



**INSTITUTE OF CHURCH OFFICE MANAGEMENT**

**FOUNDATION LEVEL TWO**

**STUDY PACK**

**INTRO. TO SOCIOLOGY OF RELIGION F2/001**

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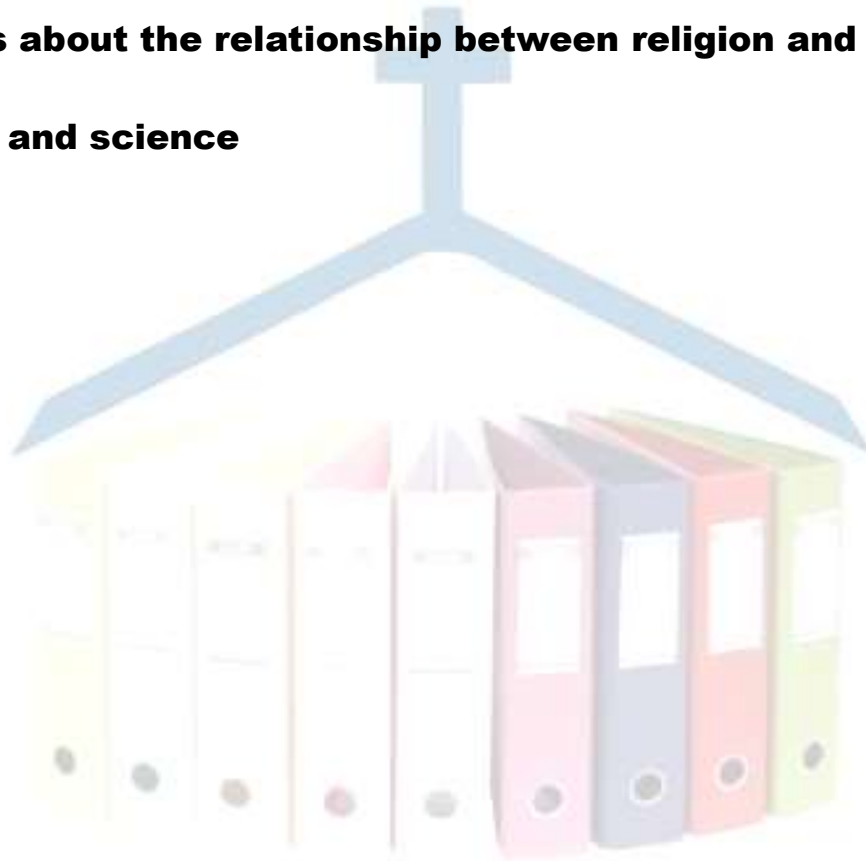
# **INTRODUCTION TO SOCIOLOGY OF RELIGION F2/001**

## **Course Content:**

**Definition of Religion from a sociological perspective**

**Theories about the relationship between religion and society**

**Religion and science**



# INTRODUCTION TO SOCIOLOGY OF RELIGION

In studying religion, sociologists distinguish between what they term the experience, beliefs, and rituals of a religion. Religious experience refers to the conviction or sensation that one is connected to “the divine.” This type of communion might be experienced when people are praying or meditating. Religious beliefs are specific ideas that members of a particular faith hold to be true, such as that Jesus Christ was the son of God, or believing in reincarnation. Another illustration of religious beliefs is that different religions adhere to certain stories of world creation. Religious rituals are behaviours or practices that are either required or expected of the members of a particular group, such as bar mitzvah or confession.

In the wake of 19th century European industrialization and secularization, three social theorists attempted to examine the relationship between religion and society: Émile Durkheim, Max Weber, and Karl Marx. They are among the founding thinkers of modern sociology.

As stated earlier, French sociologist Émile Durkheim (1858–1917) defined religion as a “unified system of beliefs and practices relative to sacred things” (1915). To him, the sacred meant extraordinary—something that inspired wonder and which seemed connected to the concept of “the divine.” Durkheim argued that “religion happens” in society when there is a separation between the profane (ordinary life) and the sacred (1915). A rock, for example, isn’t sacred or profane as it exists. But if someone makes it into a headstone, or another person uses it for landscaping, it takes on different meanings—one sacred, one profane.

## VARIETIES OF OTHER RELIGION AND FAITH SYSTEM

### **Agnosticism**

Agnosticism is the view that the truth of metaphysical claims regarding, in particular, the existence of a god or gods, or even ultimate reality, is unknown and may be impossible to know. One can be an agnostic as well as an atheist or religious believer.

### **Atheism**

Atheism describes a state of having no theistic beliefs; that is, no beliefs in gods or supernatural beings.

### **Baha'i**

The Baha'i Faith began in Persia in 1844 with the declaration of a new religion, distinctive from the Shi'a Islam found there. Key beliefs include belief in one God; the unity of mankind; equality of opportunity for men and women; and elimination of prejudice.

### **Buddhism**

A way of living based on the teachings of Siddhartha Gautama. The Five Precepts are the basic rules of living for lay Buddhists – refrain from harming living beings; taking what is not given; sexual misconduct; harmful speech; and drink or drugs which cloud the mind.

## **Christianity**

Based on the teaching of Jesus Christ. Christian groups differ in their interpretation of his teaching, life, death and resurrection, but these matters are at the heart of the way of life of all of them. What Christians believe.

## **Humanism**

Humanism is the belief that we can live good lives without religious or superstitious beliefs. Humanists make sense of the world using reason, experience and shared human values and aim to make the best of the life we have by creating meaning and purpose for ourselves. Humanists work with others for the common good.

## **Hinduism**

An ancient tradition of related beliefs and practices that developed in the Indian subcontinent. Core ideals and values shared by most Hindus would include respect for elders; reverence for teachers; regard for guests and tolerance of all races and religions.

## **Islam**

Revealed in its final form by the Prophet Muhammad (peace be upon him). The essentials of Muslim practice are summarised in the five pillars of Islam – declaration of faith; ritual prayer; welfare; a month of fasting during Ramadan; and pilgrimage.

## **Jainism**

An ancient philosophy and ethical teaching that originated in India. The main principle is ahimsa – the avoidance, where possible, of physical or mental harm to any living being. Jainism is a religion without a belief in a creator god.

## **Judaism**

Based around the Jewish people's covenant relationship with God. Jews believe they are challenged and blessed by God. Love of one's neighbour is the great principle of social life and the founding inspiration of the Jewish community.

## **Sikhism**

The religion founded by Guru Nanak in India in the 15th Century CE. There is one God, people should serve by leading a life of prayer and obedience. Sikhs believe their soul then passes through various existences and will become one with God.

## **Zoroastrianism**

Zoroastrianism is a religion founded in ancient times by the prophet Zarathushtra, who taught that Ahura Mazda (Lord of Wisdom), the all powerful and perfect creator, grants humans Vohu Manah – a clear rational mind with which to dispel ignorance.

## **CHARACTERISTICS OF BELIEF SYSTEMS**

Belief systems have the following properties, and through them social significance. Some characteristics of belief systems are:

- (1) Personal commitment is one of most observable and interesting features of an ideology. If it were not for the fact of personal commitment, belief systems could not have strong social consequences, and the study of social systems would not be so interesting.

- (2) Belief systems have an existence that is independent of their committed believers . The believers do not wholly contain the belief system; in fact, they are unlikely to be aware of more than a small part of it and, knowingly or unknowingly, they must take the rest of the belief system on faith.
- (3) Psychological mechanisms such as cognitive congruence may help explain individual commitment, but they do not necessarily explain the connectedness of a belief system in human society.
- (4) The life span of a belief system is potentially longer than the life span of believers.
- (5) Belief systems vary almost infinitely in substantive content.
- (6) The boundaries of a belief system are generally, although not always, undefined. Collections of beliefs do not generally have neat boundaries.
- (7) The elements (concepts, propositions, rules, etc.) of belief systems are not consensual. That is, the elements of one system might be quite different from those of a second in the same content domain. And a third system may be different from each. Individual differences of this kind do not generally characterize ordinary knowledge systems, except insofar as one might want to represent differences in capability or complexity. Belief systems may also vary in complexity, but the most distinctive variation is conceptual variation at a roughly comparable level of complexity. An interesting sidelight on the consensuality question is whether a belief system is “aware,” in some sense, that alternative constructions are possible. For cognitive science, the point of this discussion is that nonconsensuality should somehow be exploited if belief systems are to be interesting in their own right as opposed to knowledge systems. Belief systems often appear to have clear boundaries when the separation is really between social groups.
- (8) Belief systems are in part concerned with the existence or nonexistence of certain conceptual entities. God, motherland, witches, and assassination conspiracies are examples of such entities. This feature of belief systems is essentially a special case of the nonconsensuality feature. To insist that some entity exists implies an awareness of others who believe it does not exist. Moreover, these entities are usually central organizing categories in the belief system, and as such, they may play an unusual role which is not typically to be found in the concepts of straightforward knowledge systems.
- (9) Belief systems often include representations of alternative worlds, typically the world as it is and the world as it should be. Revolutionary or Utopian belief systems especially have this character. The world must be changed in order to achieve an idealized state, and discussions of such change must elaborate how present reality operates deficiently, and what political, economic, social (etc.) factors must be manipulated in order to eliminate the deficiencies.
- (10) Belief systems rely heavily on evaluative and affective components. There are two aspects-to this, one 'cognitive'; “the other “motivational.” Belief systems typically has large categories of concepts defined in one way or another as themselves “good” or “bad,” or as leading to good or bad outcomes. These polarities, which exert a strong organizing influence on other concepts within the system, may have a very dense network of connections rare in ordinary knowledge systems. From a formal point of view, however, the concepts of “good” and “bad” might for all intents and purposes be treated as cold cognitive categories just like any other categories of a knowledge system.
- (11) Belief systems are likely to include a substantial amount of episodic material from either personal experience or (for cultural belief systems) from folklore or (for political doctrines) from propaganda.

- (12) The content set to be included in a belief system is usually highly “open.” That is, it is unclear where to draw a boundary around the belief system, excluding as irrelevant concepts lying outside. This is especially true if personal episodic material is important in the system. Consider, for example, a parental belief system about the irresponsibility and ingratitude of the modern generation of youth. Suppose, as might very well be the case, that central to this system is a series of hurtful episodes involving the believer’s own children. For these episodes to be intelligible, it would be necessary for the system to contain information about these particular children, about their habits, their development, their friends, where the family lived at the time, and so on. And one would have to have similar conceptual amplification about the “self” of the believer.
- (13) Beliefs can be held with varying degrees of certitude. The believer can be passionately committed to a point of view, or at the other extreme could regard a state of affairs as more probable than not. This dimension of variation is absent from knowledge systems. One would not say that one knew a fact strongly. There exist some examples of attempts to model variable credences or “confidence weights” of beliefs and how these change as a function of new information. A distinction should be made between the certitude attaching to a single belief and the strength of attachment to a large system of beliefs.

### **Elements of Belief Systems**

The following elements are listed in the order that would be logically required for the understanding a belief system. This does not imply priority in value or in a causal or historical sense.

- (1) Values Implicitly or explicitly, belief systems define what is good or valuable. Ideal values tend to be abstract summaries of the behavioral attributes which social system rewards, formulated after the fact. Social groups think of themselves, however, as setting out various things in order to implement their values. Values are perceived as a priori, when they are in fact a posteriori to action. Having abstracted an ideal value from social experience, a social group may then reverse the process by deriving a new course of action from the principle. At the collective level of social structure, this is analogous to the capacity for abstract thought in individual subjects and allows great (or not) flexibility in adapting to events. Concrete belief systems often substitute observable social events for the immeasurable abstract ideal values to give the values immediate social utility.
- (2) Substantive beliefs (Sb) They are the more important and basic beliefs of a belief system. Statements such as: all the power for the people, God exists, Black is Beautiful, and so on, comprise the actual content of the belief systems and may take almost any form. For the believers, substantive beliefs are the focus of interest.
- (3) Orientation: The believer may assume the existence of a framework of assumptions around his thought, it may not actually exist. The orientation he shares with other believers may be illusory. For example, consider almost any politic and sociologic belief system. Such a system evolves highly detailed and highly systematic doctrines long after they come into existence and they came into existence for rather specific substantive beliefs. Believers interact, share specific consensuses, and give themselves a specific name: Marxism, socialism, Nazism, etc. Then, professionals of this belief system work out an orientation, logic, sets of criteria of validity, and so forth.



- (4) Language: It is the logic of a belief system. Language L of a belief system is composed of the logical rules which relate one substantiveFootnote1 belief to another within the belief system. Language must be inferred from regularities in the way a set of substantive beliefs is used. The language will be implicit, and it may not be consistently applied. Let Sb be a substantive belief.
- (5) Perspective The perspective of a belief system or their cognitive map is the set of conceptual tools. Central in most perspectives is some statement of where the belief system and/or social group that carries it stands in relation to other things, specially nature, social events or other social groups. Are we equals? Enemies? Rulers? Friends? Perspective as description of the social environment is a description of the social group itself, and the place of each individual in it. The perspective may be stated as a myth. It explains not only who subjects are and how subjects came to be in cognitive terms, but also why subjects exist in terms of ideal values. Meaning and identification are provided along with cognitive orientation.
- (6) Prescriptions and proscriptions This includes action alternatives or policy recommendations as well as deontical norms for behavior. Historical examples of prescriptions are the Marx's Communist Manifesto, the Lenin's What is To Be Done or the Hitler's Mein Kampf. Deontical norms represent the cleanest connection between the abstract ideas and the concrete applied beliefs because they refer to behavior that is observable. They are the most responsive conditions in being directly carried by the social group through the mechanisms of social reward and punishment.
- (7) Ideological Technology Every belief system contains associated beliefs concerning means to attain ideal values. Some such associated beliefs concern the subjective legitimacy or appropriateness of d-significances. While others concern only the effectiveness of various d-significances. For example, political activists and organizational strategy and tactics are properly called the technology of the belief system. Ideological Technology is composed of the associated beliefs and material tools providing means for the immediate or distant (Utopian) goals of a belief system. Ideological Technology is not used to justify or validate other elements of a belief system, although the existence of ideological technologies may limit alternatives among substantive beliefs. Ideological Technology commands less commitment from believers than do the other elements.

