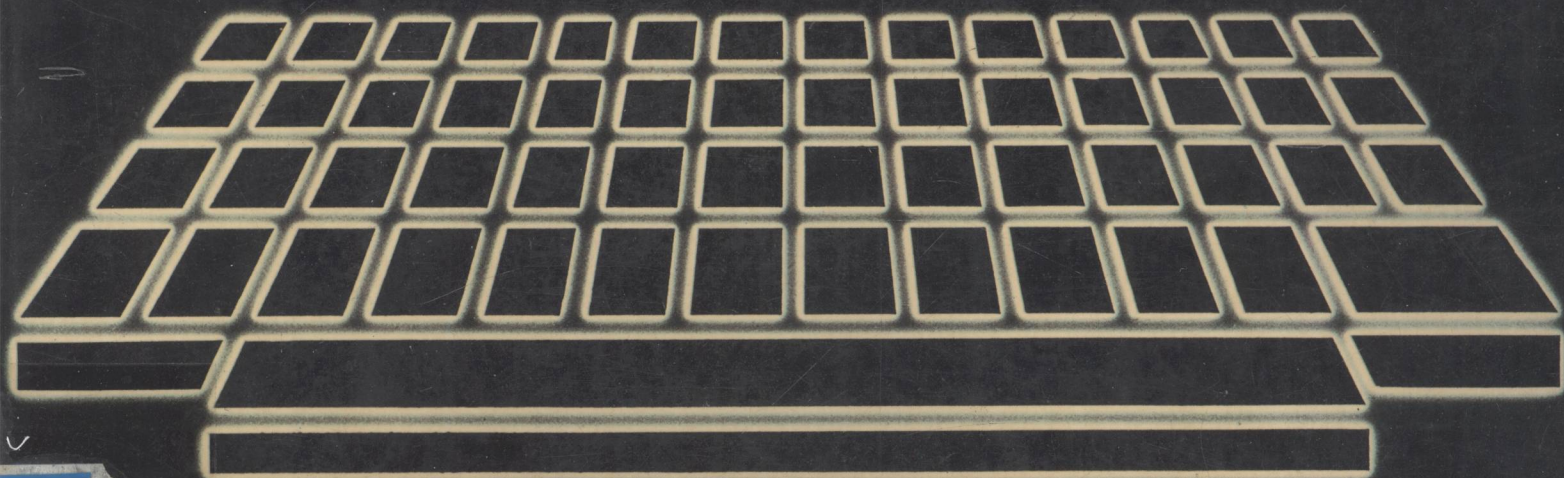

WORD PROCESSING CONCEPTS AND CAREERS

A STEP TOWARD OFFICE AUTOMATION

3RD EDITION

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**WORD PROCESSING
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A Step Toward Office Automation**

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To my son, Christen,
and my father and mother,
Winnie and Florence
To my mother, Bo



Preface

The changes that we see in today's office are largely a result of the phenomenon of word processing. Word processing brought to the office a tool that, unlike computers used for data processing, was unthreatening to office personnel. Employees who were skeptical at first were easily won over. As they became familiar with word processing, other office technologies became less forbidding. Many managers who had thought their companies had no need for word processing discovered applications not only for word processing but for other office technologies. Although many different factors contributed to the current movement toward office automation, people—through their acceptance of word processing—actually made it happen.

Word processing continues to be an important element in integrating office technologies. For this reason, it is important that you understand what word processing was in the past, what it is today, and where it will fit in tomorrow's office. The office today is in transition, with some offices using word processing and others using word processing along with one or more of the other new technologies. This book has been revised to reflect the office more accurately as it is in its evolutionary stage today.

New items have been added to this edition. An entire section has been added on generics at the request of teachers who use the textbook in institutions that have no equipment available to students. It is their feeling that students should know what types of functions word processing equipment performs. A more thorough introduction to the microcomputer has also been included to demonstrate the trend away from dedicated word processors toward microcomputers on which word processing is only one of many functions that can be performed. We have also added additional information, charts, new photographs, and glossary terms, but have maintained the same reading level.

As in the past, we have revised this book with the reader in mind. We have tried to present the technology in an understandable way. This textbook also has an accompanying workbook that expands the concepts presented by providing activities that are common to word processing environments. It also contains additional self-testing material to help you check your understanding of concepts presented.

As with the previous editions, we hope that you will enjoy the reading experience and benefit from it.

Marly Bergerud
Jean Gonzalez

Preface to the Second Edition

Society depends on information. Information is useful, however, only if it is instantaneously available when needed, and if it is in a usable format. Past methods and technology were once adequate to handle information requirements, but they no longer can keep pace with its ever-increasing growth. Today's new office technology and revised procedures are the alternative. As costs decrease the new technology is becoming affordable not only to business, but also to the average consumer.

Important changes occur as a result of using this technology; these changes involve the structure of the office, reporting relationships, office procedures, and office environment. By creating new and expanded career potential in such areas as management, marketing and sales, training, servicing, systems analysis, and operation of the new equipment, these changes also affect job opportunities. People looking for a challenge can find it in this rapidly developing field of information processing—of which word processing is a vital part.

