

The background of the cover is a dark blue grid with circular patterns. Scattered across the grid are several 3D orange cylinders of varying heights and several small red cubes. Some of the cylinders are illuminated from below, creating a glowing effect. The title 'WORD PROCESSING' is written in large, bold, yellow capital letters, and 'CONCEPTS AND CAREERS' is written in smaller, white capital letters below it.

WORD PROCESSING

CONCEPTS AND CAREERS

FOURTH EDITION

MARLY BERGERUD
JEAN GONZALEZ

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WORD PROCESSING

CONCEPTS AND
CAREERS

FOURTH EDITION



MARLY BERGERUD

Saddleback College

JEAN GONZALEZ

Cypress College



E9761530

**TO MY SON, CHRISTEN,
AND MY FATHER AND MOTHER,
WINNIE AND FLORENCE**

MB

TO MY MOTHER, BO

JG

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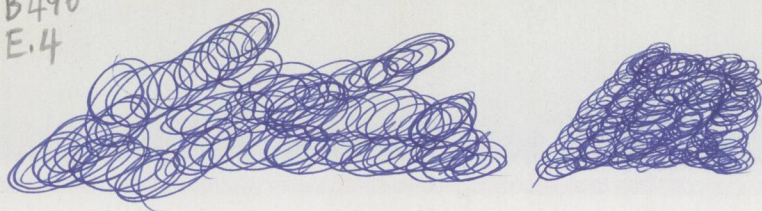
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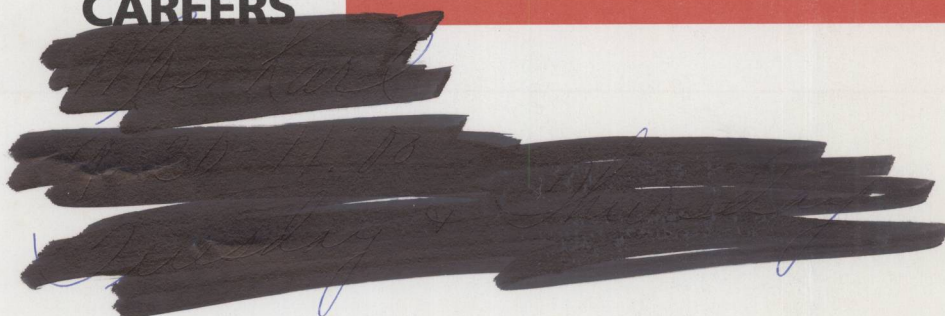
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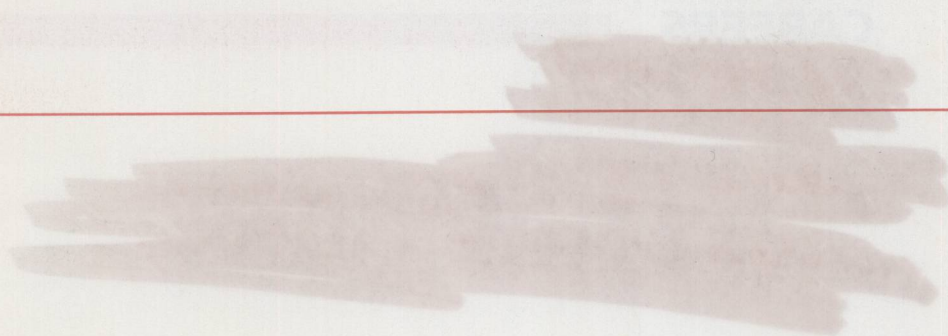
CONCEPTS AND
CAREERS



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PREFACE

In previous editions of this book, the emphasis was on describing the concepts of dedicated word processing equipment. Since the last edition, the emphasis in word processing has changed because of the impact of the microcomputer. Today word processing applications software not only is used on dedicated word processors and microcomputers but has been transported to the miniframe and mainframe environments.

The emphasis is still on word processing concepts, but because of the multifunctional capabilities of the microcomputer and other general-purpose equipment, the support personnel using this equipment need to have a broader conceptual base in order to understand the applications software that often accompanies word processing applications, namely, spreadsheets, data bases, graphics, and communications.

To address the change in word processing environments and the emphasis on applications software, we have added discussions of the different types of equipment on which word processing is done. In addition, we have added a chapter on applications software covering—word processing, spreadsheets, data bases, graphics, and communications—and a supplement package to provide hands-on experience with these applications software programs. This book can, of course, be used with or without the software.

As in the previous editions, we have tried to place word processing in the proper context of office technologies that make up office systems. We have taken care to present the concepts using illustrative examples and understandable language.

Where the Book Can Be Used

This book can be used in a variety of different educational formats. The coverage of material makes it adaptable for the following situations.

1. *Short courses emphasizing word processing concepts.* Many institutions have short courses on word processing concepts or introduction courses to office systems in which the emphasis is on word processing. The book is flexible enough to be used in a short concepts course. The accompanying software can be used to supplement concepts classes by providing hands-on applications software activities.
2. *Courses emphasizing hands-on applications software.* Many institutions have classes on word processing applications software and equipment operation. This book and its accompanying software can be used in these courses to introduce students to concepts, applications software—word processing, spreadsheets, data bases, graphics, and communications—and related office technologies.

3. *Comprehensive word processing concepts courses.* The book is comprehensive enough to be used in a full-semester or a quarter-term course in either word processing concepts or introduction to office systems in which the emphasis is on word processing. The applications software can be used to accompany Chapter 2 or can be assigned with various chapters throughout the text.

Software Supplement

The Microcomputer Business Applications and Projects Software Supplement consists of four major components.

1. *Interactive tutorial.* An interactive tutorial is used to instruct students in the mechanics of the software. It will teach concepts for the five different applications software packages: word processing, spreadsheets, data bases, graphics, and communications.
2. *Guided-learning exercises.* Students are given exercises based on concepts developed in the tutorial. They will be given step-by-step instructions for keyboarding the document using the features of the software.
The software will verify input supplied by the students and tell them what they have done wrong. When they have completed an exercise, they will have a final correct product.
3. *Application exercises.* Students are given single business problems. They are to use the software and the skills and knowledge learned in the earlier activities to solve the problem.
4. *Simulation.* Students are given a complex business problem. To solve the problem, students must use decision-making skills. Solving the problem requires applying more than one type of software. One application may have to be completed to solve a part of the problem before another part can be solved. For example, the first step might be to build a data base around a business situation, then to use word processing applications software to create form letters or mailing labels.

Required Completion Time The Microcomputer Business Applications and Projects Software Supplement can be used to introduce students to the five major applications software categories in as few as 15 hours of hands-on experience. When all the components are used, the software supplement can provide as many as 35 hours of hands-on training.

Our hope in preparing a concepts book with a supplementary software package is to provide you with a comprehensive learning package as an introduction to word processing and related software and technologies. We hope that you enjoy the experience of learning about a field in which the prospects for career opportunities are ever increasing.

Acknowledgments

Space would not permit us to thank individually all our colleagues, friends, and family who encouraged and supported us during the writing and preparation of this book and earlier editions. After much deliberation whether it would be wise to attempt to single out individuals, we decided to mention the people

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Marly Bergerud
Jean Gonzalez

WORD PROCESSING

**CONCEPTS AND
CAREERS**

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 reasons for the growing popularity of word and information processing.
6. List ways you can benefit from a knowledge of word and information processing.
7. Summarize the effects that the changing office has on the role of the support person.
8. Describe how several industries use automated equipment.
9. Identify a number of career opportunities available as a result of office automation.
10. Identify several of the new technologies that have been developed.

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