## SECULARIZATION THEORY

The role of religion in society has long been an area of focus for sociologists, with early considerations coming from prominent 19th century theorists like Emile Durkheim and Karl Marx. For example, in his writings on the origins of modern capitalism, Max Weber theorized that the development of European capitalism was rooted in the Protestant value of hard work. However, as society modernized, the connections between capitalism and religion, making capitalism a wholly secular pursuit.

Beginning in the late 1960s and 70s, sociologists again began to focus their attention on the declining influence of religion and the implications for the future. From their perspective, as societies become more modern, the need for and power of religion begins to decline. Depending on whose perspective you consult, there could be several reasons for this, but it can in many ways be attributed to rationality. For example, in the 14th century there existed many natural phenomena that people could not explain, and they turned to religion for answers. As the field of science expanded and provided answers

outside of a religious context, the attribution of divine intervention in the human world began to lose credibility.

It is important to recognize that although the concept of secularization has been explored by many theorists for over a century, there is no single theory of secularization. Likewise, scholars tend to have different perspectives on why secularization occurs in society. Talcott Parsons, for example, suggests that secularization occurs when societies begin to assign certain purposes and authorities to other institutions when there is no longer a singular dominant faith. This, according to Parsons, is to ensure that societies will continue to evolve, even after religion is no longer the dominant social framework.

Secularization theorists differ over what they mean by the demise of religion. Specifically, they differ over whether it entails the decline of religious attendance, religious belief, or religion's role in the public sphere. Their focus on religious attendance makes sense as it captures the intuition that being religious entails certain costs and that the benefits from being religious are often restricted to those who actively engage in religious activities. More time, effort, and money spent securing religious goods necessarily means receiving fewer secular goods, and vice versa. Not all religious goods, though, have secular substitutes. For example, it's not clear there are secular substitutes for all of the psychic benefits derived from religious belief. More importantly, there are no costs incurred in terms of foregone secular benefits if one simply believes in God.

## **RELIGION AND POST-MODERNITY**

Postmodernism is a philosophy that says absolute truth does not exist. Supporters of postmodernism deny long-held beliefs and conventions and maintain that all viewpoints are equally valid. The idea that people can choose their own truth is another factor in a resacrilisation of society. Bauman argued that in modernity people were looking for theories that were always right: universal truths but in postmodernity people would find the belief, or theory, or truth that helped them at that time and in that place. All of this fits in well with the criticisms of secularisation theory that come from Berger, and the idea that sociologists need to practice more reflexivity in their study of religion. Researchers' own beliefs – or absence of religious beliefs – must be reflected on when considering religion in contemporary society. As previously mentioned, Berger argued that a lack of reflexivity fed secularisation theory: because sociologists in university departments were occupying a secular universe, they assumed everyone else was too.

## **EVALUATING POSTMODERN VIEWS OF RELIGION**

- Berger was absolutely correct that secularisation theory is Eurocentric and religion is growing in other parts of the world. What many postmodernist sociologists neglect, however, is that for the vast majority of those religious people, religion is still largely traditional and carrying out its traditional functions. For Muslims across the Islamic world, for instance, Islam has not been disembedded from the mosque or from its traditional context. The same is true for many Christians in Africa and Latin America. Some argue that secularisation theory is wrong not because religion has changed, but actually that – in large parts of the world – it has stayed largely the same.
- Similarly, while televangelism and preachers on Youtube are examples of religion changing, it is possible that Lyon overstates their significance. Most of the audience at home will also attend religious ceremonies as these things are marketed at a religious audience. Just as the arrival of public address systems



meant that larger congregations and bigger churches could be addressed, so modern technology extends the possible reach of a religious message, but that does not necessarily change the fundamental nature of that message, or its meaning to the audience.

- Furthermore, there is still quite a lot of evidence that, in western liberal democracies at least, secularisation theory is accurate. Although there has been a growth in New Age movements they do not come close to challenging the popularity of major religions or indeed atheism. Many of those who consume New Age ideas are happy to consider themselves Christian, etc. or indeed are clear that they have no religious faith. Those “believing without belonging” and worshipping vicariously through professional clergy might well, as Bruce suggests, not really believe very much at all.

## **POSTMODERNITY AND POSTMODERNISM**

Postmodernism is a tricky and amorphous term to put a clear definition on. It should be distinguished from postmodernity, which refers to the cultural factors of our contemporary age - the buildings, the communications, the entertainment media, the adverts and the like. Postmodernity is essentially a description of the current condition of Western cultures. Postmodernism, on the other hand, refers to the value systems and theories that grow up alongside these cultural factors to support them. This can make it difficult to get a handle on postmodernism, as value systems don't have the same kind of concrete reality as a building or an advert. They are no less real, but much more subtle and, for most people, more imprecisely held and defined, which is why people often use postmodernism to mean different things.

## **RELIGION AND SOCIAL STRUCTURE**

Social structure, in religion, the distinctive, stable arrangement of institutions whereby human beings in a society interact and live together. Social structure is often treated together with the concept of social change, which deals with the forces that change the social structure and the organization of society.

Although it is generally agreed that the term social structure refers to regularities in social life, its application is inconsistent. For example, the term is sometimes wrongly applied when other concepts such as custom, tradition, role, or norm would be more accurate.

Studies of social structure attempt to explain such matters as integration and trends in inequality. In the study of these phenomena, sociologists analyze organizations, social categories (such as age groups), or rates (such as of crime or birth). This approach, sometimes called formal sociology, does not refer directly to individual behaviour or interpersonal interaction. Therefore, the study of social structure is not considered a behavioral science; at this level, the analysis is too abstract. It is a step removed from the consideration of concrete human behaviour, even though the phenomena studied in social structure result from humans responding to each other and to their environments. Those who study social structure do, however, follow an empirical (observational) approach to research, methodology, and epistemology.

Social structure is sometimes defined simply as patterned social relations—those regular and repetitive aspects of the interactions between the members of a given social entity. Even on this descriptive level, the concept is highly abstract: it selects only certain elements from ongoing social activities. The larger the social entity considered, the more

abstract the concept tends to be. For this reason, the social structure of a small group is generally more closely related to the daily activities of its individual members than is the social structure of a larger society.

## **RELIGION AND SOCIAL CHANGE**

Functionalists and Traditional Marxists have generally argued that religion prevents social change. Neo-Marxists and the Social Action theorist Max Weber have argued that religion can be a force for social change.

There are wide variety of opinions with Feminist thought as to the relationship between religion and social change. Some Feminists tend to side with the view that religion prevents social change. Other Feminists recognise the potential for religion to bring about social change.

This post considers some of the arguments and evidence against the view that religion prevents social change.

### **Arguments and evidence for the view that religion prevents social change**

Functionalist thinkers Malinowski and Parsons both argued that religion prevents social change by helping individuals and society cope with disruptive events that might threaten the existing social order. Most obviously, religion provides a series of ceremonies which help individuals and societies cope with the death of individual members.

Marx believed that religion helped to preserve the existing class structure. According to Marx religious beliefs serve to justify the existing, unequal social order and prevent social change by making a virtue out of poverty and suffering. Religion also teaches people that it is pointless striving for a revolution to bring about social change in this life. Rather, it is better to focus on 'being a good Christian' (for example) and then you will receive your just rewards in heaven.

Neo-Marxist Otto Maduro argued that historically the Catholic Church in Latin America tended to prevent social change. It did so by supporting existing economic and political elites, thus justifying the unequal social order. However, he also recognised that religion had the potential to be a force for social change (see below)

### **Arguments and evidence for the view that religion causes social change**

Max Weber's 'Protestant Ethic and the Spirit of Capitalism' is one of the best loved accounts of how religion can bring about social change. Weber pointed out that Capitalism developed first in England and Holland, taking off in the early 17th century (early 1600s). Just previous to Capitalism taking off, Protestantism was the main religion in these two countries, unlike most other countries in Europe at that time which were Catholic. To cut a very long winded theory short, Max Weber argued that the social norms instilled by Protestantism laid the foundations for modern capitalism.

Neo-Marxist Otto Maduro pointed to the example of Liberation Theology in Latin America to demonstrate that religion can act as a force for social change. He further suggested that this is especially the case where the marginalized have no other outlet for their grievances than religious institutions.

Reverend Martin Luther King and the broader Baptist Church in the Southern United States played a major role in the Civil Rights movement in 1960s America. This

movement effectively helped to end racial segregation in America and secure more equal political rights for non-whites.

### **MARX AND THE OPPRESSION OF THE PROLETARIAT**

In Marx's view, the dialectical nature of history is expressed in class struggle. With the development of capitalism, the class struggle takes an acute form. Two basic classes, around which other less important classes are grouped, oppose each other in the capitalist system: the owners of the means of production, or bourgeoisie, and the workers, or proletariat. "The bourgeoisie produces its own grave-diggers. The fall of the bourgeoisie and the victory of the proletariat are equally inevitable" (The Communist Manifesto) because when people have become aware of their loss, of their alienation, as a universal nonhuman situation, it will be possible for them to proceed to a radical transformation of their situation by a revolution. This revolution will be the prelude to the establishment of communism and the reign of liberty reconquered. "In the place of the old bourgeois society with its classes and its class antagonisms, there will be an association in which the free development of each is the condition for the free development of all."

But for Marx there are two views of revolution. One is that of a final conflagration, "a violent suppression of the old conditions of production," which occurs when the opposition between bourgeoisie and proletariat has been carried to its extreme point. This conception is set forth in a manner inspired by the Hegelian dialectic of the master and the slave, in *Die heilige Familie* (1845; *The Holy Family*). The other conception is that of a permanent revolution involving a provisional coalition between the proletariat and the petty bourgeoisie rebelling against a capitalism that is only superficially united. Once a majority has been won to the coalition, an unofficial proletarian authority constitutes itself alongside the revolutionary bourgeois authority. Its mission is the political and revolutionary education of the proletariat, gradually assuring the transfer of legal power from the revolutionary bourgeoisie to the revolutionary proletariat.

In the theory of Karl Marx, the term proletariat designated the class of wage workers who were engaged in industrial production and whose chief source of income was derived from the sale of their labour power. As an economic category it was distinguished in Marxian literature from the poor, the working classes, and the Lumpenproletariat. Because of its subordinate position in a capitalist society and the effects of periodic depressions on wages and employment, the proletariat as described by Marxists was usually living in poverty. But it was not therefore identified with the poor, for some members of the proletariat, the highly skilled or labour aristocracy, were recognized as not poor, and some members of the entrepreneurial class were not wealthy. Despite synonymous use in agitational literature, the term proletariat was distinguished from the working class as a generic term.

### **WEBER AND THE PROTESTANTS ETHICS**

Max Weber's *The Protestant Ethic and the Spirit of Capitalism* is a study of the relationship between the ethics of ascetic Protestantism and the emergence of the spirit of modern capitalism. Weber argues that the religious ideas of groups such as the Calvinists played a role in creating the capitalistic spirit. Weber first observes a correlation between being Protestant and being involved in business, and declares his intent to explore religion as a potential cause of the modern economic conditions. He argues that the modern spirit of capitalism sees profit as an end in itself, and pursuing profit as virtuous. Weber's goal is to understand the source of this spirit. He turns to Protestantism

for a potential explanation. Protestantism offers a concept of the worldly "calling," and gives worldly activity a religious character. While important, this alone cannot explain the need to pursue profit. One branch of Protestantism, Calvinism, does provide this explanation. Calvinists believe in predestination—that God has already determined who is saved and damned. As Calvinism developed, a deep psychological need for clues about whether one was actually saved arose, and Calvinists looked to their success in worldly activity for those clues. Thus, they came to value profit and material success as signs of God's favor. Other religious groups, such as the Pietists, Methodists, and the Baptist sects had similar attitudes to a lesser degree. According to Weber, only in the West does valid science exist. Weber claims that empirical knowledge and observation that exists elsewhere lacks the rational, systematic, and specialized methodology that is present in the West. Weber argues that the same is true of capitalism—it exists in a sophisticated manner that has never before existed anywhere else in the world. When capitalism is defined as the pursuit of forever-renewable profit, capitalism can be said to be part of every civilization at any time in history. But it is in the West, Weber claims, that it has developed to an extraordinary degree. Weber sets out to understand what it is about the West that has made it so.

### **Webber's Conclusion**

Weber's conclusion is a unique one. Weber found that under the influence of Protestant religions, especially Puritanism, individuals were religiously compelled to follow a secular vocation with as much enthusiasm as possible. In other words, hard work and finding success in one's occupation were highly valued in societies influenced by Protestantism. A person living according to this worldview was therefore more likely to accumulate money.