Once viewed as a secretarial tool for the production of documents, word processing is currently accepted as an important technological link in moving information from the origination of an idea to its final destination. In this book, we have attempted to maintain this point of view.

Word Processing: Concepts and Careers is for anyone who wants to know what the current technology is, what it can do, how it provides an alternative to traditional information handling methods, and what it offers in career opportunities.

The new technology will not replace people; it will allow us to do our work better, faster, more efficiently, and more creatively. You have the choice of learning about the new technology and becoming more equipped to take advantage of its benefits or of hoping that it will go away. The first choice will bring you significant rewards. You will be preparing for the future in the only logical way: by keeping current with present technology.

M. B.
J. G.

Preface to the First Edition

The electronic office of the future could exist today. The obstacle to progress lies not in the lack of technology, but in the costs involved in obtaining the technology, reorganizing the office, and getting people to accept change.

As educators, we can do little about technological costs, but we can be instrumental in preparing people for changes in the office that are inevitable. As office technologies develop, these changes must be reflected in office education curriculums.

Although the acquisition of equipment is desirable for training people in the area of word processing, it need not prevent the introduction of word processing concepts. Concepts can be taught in seminars within industry or within existing business education courses such as machine transcription, advanced typing, secretarial procedures, or any other business-related course. With this in mind, we designed our textbook for both the educators who are fortunate enough to be able to restructure their office education curricula to include a course in introduction to word processing and for those who must use the text within existing courses. It can also be used by people in industry who want to gain insight into the total concept of word processing. Each chapter is a complete study unit and lends versatility to the way in which the text might be used. The study unit consists of behavioral objectives, a readable text with clearly defined terms, and programmed questions to check the reader's understanding.

As the textbook was being written, the reader was constantly considered, and highly technical material was held to a minimum. The technical material that was necessary for course content was presented in a format designed to further the reader's comprehension of such material. The textbook was written in an expanded outline form with a thesis sentence capturing the main ideas of each new page of text; this permits the reader to know readily what follows on each page. The format of the book consists primarily of units of material that are confined within a two-page format. The instructional text on one page is complemented by illustrations on the opposite page. In addition, a detailed lecture outline was prepared for instructional use, along with transparencies, activity questions, cases, and supplementary instructional aids found in the teacher's manual.

We hope that you will find this text readily adaptable to your needs and an enjoyable reading experience.

M. B.
J. G.

Acknowledgments

Space would not permit us to thank individually all of our colleagues, friends, and family who encouraged and supported us during the writing and preparation of this book. After much deliberation as to whether it would be wise to attempt to single out individual names, we decided to mention some of the people whose contributions most stood out in our memories.

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As for anyone we might have missed and for anyone along the way who made our task a little easier, we offer our sincere thanks.

M.B.
J.G.

**WORD PROCESSING
CONCEPTS AND CAREERS
A Step Toward Office Automation**

Chapter Objectives

Upon completion of this chapter, you will be able to:

1. Identify the changes that are taking place in today's office.
 2. Contrast the traditional office with today's office.
 3. List some of the reasons why more efficient office procedures and updated equipment are needed in today's office.
 4. Trace the word processing movement.
 5. List the major elements of a word processing system.
 6. List the major reasons for the growing popularity of word processing.
 7. List ways you can benefit from a knowledge of word processing.
 8. Summarize the effects that the changing office has on the role of the secretary.
 9. Describe how several industries use automated equipment.
 10. Identify a number of career opportunities available as a result of office automation.
 11. Identify several of the new technologies that have been developed for the office.
-

Contents

Chapter 1

Why Word Processing? 1

Section A 2

The Movement of Information 2

What Is Information? 2

The Document Cycle 2

What Is Information Processing? 4

The Problems Associated with Information Processing 4

Section B 6

The Effects of Increased Paperwork Demands upon the Traditional Office 6

Applying Automation to Increase Productivity 6

The First Steps Toward Office Automation in the Traditional Office 8

How Word Processing Started 10

How the Term Came About 10

Section C 12

Why Systems Became Necessary 12

The Core of a System 12

Section D 14

How Word Processing Affected the Traditional Office 14

The Emphasis Changes 16

Section E

Who Benefits from Word Processing? 16

Secretaries 16

Managers 18

Companies 18

Section F 20

Who Uses Word Processing? 20

Law Firms 20

Authors 20

Hospital Supply Companies 21

Government Agencies 21

Hotels 21

Health Care Facilities 22

Insurance Companies 22

Section G 23

Career Opportunities 23

Marketing and Sales of Equipment and Supplies 23

Training Positions 23

Preparation of Training Materials	23
Equipment Operation	23
Service	24
Systems Analysis	24
Management	24
Research	24
Procedural Areas	24
Quality Control	25
Consulting	25
Writing/Editing	25
New Roles for Men and Women	26
Section H	28
The Changing Office	28
Word/Information Processing Technologies	28
Voice Processing	28
Data Processing	29
Word Processing	29
Reprographics	29
Records Management	29
Telecommunications	30
Goal of Office Automation	30
Section I	31
Summary	31
Study Guide	33