Further, the new religions, such as Calvinism, forbade wastefully using hard-earned money and labeled the purchase of luxuries as a sin. These religions also frowned upon donating money to the poor or to charity because it was seen as promoting beggary. Thus, a conservative, even stingy lifestyle, combined with a work ethic that encouraged people to earn money, resulted in large amounts of available money.

The way these issues were resolved, Weber argued, was to invest the money—a move that gave a large boost to capitalism. In other words, capitalism evolved when the Protestant ethic influenced large numbers of people to engage in work in the secular world, developing their own enterprises and engaging in trade and the accumulation of wealth for investment.

In Weber's view, the Protestant ethic was, therefore, the driving force behind the mass action that led to the development of capitalism. Importantly, even after religion became less important in society, these norms of hard work and frugality remained, and continued to encourage individuals to pursue material wealth.

### **DURKHEIM AND COLLECTIVE CONSCIOUSNESS**

Along with Marx and Weber, French sociologist Emile Durkheim is considered one of the founders of sociology. One of Durkheim's primary goals was to analyze how modern societies could maintain social integration after the traditional bonds of family and church were replaced by modern economic relations.



Durkheim believed that society exerted a powerful force on individuals. People's norms, beliefs, and values make up a collective consciousness, or a shared way of understanding and behaving in the world. The collective consciousness binds individuals together and creates social integration. For Durkheim, the collective consciousness was crucial in explaining the existence of society: it produces society and holds it together. At the same time, the collective consciousness is produced by individuals through their actions and interactions. Society is a social product created by the actions of individuals that then exerts a coercive social force back on those individuals. Through their collective consciousness, Durkheim argued, human beings become aware of one another as social beings, not just animals.

### **FORMATION OF COLLECTIVE CONSCIOUSNESS**

According to Durkheim, the collective consciousness is formed through social interactions. In particular, Durkheim thought of the close-knit interactions between families and small communities, groups of people who share a common religion, who may eat together, work together, and spend leisure time together. Yet all around him, Durkheim observed evidence of rapid social change and the withering away of these groups. He saw increasing population density and population growth as key factors in the evolution of society and the advent of modernity. As the number of people in a given area increase, he posited, so does the number of interactions, and the society becomes more complex. Population growth creates competition and incentives to trade and further the division of labor. But as people engage in more economic activity with neighbors or distant traders, they begin to loosen the traditional bonds of family, religion, and moral solidarity that had previously ensured social integration. Durkheim worried that modernity might herald the disintegration of society.

### **DURKHEIM AND MODERNITY**

Following a socioevolutionary approach reminiscent of Comte, Durkheim described the evolution of society from mechanical solidarity to organic solidarity. Simpler societies, he argued, are based on mechanical solidarity, in which self-sufficient people are connected to others by close personal ties and traditions (e.g., family and religion). Also, in such societies, people have far fewer options in life. Modern societies, on the other hand, are based on organic solidarity, in which people are connected by their reliance on others in the division of labor. Modernization, Durkheim argued, is based first on population growth and increasing population density, second on increasing "moral density" (that is, the development of more complex social interactions), and third, on the increasing specialization in work (i.e., the division of labor). Because modern society is complex, and because the work that individuals do is so specialized, individuals can no longer be self-sufficient and must rely on others to survive. Thus, although modern society may undermine the traditional bonds of mechanical solidarity, it replaces them with the bonds of organic solidarity.

### **Worthy Key Points**

- Durkheim believed that society exerted a powerful force on individuals. According to Durkheim, people's norms, beliefs, and values make up a collective consciousness, or a shared way of understanding and behaving in the world.
- The collective consciousness binds individuals together and creates social integration.



- Durkheim saw increasing population density as a key factor in the advent of modernity. As the number of people in a given area increase, so does the number of interactions, and the society becomes more complex.
- As people engage in more economic activity with neighbors or distant traders, they begin to loosen the traditional bonds of family, religion, and moral solidarity that had previously ensured social integration. Durkheim worried that modernity might herald the disintegration of society.
- Simpler societies are based on mechanical solidarity, in which self-sufficient people are connected to others by close personal ties and traditions. Modern societies are based on organic solidarity, in which people are connected by their reliance on others in the division of labor.
- Although modern society may undermine the traditional bonds of mechanical solidarity, it replaces them with the bonds of organic solidarity.
- In the *Elementary Forms of Religious Life*, Durkheim presented a theory of the function of religion in aboriginal and modern societies and described the phenomenon of collective effervescence and collective consciousness.
- Durkheim has been called a structural functionalist because his theories focus on the function certain institutions (e.g., religion) play in maintaining social solidarity or social structure.

### **Bran drilled and the Hyper-real\*\*\***

### **FUNDAMENTALISM**

Fundamentalism refers to any sect or movement within a religion that emphasizes a rigid adherence to what it conceives of as the fundamental principles of its faith, usually resulting in a denouncement of alternative practices and interpretations. There are fundamentalist sects in almost all of the world's major religions, including Christianity, Islam, Hinduism and Judaism. Cross-culturally, fundamentalism is characterized by a cluster of common attributes including a literal interpretation of scripture, a suspicion of outsiders, a sense of alienation from the secular culture, a distrust of liberal elites, and the belief in the historical accuracy and inerrancy of their own interpretation of their religious scriptures. Additionally, religious fundamentalists are often politically active and may feel that the state must be subservient to God.

Historically, the term "fundamentalism" was first used in the early 1900s among American Protestant Christians who strove to return to the "fundamentals" of Biblical faith, and who stressed the literally interpreted Bible as fundamental to Christian life and teaching. The subsequent growth of religious fundamentalism in the twentieth century has been tied to the perceived challenge that both secularism and liberal values pose to traditional religious authorities, values, and theological truth claims

### **Rationale of Religious Fundamentalism**

Most forms of religious fundamentalism have similar traits. Religious fundamentalists typically see sacred scripture as the authentic and literal word of God. Since scripture is considered to be inerrant, fundamentalists believe that no person has the right to change it or disagree with it. They believe that God articulated His will precisely to His followers, and that they have a reliable and perfect record of that revelation. As a result, people are "obliged" to obey the word of God.

Thus, the appeal of fundamentalism is its affirmation of absolutes in a world that seems to have lost any sense of right and wrong. God has provided through his scriptures the proper values for the good life. Fundamentalists have God's favor because they alone are true to his word, while everyone else is bound for ruin. The evident decay of Western civilization, which is becoming increasingly decadent and tolerant of all manner of deviance, validates this point of view. Further justification is adduced from the state of mainstream religion: static or falling attendance of many liberal or reformed congregations, from the scandals that have struck, and from the increasing difficulty of distinguishing between religiously liberal and avowedly secularist views on such matters as homosexuality, abortion and women's rights.

## **Varieties of Fundamentalism around the World**

### **Christian Fundamentalism**

The term fundamentalist is difficult to apply unambiguously in Christianity. Many self-described fundamentalists would include Jerry Falwell in their company, but would not embrace Pat Robertson as a fundamentalist because of his espousal of charismatic teachings. Self-described Christian fundamentalists see the Holy Bible as both infallible and historically accurate. However, it is important to distinguish between the "literalist" and fundamentalist groups within the Christian community. Literalists, as the name indicates, hold that the Bible should be taken literally in every part (though English language Bibles are themselves translations and therefore not a literal, word-for-word rendering of the original texts). Many Christian fundamentalists, on the other hand, are for the most part content to hold that the Bible should be taken literally only where there is no indication to the contrary.

### **Jewish Fundamentalism**

Jewish fundamentalism is a phenomenon particularly in Israel, where orthodox Jews find themselves in a struggle with secular Jews to define the culture. Haredi Judaism is a movement within the orthodox camp to establish an exclusively orthodox Jewish culture characterized by strict adherence to the Jewish law (halacha) in every aspect of life, the wearing of distinctive dress, and political efforts to enforce halachic ordinances on the general population—to make Israel a truly "Jewish" state. Many orthodox Jews are not fundamentalists. The so-called "modern orthodox" believe it is possible to be both modern and observant at the same time. They do not as a rule wear distinctive dress. They make some accommodation with secular life, while strictly observing the Jewish law in the home and private settings, and in particular on the Sabbath.

### **Mormon Fundamentalism**

Within the cluster of groups who esteem the Book of Mormon as scripture, some conservative movements of Mormonism could be labeled as fundamentalist. Mormon fundamentalism represents a break from the brand of Mormonism practiced by "The Church of Jesus Christ of Latter-day Saints" (LDS Church), and claims to be a return to the Mormon doctrines and practices which the LDS Church has allegedly wrongly abandoned, such as plural marriage, the Law of Consecration, the Adam-God theory, blood atonement, the Patriarchal Priesthood, elements of the Mormon Endowment ritual, and often exclusion of Blacks from the priesthood.

### **Islamic Fundamentalism**

Like other religions, Islam promotes a vision of society and provides guidelines for social life. The Holy Qur'an and the Hadith provide guidelines for Islamic government, including criminal law, family law, the prohibition of usury, and other economic regulations. During the expansion of Islam in its first centuries, the knowledge and culture of conquered territories was absorbed leading to what many consider a golden age of Islam, in which there was a flowering of arts and sciences and which carried Ancient Greek knowledge to the West in the High Middle Ages.

In the thirteenth century Ibn Taymiyyah, a theologian and professor of Hanbali jurisprudence, initiated a reform movement that argued Islamic scholarship had veered from the proper understanding of the Qur'an. He taught an extremely literal interpretation of the Qur'an and advocated the Sharia. He engaged in criticism of the Kasrawn Shi'a in Lebanon, the Rifa'i Sufi order, and others. Some of his critics accused him of anthropomorphism. He also advocated waging a jihad of the sword against the Mongols. Sunni thinkers have held Ibn Taymiyyah in relatively high esteem. Many historians feel his fundamentalism led to the ossification and decline of Islamic civilization.

### **Islamists and Jihadists**

Most Qur'anic usages of the term jihad do not refer to war but to spiritual struggle or to the struggle to establish social justice, such as 22:77–78, "believers, bow down and prostrate yourselves in worship of your Lord, and work righteousness, that you may succeed and strive (jihad) in the cause of God." Yet other verses are interpreted to refer to armed struggle to establish or extend Islamic rule, such as "Go ye forth, (whether equipped) lightly or heavily, and strive and struggle, with your goods and your persons, in the cause of Allah." (9:41). Thus the translation of jihad as "holy war" renders only one of the several meanings of the Arabic word, and there are many Muslims who believe that the Qur'an only permits defense

However, the loss of Muslim power due to the historical developments of World War I, the dissolution of the Ottoman Empire, and the end of the caliphate, caused some Muslims to perceive that Islam was in retreat, and led them to actively oppose Western ideas and power. Islamic fundamentalism therefore is partly a reaction to colonialism, and sees the solution as a return to classical Islam, where religion played a dominant role in civil society and state affairs. Such groups tend to cite periods of history where Islam was the established social system, and they oppose local elites who supported adopting western liberal ideals.

### **Hindu and Sikh fundamentalism**

Some argue that the religious idea of fundamentalism is limited to the "Abrahamic religions," and have connected the phenomenon specifically to the notion of revealed religion. However, in the landmark series on fundamentalism, Martin Marty (and others) have identified fundamentalism also in non-Abrahamic religions, including Hinduism.

Followers of Hinduism generally adhere to the Vedic statement, "Truth is One, though the sages know it variously," which would seem to make relativism practically a fundamental tenet. However, a few sects within Hinduism, such as the Arya Samaj for example, do have a tendency to dogmatically view the Vedas as divinely inspired, superior or even flawless. Regardless, some claim that no Hindu can be found who considers his/her name of God to be that of the "only true God" or their scriptures to be the "only scriptures truly inspired by God" or their prophet to be the "final one." In fact it is normal that

Hinduism is itself divided into many different sects and groups with new philosophies continuously being added; consequently, the fundamentalist enclaves identified by The Fundamentalism Project, who claim to be purer than others, are regarded as aberrant within Hinduism.

### **Buddhist fundamentalism**

The Soka Gakkai sect of Nichiren Buddhism, which believes that other forms of Buddhism are heretical, is sometimes labeled fundamentalist.

### **Non-religious fundamentalism**

Some refer to any literal-minded or intolerant philosophy with pretense of being the sole source of objective truth, as fundamentalist, regardless of whether it is called a religion. For example, when the communist state of Albania (under the leadership of Enver Hoxha) declared itself an "atheist state," it was deemed by some to be a form of "fundamentalist atheism" or more accurately "Stalinist fundamentalism." There are people who in their attempt to live according to the writings of Ayn Rand seem to transgress respect for other perspectives in propagating their views, so that they are deemed to be a kind of "objectivist fundamentalist." In France, the imposition of restrictions on public display of religion has been labeled by some as "secular fundamentalism." The idea of non-religious fundamentalism almost always expands the definition of "fundamentalism" along the lines of criticisms. It represents an idea of purity, and is self-applied as a rather counter-cultural fidelity to a simple principle, as in economic fundamentalism.

### **Religion, Gender and Sexuality**

This interdisciplinary series explores the intersections of religions, genders, and sexualities. It promotes the dynamic connections between gender and sexuality across a diverse range of religious and spiritual lives, cultures, histories, and geographical locations, as well as contemporary discourses around secularism and non-religion. The series publishes cutting-edge research that considers religious experiences, communities, institutions, and discourses in global and transnational contexts, and examines the fluid and intersecting features of identity and social positioning.

Using theoretical and methodological approaches from inter/transdisciplinary perspectives, Bloomsbury Studies in Religion, Gender, and Sexuality addresses the neglect of religious studies perspectives in gender, queer, and feminist studies. It offers a space where gender can critically engage with religion, and for exploring questions of intersectionality, particularly with respect to critical race, disability, post-colonial and decolonial theories.

Gender is central to most religious orders. In turn, religions have a significant impact on gendered relations. The study of gender and religion stems from a broader interest in feminist anthropology, and multiple approaches to the study of gender and religion have been developed. An early approach explores the ways that religious practice influences male and female behavior. Studies in this vein explore changing gender norms attending conversion to new religions, or the ways that women's and men's roles are constrained and shaped by religious practice. More-recent work analyzes the ways that gender itself structures religious and spiritual ethics and practice. While patriarchal relations are central to many global religions, this is not a universal principle. Some religious orders emphasize cooperation and respect for women over hierarchy. Others may prioritize male leadership but indirectly provide women with types of ethical identities and spiritual positions that create spaces for women to practice their own agency and forms of power.



The ethnographic record also demonstrates that there is often a significant difference between how patriarchal gender relations are prioritized in formal religious spaces and how they are practiced. Gender often shapes the religious meanings of space and materiality. Scholars studying women's participation in nonliberal religious movements have shown that often women participate in patriarchal religions in the pursuit of their own interest. Even through submission, women can cultivate particular ethical selves or develop relationships that are understood as desirable. A broad literature exists exploring female submission and agency within patriarchal religious spaces, much of which challenges liberal assumptions that what individuals need is freedom. Through ethnographic explorations of female participants in patriarchal religions, scholars have exposed the multiple reasons women participate in religious gender hierarchies. Many religions have also recognized nonbinary gender roles. Within numerous cultures, including indigenous, Asian, and others, individuals occupying either transgendered or nonbinary gendered roles are granted special spiritual status. Thus, diverse religions display a variety of gendered systems. Some recognize gender identities as fluid rather than fixed during a person's life course. Finally, a number of feminist scholars provide important critiques about the ways that religious women—specifically through wearing the veil or burqa or participating in female genital cutting—can become symbols of oppression that unite feminist and colonial logics, creating discourses of saving and inequality over solidarity.

## **VARIETIES OF RELIGIOUS COMMITMENT**

Measuring levels of religious commitment in widely differing societies and faiths is a tricky endeavor. Rather than trying to use a single indicator, we look at a variety of measures of commitment, including religious affiliation, frequency of worship service attendance, frequency of prayer, and whether religion plays an important role in a person's life. Depending on the specific measure, data are available for varying numbers of countries because not all surveys asked the exact same questions.

Globally, women somewhat more likely to affiliate with a religious faith

The first measure we look at is affiliation – that is, whether people belong to any particular religion. An estimated 83.4% of women around the world identify with a faith group, compared with 79.9% of men, according to Research analysis of censuses, surveys and population registers in 192 countries and territories. This gap of 3.5 percentage points means that an estimated 97 million more women than men claim a religious affiliation worldwide, as of 2010.

In 61 of the 192 countries, women are at least 2 percentage points more likely than men to have an affiliation. In the remaining countries, women and men display roughly equal levels of religious affiliation because in many cases nearly all people of both genders identify with some religious group. There are no countries in which men are more religiously affiliated than women by 2 percentage points or more.

Among Christians, women attend religious services more often, but among Muslims and Orthodox Jews, men attend more often

Another useful indicator of religious commitment is how often women and men say they attend religious worship services. The biggest exceptions to the overall pattern of women exceeding men in religious commitment can be found on this measure. Among Christians in many countries, women report higher rates of weekly church attendance than men. But



among Muslims and Orthodox Jews, men are more likely than women to say they regularly attend services at a mosque or synagogue. Higher levels of weekly attendance among Muslim and Jewish men are due in large part to religious norms that prioritize men's participation in worship services. In Orthodox Judaism, communal worship services cannot take place unless a minyan, or quorum of at least 10 men, is present. And in most Islamic societies, Muslim men are expected to attend communal Friday midday prayers in the mosque, while women can fulfill this obligation individually, either inside or outside the mosque.

### **Generally, more women than men pray daily**

Another measure of religious commitment concerns prayer, which can take place privately as well as publicly. Pew Research Center surveys have asked people in 84 countries how often they pray. In about half of those countries (43), substantially more women than men say they pray on a daily basis. Only in Israel, where roughly 22% of all Jewish adults self-identify as Orthodox, does a higher percentage of men than women report engaging in daily prayer. In the remaining countries, women and men are about equally likely to say they pray daily.

The difference between women and men in self-reported rates of daily prayer is the biggest average gender gap found in this study. Across the 84 countries for which data are available, the average share of women who say they pray daily is 8 percentage points higher than the average share of men. Even religiously unaffiliated women in some countries, including the United States and Uruguay, report praying daily at higher rates than unaffiliated men do.

### **New Religion Movement**

New Religious Movement (NRM), the generally accepted term for what is sometimes called, often with pejorative connotations, a "cult." The term New Religious Movement has been applied to all new faiths that have arisen worldwide over the past several centuries.

NRMs are characterized by a number of shared traits. These religions are, by definition, "new"; they offer innovative religious responses to the conditions of the modern world, despite the fact that most NRMs represent themselves as rooted in ancient traditions. NRMs are also usually regarded as "countercultural"; that is, they are perceived (by others and by themselves) to be alternatives to the mainstream religions of Western society, especially Christianity in its normative forms. These movements are often highly eclectic, pluralistic, and syncretistic; they freely combine doctrines and practices from diverse sources within their belief systems. The new movement is usually founded by a charismatic and sometimes highly authoritarian leader who is thought to have extraordinary powers or insights. Many NRMs are tightly organized. In light of their often self-proclaimed "alternative" or "outsider" status, these groups often make great demands on the loyalty and commitment of their followers and sometimes establish themselves as substitutes for the family and other conventional social groupings. NRMs have arisen to address specific needs that many people cannot satisfy through more traditional religious organizations or through modern secularism. They are also products of and responses to modernity, pluralism, and the scientific worldview.

New religious groups have distinctive characteristics:

- Emerging at points of tension/crisis
- Developing new mythic systems that challenge established institutional logic

- Creating rituals that demonstrate the truth of their mythic systems
- Forming around prophetic leaders with high levels of moral authority
- Creating new types of organization

## EXPANDED CHARACTERISTICS

Speaking of which, if you need a bit more information about each of Barker's characteristics (aside from her notes I've added to each slide), the following may help:

**1. Converts:** With 'new movements' many recruits will be first-generation converts; they were neither born into the religion nor have a family history of involvement. 'Early adopters' tend to be committed, highly enthusiastic and, in many cases, proselytizing – keen to sell their movement and convert others to their faith (groups like Scientology and Hare Krishna use a variety of techniques to spread the word, from street selling to mail drops to social media).

**2. Membership:** Recent (post-1970) NRMs attract young, middle-class recruits in disproportionate numbers to other religious organisations. This is partly because the young, in particular, are more open to – and desirous of – new experiences, but also because this age group is more likely to be targeted for recruitment by NRMs. Older individuals who may be set in their (religious / non-religious) ways may simply be much harder to attract. The young are also much less likely to have a range of cultural baggage (from a family of their own to a mortgage...) that might inhibit their ability to join or their commitment once joined.

**3. Leadership:** Many NRMs are led by a founder with the charisma to attract followers in the first instance, something that often gives such movements an autocratic, rather than democratic, structure. A leader may control all, some or very little of the day-to-day life of converts, but a significant number of NRMs have the characteristics of a total institution, which Goffman (1961) defines as "a place of residence and work where a large number of like-situated individuals, cut off from the wider society for an appreciable period of time, together lead an enclosed, formally administered round of life".

**4. Creed:** NRMs normally promote a particular version of 'truth' that is more dogmatic, certain and less open to questioning and revision than the 'truths' promoted by their older counterparts.

**5. Identity:** A sharp distinction is invariably made between 'Us' (the movement's members) and 'Them' (non-members or unbelievers), partly on the basis of the certainty and truth underpinning the faith of members. This concept of group and, by extension, individual identity is based on a distinction between the members' sense of:

- self (who they are, what they believe and so forth),
- and their perception of
- the Other (people who are 'not like us').

In this respect, a sense of 'Ourselves' as 'homogeneously good and godly' is arguably sustained by a sense of 'Others' as 'homogeneously bad'.

**6. Antagonism and suspicion between a particular NRM, wider society and other religious organisations** is a final characteristic of some, but not necessarily all, movements. This follows, perhaps, because an important way for an NRM to both carve

out a clear identity in an increasingly crowded 'religious marketplace' and maintain a strong sense of self once a niche has been created is to, in Old Religious Movement terms perhaps, 'demonise your competitors'.

## **RELIGION AND CONSUMERISM**

Consumerism is the idea that increasing the consumption of goods and services purchased in the market is always a desirable goal and that a person's wellbeing and happiness depend fundamentally on obtaining consumer goods and material possessions. From this point of view, consumerism is a positive phenomenon that fuels economic growth. In common use, consumerism refers to the tendency of people living in a capitalist economy to engage in a lifestyle of excessive materialism that revolves around reflexive, wasteful, or conspicuous overconsumption. In this sense, consumerism is widely understood to contribute to the destruction of traditional values and ways of life, consumer exploitation by big business, environmental degradation, and negative psychological effects.

As consumers spend, economists presume that consumers benefit from the utility of the consumer goods that they purchase, but businesses also benefit from increased sales, revenue, and profit. For example, if car sales increase, auto manufacturers see a boost in profits. Additionally, the companies that make steel, tires, and upholstery for cars also see increased sales. In other words, spending by the consumer can benefit the economy and the business sector in particular.

Religious belief may be viewed as one of human society's cognitive system. That is, people who share a religious belief have a cognitive system that includes beliefs, values, expectations, and behaviors. Consumers' religious beliefs can influence consumers' purchasing behavior through a variety of products, but also through their personality structure; their beliefs, values, and behavioral inclinations.

Religious beliefs influence consumer behavior and can have varied effects on people and civilizations. Some studies defined it as a multidimensional concept. They found that religion could influence consumer behavior through values, beliefs, community, and rituals.

## **RELIGION AND POPULAR CULTURE**

Religion and culture are just two of the closely-related matters in this world but are actually different in nature and definition. There have been several theories suggesting the connection of the two such as religion being the center of culture. However, we can never deny the fact that certain cultures can also be disconnected from any form of religion in a society.

Religion is the relationship of every individual to the spiritual things they have regarded as holy and worthy of their highest reverence. It is also considered as the means that brings comfort to the people whenever they deal with the truth of life and death and anything in between. Many of the religions in the world highly observe their sacred texts as the authority and guide for spiritual and moral conducts. Most concerns known as prayers of religious people are directed to the gods and spirits they believe in. They perform in religious activities such as meditations and rituals mostly done in institutions also participated by other believers and worshipers. Religion helps people understand the natural calamities happening around them. This concept somehow provides them with

explanations on phenomenons such as flood, earthquake and the likes. The system of moral and ethical values of people are also based on the religion they've been practicing in a society. Religion, in other words, makes sense of the events in every person or believer's life.

Culture doesn't really have a universal definition but most people have agreed that it refers to the collective knowledge existing in the people of a society. According to Cristina De Rossi, an anthropologist at Barnet and Southgate College in London, culture shares its word history with the French word also termed culture derived from the Latin term *colere* which means "to nurture the earth", and other words with meanings related to the cultivation of growth.

#### Difference between Culture and Religion

- Confused as some people may be in their characteristics but, the reality is religion is just one of the many subsets of culture and not the other way around. Culture is the bigger picture.
- Culture is a body of knowledge that is acquired by people through years of being together in one society, while religion is the belief system directed towards the supreme deity and yet this is something that may or may not be accepted by each person in a culture. Two individuals may have the same culture and yet practice different religious practices.
- Culture focuses on the human beings which is its social heritage, while religion is associated with the God or the Creator of the whole universe.
- Culture is concerned with the evolution of humans and their beliefs and practices. On the other hand, religion is wholly concerned with revelation that comes from the Supreme Being to the people.
- The existence of religion is formally written in holy scriptures that came from God; while culture is more practical as the way people behave in a community shows what kind of culture they have.
- Culture tends to change as time passes by while the fundamentals of religion is fixed from the start.

#### RELIGION IN A GLOBAL WORLD

Worldwide, more than eight-in-ten people identify with a religious group. Globalization refers to the historical process by which all the world's people increasingly come to live in a single social unit. It implicates religion and religions in several ways. From religious or theological perspectives, globalization calls forth religious response and interpretation. Yet religion and religions have also played important roles in bringing about and characterizing globalization. Among the consequences of this implication for religion have been that globalization encourages religious pluralism. Religions identify themselves in relation to one another, and they become less rooted in particular places because of diasporas and transnational ties. Globalization further provides fertile ground for a variety of noninstitutionalized religious manifestations and for the development of religion as a political and cultural resource.