Chapter 2

Originating Information for Word Processing 37

Section A	38
Voice Processing	38
Section B	40
Why Paperwork Is Necessary	40
Who Is Involved?	40
Word Processing Awakens New Responsibilities	40
Responsibilities of the Originator	41
Responsibilities of the Transcriptionist	42
Ways of Originating Ideas	42
Overcoming Old Habits	44
Breaking the Pen and Pencil Habit	44
Reliance on a Secretary	44
Insufficient Confidence	44
Unaware of Advantages of Using Machine Dictation	44
Section C	46
Types of Media Involved	46
Discrete Media	46
Endless Loop or Continuous Loop Media	48
Media Compatibility	48
Section D	50
Influence of Word Processing on Equipment	50
Central Recording Systems	50
Desk-Top Units	52
Portable Units	52
Section E	54
What Users Say	54

Section F	56
Other Methods of Input	56
Voice Processing Systems	56
Automatic Speech Recognition Systems	56
Voice Editing	58
Electronic Shorthand for Word Processing	58
Section G	60
Advances in Dictation Equipment	60
Section H	62
Summary	62
Study Guide	62

Chapter 3

Document Processing and Storage 67

Section A	68
Word Processing System Components	68
Section B	69
Similarities of Word Processing Software and Word Processors	69
Keyboards	70
Function Keys on Word Processors	70
Formatting	72
Locating	74
Editing	76
Dual-function Keys	77
Command Keys	78
Prompt-Driven or Menu-Driven Systems	78
Messages	79
Section C	80
Types of Document Applications	80
Short, One-Time Documents	80
Heavy-Revision Documents	80
Form Documents for Repetitive Use	82
Lists	82
Section D	84
Temporary and Permanent Storage	84
Memory	84
Auxiliary Storage	86
Storage Methods Under Development	88
Methods of Storing Information	90
Software- or Firmware-Driven	91
Section E	93
Summary	93
Study Guide	95

Chapter 4 99

Word Processors 100

Section A	100
Word Processing Equipment Develops	100
Automatic Typewriter	100
Teletypewriter	100
Text Editor	100

Section B	102	
Word Processing Workstations	102	
Nondisplay Systems	102	
Blind Terminals	102	
Display Systems	102	
Flat-panel Displays	105	
Section C	105	
Categories of Word/Information Processors	105	
Stand-alone Systems	106	
Electronic Typewriters	106	
Microcomputers	108	
Shared Systems	110	
Shared Logic	110	
Distributed Logic	110	
Shared Resource	110	
Time-shared Systems	112	
Section D	114	
Operating Systems	114	
How CP/M Affects the Word/Information Processing Environment	115	
Section E	117	
Technology that Revolutionized the Way		
We Handle Information	117	
Microprocessors	117	
Micro, Mini, or Mainframe	117	
Groups of Computers	117	
Evolution to Information Processing	118	
Section F	120	
Summary	120	
Study Guide	122	

Chapter 5

Printers, OCR, and Image Processors (Peripherals) 125

Section A	126	
Printing Devices: From Typebars to Lasers	126	
Impact Printing Devices	126	
Typebar	126	
Element	126	
Print Wheel	128	
Line Printers	128	
Nonimpact Printing Devices	128	
Ink Jet Printer	128	
Intelligent Printers	130	
Section B	132	
Optical Character Recognition (OCR)	132	
What Is OCR?	132	
Where It Is Used	132	
Why Use OCR	132	
Benefits of OCR	134	
Media Incompatibility	136	
Section C	136	
What Is Image Processing?	136	

Section D	138
Image Processing Alternatives	138
Carbon Process	138
Photocopying Process	138
Facsimile	141
Phototypesetting and Offset Processes	142
Phototypesetting	142
Offset	144
Factors to Consider when Choosing a Reprographics Method	146
Copy Appearance	146
Economical Length of Run	146
Paper Size Range	147
Copy Cost Range	147
Speed	147
Section E	148
Summary	148
Study Guide	149

Chapter 6

Records Management 153

Section A	154
Problems of Storing Information on Paper	154
Section B	155
Traditional Filing Systems	155
Section C	157
Why Microfilm?	157
Considerations Before Microfilming	158
Microforms	160
Optical Disc Storage	162
Section D	162
Microfilm and Computer Technology	162
Computer Output Microfilm	162
Computer Assisted Retrieval	164
Computer Input Microfilm	164
Section E	164
Data Bases	164
Data Base Management Systems	165
Teletext and Videotex	165
Data Base Services	165
Section F	166
Why Records Retention Programs?	166
Section G	168
Summary	168
Study Guide	170

Chapter 7

Distribution 173

Section A	173
Problems Associated with the Distribution of Information	173
Problems with the Traditional Method of Telephoning	174