#### RELIGION AND GLOBALIZATION

The dialogical approaches to globalization, in conjunction with those that stress globalization from below, are of special significance when it comes to the topic of religion. By far the greatest portion of the by now vast literature on globalization completely or



almost completely ignores religion, the partial exception being the attention that Islamicist political extremism receives. This absence can perhaps be attributed to the dominance of economic and political understandings of globalization, including among those observers who look at the phenomenon from within religious traditions. Yet even though a great many of the works that focus on globalization from below—for instance, much of the literature on global migration and ethnicity—also gives religion scant attention, it is among these approaches that one finds almost all the exceptions to this general pattern, probably because these are the only ones that, in principle, allow non-economic or nonpolitical structures like religion a significant role in globalization.

Globalisation and religion with furthering challenges:

- Globalisation also brings negative impacts on religion by breaking traditional beliefs as people are more connected with the world that sometimes weakens their own religious belief. A survey shows that British people's religious beliefs are changing. For example, when they are asked if they believe in God, in response 77% people answered 'yes' in 1968 and 44% said 'yes' in 2004. This evidences shows that religious beliefs are becoming less in Britain.
- As religious and traditional beliefs are decreasing, the explosion of new religions is another prominent religious phenomenon in this globalised world. New religions separate themselves from the conventional ones and develop their own identities. According to the World Christian Encyclopedia, there are 9,900 distinct religions and 2 or 3 new religions created every day. Some study estimated that there are more than 10,000 new religions. In Japan, estimated number of new religions varies from 800 to a few thousands. Rapid changes of society escalated by globalization, paves the way for weakening conventional religion that gave birth of new religion and makes it difficult for establishing institutes to adjust themselves.
- Globalisation with its consumerism culture brings changes on women's dress that sometimes impact negatively. For example, veil is now becoming popular and is even sought by highly educated women and those in hi-society circle. In Indonesia, expensive veils designed by prominent artists, which is influenced by fashion designers in New York or Paris, can be found in luxurious department stores and has become the symbol of high social status. In other word, expensive veils and Islamic dress have been transformed into commodities for consumption by middle class, in similar fashion as branded names. This is undoubtedly the effect of consumerism which is conveyed through globalisation. Here, we can see that veil is used for fashion that weakens its religious beliefs. Because religion is regarded as a spiritual matter while consumerism is about materialism.
- In this globalised world, under the influence of consumer culture, achievement and material prosperity has become the aim of life while inner peace is ignored. Here, globalisation causes mental stress because as it favours material prosperity, sometimes individuals focus on attaining some material possession such as a house, car, wealth, or simply any object that hamper their inner peace by undermining religious ideas and perspectives.
- Religious terrorism is terrorism that is carried out based on motivations and goals that have a predominantly religious character or influence. As world is connected because of globalization, people can spread their ideas and beliefs on everywhere and often by inspiring those ideas, people come up together in order to fulfil their purpose in the name of religion that often causes terrorist activities. Terrorism activities worldwide are supported through not only the organised systems that



teach holy war as the highest calling, but also through the legal, illegal, and often indirect methods financing these systems. These sometimes use organisations, including charities in order to mobilize or channel sources of funds.

- In this way, globalisation brings challenges and negative impacts on religion. With the advancement of technology, media and the free flow of information, people are losing their own religious values and terror groups have used their political agendas by using religion as a tool to fulfil their political gains.



# **OFFICE MANAGEMENT PRINCIPLE AND TECHNIQUE**

## **F2/002**

### **COURSE CONTENTS:**

**Fundamental of Modern Office Management**

**Office Organization and Administration**

**Office Accommodation and Environment**

**Office Machine and Equipment**

**Record Management**

**Office Communication, Correspondence and Mail Service**



# OFFICE MANAGEMENT PRINCIPLES AND TECHNIQUE

Management is essential to any organization that wishes to be efficient and achieve its aims. Without someone in a position of authority there would be organizational anarchy with no structure and very little, if any focus. It has been said that management has four basic functions – planning, organizing, leading and controlling. Common sense dictates that without these principles of management being in place an organization would have trouble achieving its aims, or even coming up with aims in the first place. Good management techniques involve creating a supportive atmosphere where employees have autonomy and are motivated to excel. We've all had bad managers. Ineffective managers might micromanage, be overly controlling, focusing too much on details and what hasn't gone right, or fostering poor work/life balance.

## TOP MANAGEMENT TECHNIQUES

### **Dole out recognition when it's deserved.**

An employee study by gamification and behavior management platform Badgeville found that 70 percent of workers are more motivated by recognition than by monetary rewards. Employees who are acknowledged for their good work tend to feel more of an emotional commitment to their job, which results directly in increased effort (i.e., better productivity and improvement to your bottom line).

### **Make company goals transparent and provide consistent feedback.**

Sharing the company's goals and vision with employees helps them understand the meaning of their day-to-day tasks and the value that they each bring to the job. Set up monthly or quarterly check-ins to provide honest feedback — even if that includes constructive criticism. When you hold your employees accountable, they're more likely to deliver if it's crystal clear what they're expected to achieve.

### **Provide training and career development.**

Work with your employees to identify areas of growth and learn what parts of the business they're most interested in. By providing training and career development, you help employees develop new skills which is an asset for your business and a way of showing you care about your employees future, which in turn builds loyalty.

### **Troubleshoot problem areas.**

Be clear with staff about your expectations. When you hit a trouble spot, give them specific, timely feedback about what isn't working. Together, try and find a solution that works for everyone. For example, if an employee is consistently late to work, talk to them about how their tardiness impacts other people, learning more about the root cause. Once you have more empathy about what's going on it will be easier to come up with an appropriate solution together.

### **Know when to let someone go.**

One underperformer on the team can reduce the team's productivity by 30 to 40 percent, but if you do come across a few bad apples, don't be too quick to hand them the pink slip. Instead, show them you're willing to help them get better before giving up. (See number

four.) If their behavior doesn't improve, or gets worse, it could be time to part ways. This can be especially hard if you used to be able to really count on them and their work ethic has deteriorated, or if they've been working for you for a while and you like them personally. It's not easy to fire people (be sure to consult with a professional to make sure you're checking all the right legal boxes), but sometimes letting go of a problem employee is what's best for the business, and perhaps for them as well, since they may find a new job which is hopefully a better fit.

## **FUNDAMENTAL OF MODERN OFFICE MANAGEMENT**

Office management is a job that focuses on improving productivity, efficiency, and working conditions within an office. It may involve a wide range of responsibilities, including managing a modern workplace, handling office equipment, building a warm office environment, managing office budget, welcoming visitors and new employees to the workspace, organizing activities in the office and off-site events for office personnel, planning and booking travel for staff, managing internal communications, acquiring office furniture, and more.

Modern office managers are expected to have a more direct impact on the revenue generation of the company. They are tasked with planning, executing, and analyzing their own projects just as other departments in the company – all with the aim of bringing real value to the company. The office manager can typically be tasked with finding and establishing suitable employee wellness programs, usually in coordination with HR. With this extra responsibility and room for career growth comes higher expectations. A successful office manager should have experience and knowledge in the various software used by the company.

### **The main functions of office management**

An office manager's responsibilities within a company will depend on a lot of factors, such as the industry, the size, and the culture of the company. So this list will focus on the typical responsibilities of a modern office manager in a corporate office.

The typical fields of office management can be broken down into:

- The office space
- Employee management
- Event planning
- Employee travel
- Facility staff
- Internal communication
- Safety and security
- The office space

In a standard office management role, this is often the key responsibility. Striking a balance between form and function is important – ensuring a positive atmosphere, while being conducive to high performance.

Example tasks:

- Ensuring the aesthetics of the office space matches the brand and the people working there.
- Setting the culture, norms, and organization of in-office working.
- Creating an appropriate working space for employees to improve productivity and morale.
- Replacing broken, used-up, or obsolete equipment.

- Handling the meeting spaces used by different teams.

### **Employee management**

Often, although not without some controversy, the office manager will be asked to help HR with the rest of the staff. And in small, up-and-coming companies, there may be no HR team at all, and the entirety of these responsibilities can fall to the office manager.

In these cases, a general office manager should not be considered, but rather someone with extensive knowledge of employment law should be brought in.

In any case, involving the office manager in HR responsibilities may include softer tasks, such as hearing concerns and feedback from staff, as well as tasks related to wages and benefits.

Example tasks:

- Managing perks and wellbeing programs.
- Understanding how employees in the office work best, and what their needs and wants are.
- Working with HR on recruitment and hiring.
- Administering the payment and promotions of existing staff
- Helping to create external motivation for employees.

### **MANAGING FACILITY STAFF**

Company employees are often not the only people working within the office space. External contractors and employees of the rented building will often be present in the office, and their management generally falls within the purview of the office manager.

Example tasks:

- Working with people who work in the office space, but who aren't employees of the company, such as maintenance workers, custodial staff, or delivery drivers.
- Communicating with the landlord or property manager.
- Establishing relationships with external supplies.

### **Event planning**

Managing the events taking place within the office space falls clearly within the domain of an office manager. This often also extends to events outside the office, be they team-building employee events or ones involving clients and prospects.

Example tasks:

- Planning and organizing holiday celebrations at the office.
- Managing off-site trips, like workshops, team-building events, retreat, and so on.
- Dealing with venues, vendors, booths, and itineraries.

### **Employee travel**

Managing the travel of employees is a huge part of modern office management. There are a lot of moving parts to consider, and the workload for travel management can be immense and very chaotic at times.

Unforeseen complications with travel can have damaging consequences for a company if not handled right, as it may mean missing out on an important industry event, or losing a big prospective client.

Example tasks:

- Managing a travel budget for employees.



- Dealing with flights, transport to and from airports, and accommodation.
- Handling emergencies, such as cancelled or missed flights.

### **Internal communication**

Communication between senior management of a company and the working employees is extremely important for the productive work of a company. The management of this is often tasked to the office manager. Even if a company has a communications department, or communication specialists within the marketing team, the office manager may be asked to help with this type of work.

Example tasks:

- Communicating the needs and the goals of the company to its employees.
- Updating employees on company changes, such as branding, hirings, and departmental updates.
- Hearing and taking into consideration the concerns and needs of employees

### **Safety and security**

The importance of creating a safe work environment cannot be understated. This means the working conditions for employees must be safe, and the company should also be secure from potential external threats.

- Organizing and undertaking drills, e.g. for fires or active shooters
- Ensuring the building is locked up at night
- Managing security teams or CCTV
- Distributing and tracking keys and passes for employees and guests
- Ensuring access to proper safety gear
- Approving tools and materials to be used by the right employees
- (In conjunction with IT) Data security
- (In conjunction with HR) Dealing with inter-employee harassment, discrimination, or threatening behaviour, displays of anger and frustration from staff

### **Types of Office Management Jobs**

There are a variety of office management jobs, however, the basic duties of these managers are quite similar. Besides supervising the smooth running of a company's administration, making sure that needed supplies are provided and that office equipment is in working order, office managers can sometimes hire, fire, train, and promote employees.

### **Corporate Office Management**

Corporate office management jobs include the manager at each branch of a given company. The district manager (typically located at the head office) oversees all other branch managers, therefore traveling between company branch locations is often a main aspect of the job. Additionally, corporate office managers plan new organizational approaches for human resources and marketing campaigns.

### **Medical Office Management**

Medical office management requires detailed knowledge of anatomy and lab procedures, as well as health care laws. Medical office managers typically work in doctor's offices, where they supervise all medical assistants. Additional crucial responsibilities include patient confidentiality and the proper disposal of medical waste.

### **Legal Office Management**

Legal office management jobs require practical law experience and an extensive understanding of law procedures. Law office managers oversee a practice's legal administrative assistants, payroll management, and the firm's human resources department.

### **Virtual Office Management**

Rather than work for one business at a time as a full-time employee, virtual office managers often work for several smaller companies part-time. This is due to the tendency of small businesses to contract out virtual office management jobs. It's no surprise that remote jobs of all caliber are on the rise, therefore virtual office managers are an attractive option for steadily growing small businesses that don't yet require an on-site office manager.

## **OFFICE MANAGEMENT TECHNIQUES**

### **Time Management**

Developing and maintaining time management skills is essential for any office manager. Time management skills reduce stress and lead to a more productive day. When the work day begins, you can complete those tasks that you feel most resistant to completing. The sooner you get those tasks completed, the less time you spend putting them off. You can also create a schedule to get the time-sensitive items done first. Checking emails can fit in between tasks during the course of the day. One of the biggest reasons there are time-management struggles is because office managers are simply working inefficiently.

### **Conflict Resolution**

No doubt you've seen situations where different people with various goals and needs have come into conflict. Whether conflicts are internal or external, conflict resolution techniques are important skills to learn. When learning the skills, it helps to be flexible, courteous and respectful. It is necessary to communicate openly in a positive and productive manner. Each party needs to come together and work cooperatively on the issue. One step in the resolution process is very important – remain neutral at all times.

### **Stress Management**

Stress occurs in human beings when there is failure to adapt to changes in their environment. Stress can interfere with your ability to work, care for yourself or manage your personal life. It's in a manager's best interest to keep stress levels in the workplace to a minimum. It is imperative to remain a positive role model, especially during high stress situations. One way to reduce stressful situations is to maintain an organized environment. Employees should have clearly defined roles, responsibilities and rules.

### **Organization**

Being organized isn't just about physical organization. Organization is also a state of mind. Functions are accomplished more efficiently when they are planned for. One of the most fundamental aspects of being organized is formulating routines. Adapted organizational techniques save time, money and stress. A well-organized office allows staff to work smarter, not harder. The natural flow of day-to-day tasks runs in a smoother and more efficient manner when everything is organized.

## **OFFICE ORGANIZATION AND ADMINISTRATION**

Office administration is the system of arranging, sorting out, organizing and controlling office exercises with a view to accomplish business targets and is worried about proficient and viable execution of the office work. The accomplishment of a business relies on the effectiveness of its office. The volume of printed material in offices has expanded complex in nowadays because of industrialization, populace blast, government control and utilization of different expense and work laws to any business venture. Productivity and adequacy which are catchphrases in administration are accomplished just through legitimate arranging and control of the exercises, decrease of office expenses and coordination of all exercises of business.

An appropriate comprehension of the target reason for existing is essential so all endeavors and exercises are coordinated with its accomplishment Environment where office work is to be performed is given by the administration after legitimate arranging. Condition implies surroundings where representatives of an endeavor work. It incorporates physical elements like area, format, lighting, temperature, ventilation, tidiness and so on. Different business laws, traditions hones and so on must likewise be made known to representatives. Office administration staff provide assistance to office workers. They maintain records and filing systems and are often in charge of data entry. They may maintain a database of customers or inventory and produce correspondence for mailing, and they read and forward mail to the correct department. The overall goal of any office administrator is to make their supervisor's job easier.

#### **Administrative Functions of an Office:**

A company sets goals and objectives to achieve the targets. There are certain steps or roles played to reach the goals. In other words, we can say that it's a roadmap to reach a destination.

1. **Planning:** These are a set of functions that are broken down to indicate what to do when to do, how to do, and who should do them. The organization lays down a map showing the path from where the company is to where it has to be. For this, goals are established and arranged for various activities to be carried out. Facilitators are the administrators who engage in short-termed goals and long-termed goals.
2. **Coordinating:** Once the goals are given, then there is a need for how to get it done. There is a need to identify the responsibilities that need to be taken care of and which section or departments should be involved. Grouping these functions is also required to maintain an organizational relationship. Why does co-ordination have to happen? Otherwise, none of the work would be accomplished if everyone works on the islands.

Therefore all the people in various sections are linked with one another to achieve. Administrative activities like delegation of authority, control measures are necessary for bringing out successful work.

3. **Filling in people:** It is known that all jobs are being split into specializations to bring about the best results. To fill these posts requires people. Administrative functions are involved in filling the right people at the right time. The needs of the functions required are determined and job descriptions are written. Based on those, advertisements are displayed seeking people. The screening is the last process of selecting the right candidate.
4. **Leading:** This requires directing the people in the right manner to achieve the goals of the organization. Through the proper allocation of resources and providing

an effective system, a balance is created between the needs and economic production that leads to the goals of the organization. The administrative officer here would need exceptional interpersonal skills to fulfill these criteria.

5. **Evaluating:** Without evaluation, no one would know if organizations' plans are achieved. The staff performance is being evaluated from time to time to see if there is a quality of work always. It also hints whether there is a deviation from the actual targets. Controlling is one way of ensuring high-quality performance and results that are satisfactory while maintaining a problem-free environment. These activities are constituting of management of information, performance measurement and establishing corrective actions. As it is the backbone of the organization, administrative functions are critical as it is associated with the efficiency and productivity of the organization.

### **IMPORTANCE OF ADMINISTRATION IN AN ORGANIZATION:**

The administration of an organization has to cover many activities and responsibilities. This is lead by proper organizing, sorting and controlling things targeting business accomplishments and targets.

The success of any business depends upon the effective office administration. The increase in productivity, employee satisfaction along with perfect work management are all advantages of a legitimate office administration. It also focuses on the physical environment of the office like light, seating, space, tidiness, etc.

So the administration as a process should control and coordinate different sectors of an office with the clear idea of leading the business to meet its predefined targets and ensure that its growth and development are not halted by any type of obstacle.

### **Importance of office administration:**

wisestep-logo  
Home WorkPlace

WorkPlaceWork Culture  
What is Office Administration? Advantages and Disadvantages  
By Chitra Reddy24371

Every organization or company has an environment setup for carrying out various functions which are managed by a set of people or group of people. There is no organization existing without an office where the administrative duties and functions are carried out. So the importance of office administration is high for any organization.

### **WHAT IS ADMINISTRATION?**

The administration, as per the definition states that it is the right execution of things and work has done in an office.

A person who has to apply for leave has to undergo a cycle of the process, or some employee face a payroll issue has to meet the human resource, or CEO of the company

needs a confidential data requests the secretary to retrieve them. All these functions carried out through office administration.

## **OFFICE ADMINISTRATION ADVANTAGES AND DISADVANTAGES**

### **What is Office Administration?**

A set of day to day activities related to financial planning, maintaining personnel records, processing of payroll, record-keeping, maintaining files, billing, distribution of data, logistics are part of office administration

It can say as overseeing those day to day functions or operations in an office or managing the people working in the office. It involves the main task of ensuring that resources are available for smooth functioning like coordinating repairs of office equipment required for work, submitting requests for the new resource.

Most of the time, the administration associate with maintaining office supplies like stationery items, printer cartridges, papers, that are constantly used within the budget provided. Persons who are dealing with office administration works have to face a few advantages and disadvantages of organizing things.

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So the administration as a process should control and coordinate different sectors of an office with the clear idea of leading the business to meet its predefined targets and ensure that its growth and development are not halted by any type of obstacle.

#### **Importance of office administration:**

- Innovation for advancement and growth
- Managing and inculcating change
- Provides Leadership
- Imbibing strong loyalty towards the organization
- The best resource use of the organization
- Managing public relations
- Proficient stream of work
- Retaining best talents
- Cost control
- Benefits society
- Target achievements

- Easy coordination
- Supports in managing office efficiency
- Administer different office functions

## **OFFICE ACCOMMODATION AND ENVIRONMENT**

It is the process of selecting appropriate building in a favorable location, establishing different sections and departments, proving or arranging resources in a scientific way. The purpose of office accommodation is to create sound working environment and to bring efficiency and rapidness in office work. It is important for both employees and outsider. Office employees spend a long time office. Bad accommodation can cause boredom and frustration among employees. Bad environment also may cause bad impression to outsiders.

Selection of office building

### **1. Shape and size of office building**

It is one of the major factors that should be considered while selecting office building. It should have adequate space to accommodate all machines, equipment, and employee with furniture and enough space for flexibility. It should be considered taking the base of both present and future needs.

### **2. Lighting and ventilation**

An office building should have adequate lighting and ventilation. It helps a lot to increase efficiency and enhance worker's morale. Well lighted and ventilated accommodation puts less pressure on the employees and also reduces the physical and mental strain and consequently the efficiency is higher.

### **3. Convenience to customers and employees**

While selecting office building it should consider the convenience of customer and employees. It should not be far from the related trade center, must have proper toilet and canteen services and food hospitality and utilities.

### **4. Cost**

The cost of building effects on total budget of organization. The building purchased or built must be within the budget of organization. There should be balanced between requirement of space, capacity of the organization and the cost for covering the expanses.

### **5. Flexibility**

Flexibility of office building in its shape and size should be considered while selecting the office building. It must also match the nature of organization.

### **6. Layout facility**

The efficiency of men and machine depend upon the layout. The proper layout makes office attraction. For this furniture, machine and other goods are necessary. This also helps in the internal arrangement of office.

Selection of office location:

- Nearness to customer: The office should be accessible to customers. They do not like long distances to make business inquiries. The office should be accessible to other parties who are in regular contact.

- Nearness to related business: It is desirable to locate the office near the offices of related business. It should be established in the same line of trade.
- Availability of infrastructure: The infrastructure should be available in office location. It consists of transport, communication, power, water and parking facilities.
- Nature of business: The nature of business affects location of office. Office of manufacturing business is located near the source of raw materials, labor and service facilities. Office of trading and banking business is located in commercial centers near the customers. Office of perishable goods business is located near the market for such goods.
- Availability of human resources: Needed human resources should be available for office. They can be skilled, semi-skilled and unskilled. All facilities must be available for employees
- Environment: The office location should have healthy environment. It should not be near polluted rivers or waste disposal sites. It should be free from noise, dust and pollution.
- Cost of space: Sufficient space should be available at reasonable cost for the office. Space should be available for future expansion.
- Government laws: The selection of location should comply with government laws and regulation at national and local levels.

### **TYPES OF OFFICES (BUILDING)**

Building classification allows a user to differentiate buildings and rationalise market data that said, classification is an art not a science. And each category is defined in relation to its counterparts. Office buildings are generally classified into one of the four types or categories. While a definitive formula for each does not exist, the general characteristics are as follow;

- Type A
- Type B
- Type C.
- Type D

#### **Type A office building**

These office building represent the newest and highest quality buildings in the market. They are generally best looking buildings with the best construction and possess high quality building infrastructure. Class A buildings also are well located have good access and are professionally managed. As a result of this they attract the highest quality workers and also made with durable materials. This type of office building meets up with 100% of public health requirement

#### **Type B office building**

This is next in line to type A office building. Class B buildings are generally a little older; but still good quality management. It has at least 75% requirement of public health regulations. They are sited on a good soil and are constructed with strong impervious materials. Since type B office building posses 75% of all the requirement of Type A office building it requires some little amendment and provision to make them meet the standard of type A.

#### **Type C office building**

This is a low class of office building and are built in less desirable areas and are often in need of extensive renovation. Architecturally these buildings are the least desirable and building infrastructure and technology is out dated. They are constructed with mild material.

### **Type D office building**

This is the poorest of all office accommodation or building. It is constructed with poor materials and has no public health requirement.

Problems associated with poor office environment/ accommodation

The problem associated with poor office environment/ accommodation include the following

#### **Overcrowding:**

Overcrowded environment is a common problem in developed as well as developing countries in the world today. And an office can be overcrowded when properties and people there in it are more than the available space in the various office accommodations. Overcrowding has presented itself as a very dangerous problem in all aspects of public health because when an office is been overcrowded with too many workers working in it and sharing the limited space as they attend to students as well as others, it will lead to the sustainability and proliferation of sporadic outbreak of air borne disease.

Overcrowding has been repeatedly shown to facilitate the spread of communicable disease such as tuberculosis, measles within the workers and students.

#### **Poor lighting**

Poor lighting as a problem associated with building including offices is due to lack of light within a specific building. It could be due to ill-functioning light, and people experiencing light deprivation are likely to experience depression; bone or cavity pain. Poor lighting has many effects whether in our home, school, office, street or in public building and these effect include eye strain, accident, and high human error rate.

#### **Poor ventilation:**

Poor ventilation has led to a lot of hazard both at home and in office. It leads to presence of mould and mildew which is formed on walls and object as a result of wet warm air that result in lack of free movement of fresh air. Poor ventilation occurs as a result of lack of planning of buildings and the inexperience of most of the architect in office buildings both at home and in institutions. It creates a lot of unwholesome epidemics of diseases among people such as tuberculosis. Most people build office accommodations without even showing consideration to either through or cross ventilations and most office are constructed with one window and rarely two which are not adequate and permit free flow of air into the office accommodations.

#### **Dilapidated wall:**

This is one problem that is also associated with poor office accommodation and its environment which renders the building poor due to lack of durable materials used in construction of the building and lack of maintenance. Dilapidated structure can lower the value of the office accommodation on that of nearby buildings which could also cost some one's life, if due care is not taken cognizance of, dilapidated wall also occur especially in buildings that has been allowed in a state of disrepair for a long time. The use of sub

standard construction materials such as rod, block, cement etc. in building operations also result in poor office buildings.

**Broken Floor:**

When durable materials are not used in making the floor of the building, it tends to break easily and cause dust which could harbour in dents and can cause accident and injury to workers as well as students and visitors health.

**Leaky roof:**

Roofs sometimes develop leakage years before the entire roof actually needs changing. This is usually caused by localized damage such as cracked or missing shingle or shakes or on a flat roof, a blistered or cracked area. A leaky roof can result in flood in the house which can result in climatic factors and destruction in the office accommodation. A leaky roof can be a problem for not only the roof but for the entire interior of the building as well and it can ruin the office building which affects the workers in the institution.

**Drainage system:**

One of the most common and most disconcerting of all these problems is poor surface drainage. Poor drainage is a problem that may exist from start, and it may develop over time due to un-durable material used in the construction of drain and lack of proper supervision and maintenance of drainage system, therefore leading to flooding with the office premises, odour nuisance etc.

Benefits of standard office accommodation to workers

- Prevention of disease such as tuberculosis, measles that are associated with poor buildings thus increasing the amount of time workers spend in their jobs.
- It will result in health promotion and longevity of life span
- It will create an enabling environment for workers to carry out their jobs efficiently
- It will improve the moral ways of life of workers
- It helps in the reduction of various hazards e.g. fire hazard
- It will reduce property damage
- Results in better hygiene conditions for staffs or workers as they do their jobs
- In all it increases their general performance level. Since health is wealth and a healthy worker can do none job as required of him or her.

**OFFICE MACHINE AND EQUIPMENT**

The rapid increase in the industrial activities has increased office work to the highest level. The machines were invented to reduce monotony and increase the efficiency of works done. They help to save time and labor. In modern offices, business completely depends upon the office machine and equipment. It increases the level of operation, improves the performances, safeguards the files, and increases the accuracy. Purchase, repair and maintenance of office machines require big investment. It is the duty of office manager to select the right type of machine. If they don't select it properly then the office work won't be efficient and effective.

Importance of office machine

1. To save labor: properly designed office machine saves labor. It helps in saving labor cost. Machines work faster than men. Total wage bill can be reduced.



2. To save time: machines work faster than men. The office machine helps to save time. The speed of official work is increased with the help of machine. It helps in completion of work in a faster way. It increases efficiency and effectiveness of work.
3. To provide accuracy: office machines works accurately. It increases in accuracy in all types of works. It reduces the error, fatigue and helps in supervision
4. To reduce chance of fraud: there may be barrier inside the organization. Machines help to check for the accuracy and correct method of works done t also keeps systematic records of all employees. Thus, it helps in reducing the fraud
5. To retrieve monotony of work: some jobs are routine in nature. They are repetitive in nature. Repetitive works are monotonous. Office machine s help in retrieving the monotony of the employees
6. To improve quality of work: office machines help to maintain the neatness, accuracy and quality of work done.
7. To increase goodwill: when there is saving of labor and time and increment of accuracy of works done, then there are fewer chances of errors and fraud which improves the quality of work done and helps in satisfaction of customer and the employees. This helps in increasing the goodwill of the office
8. To lower operating cost: office machines reduce the operational cost. It helps to reduce the wage bill. It also helps in reducing the excessive filing cost.

#### **DIFFERENCE BETWEEN MACHINE AND EQUIPMENT:**

Most of the people categorize machines and equipment as the same. Though they come under the same segment, there is a slight differentiation between them.

##### **Machines:**

As per the Cambridge dictionary, machines are nothing but the equipment used in offices for performing work.

Example of machines: phones, computers, printer, scanners, fax machines etc

##### **Equipment:**

But when defining equipment, we need to look from a mechanical angle. Equipment are the machines which are needed to manufacture or create a product.

Example of equipment: filing cabinet, desk, stapler, a driller etc.

Though the difference between them is subtle, one need to understand that though “all the machines can be termed as equipment but not all equipment come under machines”.

#### **Basic Office Equipment List:**

Here is a list of necessary machines & consumables to keep your Staff Producing.

- Binding Machines
- Laminators
- Labelling Machines
- Shredders
- Guillotines
- Calculators
- Trimmers
- Folding Machines
- 3D Printers
- Telephones
- Air-Cooling & Heating
- Cash Registers

- Cleaning Machines
- Cleaning Products
- Computer Accessories
- Computer Hardware
- Dictation Machines
- Digital Cameras
- Electronic Reference
- Ergonomic Products
- Fax Machines
- Headsets
- Lamps
- Letter Openers
- Money Handling
- Paper Products
- Paper Punches
- Pencil Sharpeners
- Postal & Shipping Scales
- Printers
- Printing Consumables
- Projectors & Screens
- Safety & Security
- Scanners
- Sign Makers
- Staplers
- Tools & DIY

## **RECORD MANAGEMENT**

Records management refers to the process you can implement to control the creation, maintenance, receipt and disposal of information irrespective of the format. In other words, it refers to the management of a company's valuable information throughout its lifecycle – from creation to disposal. A record could be any information maintained as evidence or used for any business transactions. Some of the examples of records include final reports, budget documents, company balance sheets, emails referring to an action, maps of field missions, etc.

A record is any document (paper or electronic) created or received by offices or employees that allows them to conduct business. This definition includes, but is not limited to:

- correspondence
- forms
- reports
- committee minutes
- memoranda
- policy statements
- budgets
- emails
- reports
- databases

- samples and objects
- letters
- minutes
- photographs
- social media sites
- faxes
- spreadsheets
- maps and plans
- information in business systems
- text messages
- policy and briefing papers
- research data

### **SOME BENEFITS OF RECORDS MANAGEMENT**

Some of the key benefits of records management are listed as follows:

- **Lower storage costs:** Although your organization may have a huge volume of files, emails and business reports, only a small portion of them will be of significant value. When you have a strategy to manage these records, you can retain only valuable records and dispose of the rest. This ensures efficient allocation of data storage space and reduces the cost of storing information.
- **Ensure regulatory compliance:** There are multiple regulatory laws governing how well records should be maintained in an organization. Noncompliance can result in severe legal actions and costly penalties. When you have proper records management in place, you can easily adhere to compliance laws and avoid penalties.
- **Protect vital information:** Every organization has vital information to safeguard and prevent it from falling into the wrong hands. If you can't organize your vital information, you cannot preserve its integrity and confidentiality. Records management can help you organize data and protect you from data loss vulnerability.
- **Efficient retrieval of records:** Your records are useful only when they can be efficiently retrieved. With a powerful document management platform, you can easily store and retrieve information whenever you want. Better accessibility to information helps organizations make better business decisions.
- **Easy automation of workflow:** When your information is disorganized, your business will spend a lot of time storing and searching for records. With a records management system, you can make the entire process efficient and automate the workflow.

### **TYPES OF RECORDS**

Based on the functions they serve, records can be categorized into different types. Some of the common types are listed as follows:

**Physical records:** These are hard copies of information stored on various media like notes and papers. These records take up physical space.

**Electronic records:** A record created and stored via electronic means is called an electronic record. They can be stored digitally and don't take much physical space.

**Enterprise records:** These are documents pertaining to a company's operation. Agreements, contracts, payroll records, etc., are enterprise records.

**Industry records:** These are records that concern the operation of a particular industry. For instance, medical industry records have documents and research material related to the industry in general.

**Legal hold records:** These are mandated records legally enforced by law. Rules regarding compliance regulations can be considered as legal hold records.

Here are the 8 steps that we believe are the mainstays of a solid records management program.

**Step 1: Complete inventory of all records**

Before you put a new process in place, you should understand the scope of your project.

By doing a complete inventory of all the records you want to manage, you will be able to implement processes that coincide with your business and your data management needs of your team.

**Step 2: Determine who is going to manage the process and records**

Once you have determined the way you want to manage your records, you need to determine two things:

- Who is going to manage each step of the process?
- What steps of the process need to be managed?

By clearly defining these two things, you can ensure that your system is going to be sustainable with the ability to scale.

**Step 3: Develop a records retention and destruction schedule**

It's important to identify and monitor the various retention times for all the records in your company.

A records retention program provides for the review, retention and destruction of records received or created in the course of regular business activities. It contains and helps maintain the guidelines for how long certain records should be kept and the conditions in which they should be destroyed.

This outlined schedule will help eliminate the risk of older documents causing legal problems, and will cut costs by reducing storage needs of old and unneeded documents.

**Step 4: Determine the best way to store and manage your records**

Most companies use several different systems to store and manage their records depending on the type of business that they're in and the workflow of their office.

Some companies prefer a document management system and a cloud storage service, eliminating the need to store paper files. All their documents are scanned and indexed, making them easier to manage and find.

Other companies prefer to utilize a hard-copy storage system through a records management company and secure off-site records storage to manage their papers. This allows them to have access to their documents any time they need them, and still maintain hard-copy records for legal or regulatory purposes.

**Step 5: Create and document proper procedures**

By creating a thorough procedure for your new records management plan, you can verify that the proper steps are taken in the future and can distribute this knowledge throughout the workplace. Keeping everyone on the same page with their records management eliminates any mistakes that can lead to inefficiency or loss of data.

### **Step 6: Create a disaster recovery plan**

Accidents and natural disasters happen so make sure you have a disaster recovery plan in place to help eliminate any issues in case of a natural disaster, fire, or flood. A solid backup plan will give you the peace of mind in knowing your data is recoverable in the case of any emergencies.

### **Step 7: Training and implementation**

Training your employees after implementation of your new records management plan is the next step. By selecting the right team and ensuring you have well-defined processes and procedures, your records management will be a success.

### **8: Maintaining and auditing the program**

The words Plan A, B, C, D and E on colorful street or road signs Once the system is implemented and you've completed all your training, monitor and document any issues or inefficiencies that tend to happen with any large-scale implementation.

Maintaining a regular process update and audit procedure will ensure that you correct any problems as quickly as possible.

## **OFFICE COMMUNICATION, CORRESPONDENCE AND MAIL SERVICE**

Communication in the office is crucial for the success of an organization. It allows organizations to work efficiently and be productive in the long run. Communication at the office can vary from emailed instructions to face-to-face conversations. But it is a combination of various communication styles in most of the cases.

Open communication can help to improve employee engagement and productivity. Employees are satisfied and more creative if they can communicate through the contact chain of an organization effortlessly. Communication helps everybody to share their thoughts and ideas and to maintain a culture of feedback among team members. Weak open communication at the office, on the other hand, leads to confusion and low employee morale.

Office communication is necessary to make contacts, understand the goals and objectives, share ideas, convey information, give instructions, and remove misunderstandings among the employees. It is a bridge that connects the employees and management of an organization.

Whether you have a small company or large organization, always use open communication to increase productivity and make your employees happy. For managers, effective communication is essential to run business processes smoothly. To achieve the targeted team goals, managers should effectively communicate with their team members. Here are some fundamental reasons why office communication is so important:

- Innovation
- Effective Communication
- Team Work
- Job Satisfaction
- Absenteeism and Employee Turnover



## **Innovation**

When a group establishes communication measures, levels of productivity, and efficiency increase. As a result, people are more likely to support other team members when they share a team bond.

If employees have the chance to speak openly about their ideas, they tend to come forward without any fear. An organization that encourages open communication tends to be more innovative.

## **Effective Communication**

A good communicator can foster better team bonding among the members. When you communicate freely with your team members, it will be easier for you to assign tasks, solve disputes, motivate them.

Effective communication not only connects people but allows them the chance to talk to each other. It is crucial to have good working relationships by communicating.

## **Team Work**

Communication problems always lead to misunderstandings among team members and lead to incomplete work. The team members need to be careful and detailed about their tasks to prevent such situations. It will only succeed if the team is communicating well and continuously.

Team building needs constant communication and cooperation between team members. Better communication leads to an efficient work rate, and the team members are fluid as there will be a better understanding among them. It will increase your employees' productivity and work performance.

## **Job Satisfaction**

There will be a time when the employees will be a bit harsh at work. Those may be the signs that employees are not satisfied with their job. This can be due to poor career growth, low compensation, poor management, a poor balance between their work and life, and more.

It can be challenging and stressful to resolve such a problem, and the only way to overcome such issues is to communicate effectively. Employee happiness is important. Therefore, listening to their problems, giving feedback can be an encouragement for the employees.

## **Absenteeism and Employee Turnover**

The improvement of communication can reduce absenteeism and employee turnover. When there is a flow of communication in an organization, updated information such as product sales, company revenue, etc. are shared by their managers.

This promotes honesty and transparency at work, and employees feel that they are in the direction in terms of the overall plans of the organization.

## **Office Correspondence**

Office Correspondence is defined as communication in writing on the subject of mutual interest either within the organisation or with an outsider. Correspondence within the organisation lends a meaning of definiteness to corporate policies and practice, promotes understanding between the members and departments of the organisation.

Correspondence with the outsider promotes an image of the organisation, clarifies its policies, keeps its legal entities intact and keeps its operations going.

### **Purpose of Office Correspondence**

There can be and there are many reasons for office correspondences. An office correspondence can be because of the following reasons:

- Serving a notice to the office personnel.
- Serving a notice to the individual person.
- Serving an order either to the entire department or to the individual employee in the office.
- Serving an instruction either to the department or to an individual working in the department.

Serving an instruction or a notice to the office situated outside the office premises. There can be many other reasons to execute and serve an instruction which is a part of office correspondence, however, the nature of the correspondence depends upon the situation that arises in the office for which a notice has to be served.

An effective correspondence ensures efficient and economical communication service. The drafting of correspondence improves the goodwill of the organization. The responsibility of drafting a correspondence is based on the nature of correspondence and type of organization. Generally, routine correspondence is drafted by lower-level clerks. Important and confidential correspondences are drafted by the top executives of an organization.

### **Principles of Drafting of Correspondence**

Little Field and Rachel have laid down the principles of drafting of correspondence. They are presented below.

**Determine Purpose:** Generally, there is a primary purpose of conveying some information and the secondary purpose of conveying a feeling of helpfulness and goodwill.

**Planning of Message:** Ideas have to be collected from across the office and arrange them in a logical order before the communication begins.

**Using of Language:** Conversational language has to be selected for the purpose of clear cut directions and simplicity.

**Be Compact and Clean:** The message should results in the completion of job. Every question should be answered in the communication.

**Brief:** There must be a thorough explanation of every point in brief. Courtesy Every communication should be courtesy, considerate, friendly and helpful.

**Read Proof Carefully:** An excellent document can be ruined by grammatical and typing errors. The typing error may be relating to spelling name, improper arrangement of words and letters, wrong numbers and in sequence of sentences.

Mail may be described as any written communication which passes through the messenger, courier or the post office. There is need of continuous contacts with the

customers, suppliers, branches, departments, banks, financial institutions, government agencies, non — government organization, and the like.

The type of communication is varied on the basis of counterpart of communication. Therefore, every business office receives and sends out a large volume of correspondence on every day.

### **TYPES OF MAIL SERVICE**

Business mail is of three distinct types. They are listed below.

1. Incoming or inward mail.
2. Outgoing or outward mail and
3. Inter — departmental mail.

The form of these types of mails are letters, documents, packets, parcels, telegrams, orders, remittances etc. Prompt and correct handling of mail is necessary for achieving purpose of mail. Moreover, proper handling of mail increases the goodwill of the business office.

### **Handling of Mail Service**

The existing relationship of business office with outsiders is strengthened through efficient operation or handling of mail service. Thus handling of mail is an important supplement to other office operations, viz., making original records, typing and duplicating etc. The mailing service should be planned and organized properly to ensure prompt and correct handling of mail.

### **Benefits of Office Mail Service**

In the modern globalized business world, mail service is an integral part of office work. Hence, adequate facilities should be provided for efficient and successful performance of mail service. An efficient mailing service offers the following benefits.

1. It ensures continuous contacts with outsiders.
2. A good impression is created in the minds of outsiders and thereby improves the goodwill of the business.
3. The interdepartmental co-operation is also improved with the help of efficient mail service.
4. It helps the business office in the creation of correspondence and record keeping of all the departments.
5. It helps to reduce the cost of the mailing service.
6. The new employee of business office gets training very easily and makes them familiar with the organizational set up, work routine, authority and responsibility, organization structure and the like of the firm.

### **COMPONENTS OF MAIL SERVICE**

The mailing service should be planned and organized properly in order to ensure prompt and efficient handling of mailing service. The following elements are included in the efficient mailing service

1. Adequate facilities are provided for the mail service.
2. Creation and organization of mailing department correctly.
3. Arrangements made with post office.
4. Establishing inward and outward mail procedure.
5. Mechanization of mail service.

6. Supervision of mail service.



## **Course Content:**

**Nature of Computer**

**Merit and Demerit of Computer**

**History and Characteristics of Computer**

**Types of Computer**

**Definition of Hardware**

**Hardware Configuration**

**Input Device**

**Data Storage Device**

**Computer Peripherals**

**Types and Function of Terminals**

**Nature and Classification of Software**

**Application Package/Software**

**System Software**

**Generalized Software, Database, Algorithm and Flow Chart**

**Software Application: Word Processing, Desktop Publishing,**

**Computer Graphics and Spreadsheets**



# INTRODUCTION TO COMPUTER

## NATURE OF COMPUTER

The first computers were used primarily for numerical calculations. However, as any information can be numerically encoded, people soon realized that computers are capable of general-purpose information processing. Their capacity to handle large amounts of data has extended the range and accuracy of weather forecasting. Their speed has allowed them to make decisions about routing telephone connections through a network and to control mechanical systems such as automobiles, nuclear reactors, and robotic surgical tools. They are also cheap enough to be embedded in everyday appliances and to make clothes dryers and rice cookers “smart.” Computers have allowed us to pose and answer questions that could not be pursued before. These questions might be about DNA sequences in genes, patterns of activity in a consumer market, or all the uses of a word in texts that have been stored in a database. Increasingly, computers can also learn and adapt as they operate. A computer is a programmable machine. The two principal characteristics of a computer are: It responds to a specific set of instructions in a well-defined manner, and it can execute a prerecorded list of instructions (a program).

## GENERATIONS OF COMPUTERS

A generation of computers refers to the specific improvements in computer technology with time. In 1946, electronic pathways called circuits were developed to perform the counting. It replaced the gears and other mechanical parts used for counting in previous computing machines.

In each new generation, the circuits became smaller and more advanced than the previous generation circuits. The miniaturization helped increase the speed, memory and power of computers. There are five generations of computers which are described below;

### First Generation Computers

The first generation (1946-1959) computers were slow, huge and expensive. In these computers, vacuum tubes were used as the basic components of CPU and memory. These computers were mainly depended on batch operating system and punch cards. Magnetic tape and paper tape were used as output and input devices in this generation;

Some of the popular first generation computers are;

ENIAC ( Electronic Numerical Integrator and Computer)

EDVAC ( Electronic Discrete Variable Automatic Computer)

UNIVACI( Universal Automatic Computer)

IBM-701

IBM-650

## SECOND GENERATION COMPUTERS

The second generation (1959-1965) was the era of the transistor computers. These computers used transistors which were cheap, compact and consuming less power; it made transistor computers faster than the first generation computers.

In this generation, magnetic cores were used as the primary memory and magnetic disc and tapes were used as the secondary storage. Assembly language and programming

languages like COBOL and FORTRAN, and Batch processing and multiprogramming operating systems were used in these computers.

Some of the popular second generation computers are;

IBM 1620

IBM 7094

CDC 1604

CDC 3600

UNIVAC 1108

### **THIRD GENERATION COMPUTERS**

The third generation computers used integrated circuits (ICs) instead of transistors. A single IC can pack huge number of transistors which increased the power of a computer and reduced the cost. The computers also became more reliable, efficient and smaller in size. These generation computers used remote processing, time-sharing, multi programming as operating system. Also, the high-level programming languages like FORTRAN-II TO IV, COBOL, PASCAL PL/1, ALGOL-68 were used in this generation.

Some of the popular third generation computers are;

IBM-360 series

Honeywell-6000 series

PDP(Personal Data Processor)

IBM-370/168

TDC-316

### **FOURTH GENERATION COMPUTERS**

The fourth generation (1971-1980) computers used very large scale integrated (VLSI) circuits; a chip containing millions of transistors and other circuit elements. These chips made this generation computers more compact, powerful, fast and affordable. These generation computers used real time, time sharing and distributed operating system. The programming languages like C, C++, DBASE were also used in this generation.

Some of the popular fourth generation computers are;

DEC 10

STAR 1000

PDP 11

CRAY-1(Super Computer)

CRAY-X-MP(Super Computer)

### **FIFTH GENERATION COMPUTERS**

In fifth generation (1980-till date) computers, the VLSI technology was replaced with ULSI (Ultra Large Scale Integration). It made possible the production of microprocessor chips with ten million electronic components. This generation computers used parallel processing hardware and AI (Artificial Intelligence) software. The programming languages used in this generation were C, C++, Java, .Net, etc.

Some of the popular fifth generation computers are;

Desktop

Laptop

NoteBook

## **MERIT AND DEMERIT OF COMPUTER**

Computer has making human life faster because of its incredible speed, Accuracy and storage, with which human can save anything and search it out easily when needed. We can say computer a versatile machine because it is very flexible in performing their jobs.

### **Multitasking**

Multitasking is one of the major advantage of computer. Person can perform multiple task, multiple operation, calculate numerical problems within few seconds. Computer can perform trillion of instructions per second.

### **Speed**

Now computer is not just a calculating device. Now a day's computer has very important role in human life. One of the main advantages of computer is its incredible speed, which helps human to complete their task in few seconds. All the operations can be performed very fast just because of its speed otherwise it takes a long time to perform the task.

### **Cost/ Stores huge amount of data**

It is a low cost solution. Person can save huge data within a low budget. Centralized database of storing information is the major advantage that can reduce cost.

### **Accuracy**

One of the root advantage of computer is that can perform not only calculations but also with accuracy.

### **Data Security**

Protecting digital data is known as data security. Computer provide security from destructive forces and from unwanted action from unauthorized users like cyber attack or access attack.

### **Online Education | Distance Learning**

This is one of the biggest merit or Advantage of computers as students, professionals can get quality education at their fingertips. It is a box full of knowledge and skills.

People use many video-sharing websites for learning, go to any video-sharing website such as YouTube and search for your favorite topic you will find tons and tons of videos made by users for educational purposes with your desired language. The students can learn and acquire skills online at their own convenience and pace these platforms provide students digital notes in the form of PDF, PPT, Infographics, and video formats.

By the end of 2025, computer education will be a compulsory subject for every student despite his stream and interest. Many universities, education organizations provide online courses. People are learning new skills, programming languages, cooking, Yoga, meditation, etc on the internet these days. The invention of the Internet is the biggest invention of all time.

### **Research**

In research, computers are used as they can solve tedious mathematical and logical calculations with high speed and amazing accuracy.

The scientist prefers the use of computer in their experiments because of their usefulness. The results of experiments can be stored in a computer hard disk permanently and can be recalled at any time required. With the use of a computer the speed of research increases, therefore, computers are made an integral part of research and development.

## **DEMERITS OF COMPUTER**

### **Health Issues**

The eyes get dry resulting in blurry visions, the stress in the eye muscles results in weak eyesight. Computer, when prolonged used, has negative effects on eyes due to radiation emitted by monitors.

One should take some precautionary measures while using a computer for long hours, taking small breaks while using, washing eyes with water making them wet, relaxing eyes can do a great help.

When computers are used continuously back muscles get harder due to improper sitting positions, neck muscles lose their elasticity, pain in the hands and joints are the primary adverse symptoms seen. Taking rest in between works can overcome the negative consequences of overworking with computers. Improper digestion is also found in people who work on computers for long and continuous periods.

### **Spread of Pornography**

As the computer range has covered every single individual in the society, children and even grown-up are prone and get involved in pornographic content which many websites offer this day. This type of content, videos, and images are easily available on the internet, people can easily get access, it is very hard to have control over it, huge numbers of children are addicted to porn videos, porn images, and once they are addicted it is very hard to overcome. Many social organizations and even the Government find it very difficult to overcome it. and also to stop the spread of pornographic content this is the major & significant disadvantage of computers use.

This has been a universal issue for several years.

### **Virus and Hacking Attacks**

Viruses are just computer programs that are designed and developed to harm the computer, steal important information like passwords, pins, and other sensitive information.

Hackers use this program to crack your system down and get unauthorized access to your computer systems, which can damage people economically as well as socially. One should use legal software, antivirus program, and anti-hacking software while surfing on the net or while online trading which minimizes the hacking and virus attacks. Data security has been a major concern due to computer viruses and hacking attacks many companies offer services for data security.

### **Negative Effect on Environment**

The computer waste and the manufacturing process produce lots of waste .which is harmful to the environment and our society.

The used computer or the computer which is in no more use should be donated. Their waste produces harmful chemicals which pollute our environment and nature, therefore the use of green computer should be applied as it has no adverse effect on the environment and can be recycled.

### **Spread of Violence and Hatred**

The spread of violence and hate-related articles can be found easily while surfing the Internet. People get in touch with these articles which destroys the thinking process of individuals and we find consequences that are not for the betterment of human society.

### **Reduction in employment opportunity**

Mainly past generation was not used of the computer or they have the knowledge of computer they faced a big problem when computer came in field. As we have seen in banking sector senior bank employees faced this problem when computer came to the banking sector.

Above were the main disadvantage of computer, no IQ, Dependency, No feeling, Break down are the basic disadvantages of computer.

## **HISTORY AND CHARACTERISTICS OF COMPUTER**

People used sticks, stones, and bones as counting tools before computers were invented. More computing devices were produced as technology advanced and the human intellect improved over time. Let us look at a few of the early-age computing devices used by mankind.

### **Abacus**

Abacus was invented by the Chinese around 4000 years ago. It's a wooden rack with metal rods with beads attached to them. The abacus operator moves the beads according to certain guidelines to complete arithmetic computations.

### **Napier's Bone**

John Napier devised Napier's Bones, a manually operated calculating apparatus. For calculating, this instrument used 9 separate ivory strips (bones) marked with numerals to multiply and divide. It was also the first machine to calculate using the decimal point system.

### **Pascaline**

Pascaline was invented in 1642 by Blaise Pascal, a French mathematician and philosopher. It is thought to be the first mechanical and automated calculator. It was a wooden box with gears and wheels inside.

### **Stepped Reckoner or Leibniz wheel**

In 1673, a German mathematician-philosopher named Gottfried Wilhelm Leibniz improved on Pascal's invention to create this apparatus. It was a digital mechanical calculator known as the stepped reckoner because it used fluted drums instead of gears.

### **Difference Engine**



In the early 1820s, Charles Babbage created the Difference Engine. It was a mechanical computer that could do basic computations. It was a steam-powered calculating machine used to solve numerical tables such as logarithmic tables.

### **Analytical Engine**

Charles Babbage created another calculating machine, the Analytical Engine, in 1830. It was a mechanical computer that took input from punch cards. It was capable of solving any mathematical problem and storing data in an indefinite memory.

### **Tabulating machine**

An American Statistician – Herman Hollerith invented this machine in the year 1890. Tabulating Machine was a punch card-based mechanical tabulator. It could compute statistics and record or sort data or information. Hollerith began manufacturing these machines in his company, which ultimately became International Business Machines (IBM) in 1924.

### **Differential Analyzer**

Vannevar Bush introduced the first electrical computer, the Differential Analyzer, in 1930. This machine is made up of vacuum tubes that switch electrical impulses in order to do calculations. It was capable of performing 25 calculations in a matter of minutes.

### **Mark I**

Howard Aiken planned to build a machine in 1937 that could conduct massive calculations or calculations using enormous numbers. The Mark I computer was constructed in 1944 as a collaboration between IBM and Harvard.

The inventors who worked tirelessly to bring the computer into the world had to realize that what they were creating was more than just a number cruncher or a calculator. They had to address all of the difficulties associated with inventing such a machine, implementing the design, and actually building the thing. The history of the computer is the history of these difficulties being solved.

### **19th Century**

**1801** – Joseph Marie Jacquard, a weaver and businessman from France, devised a loom that employed punched wooden cards to automatically weave cloth designs.

**1822** – Charles Babbage, a mathematician, invented the steam-powered calculating machine capable of calculating number tables. The “Difference Engine” idea failed owing to a lack of technology at the time.

**1848** – The world’s first computer program was written by Ada Lovelace, an English mathematician. Lovelace also includes a step-by-step tutorial on how to compute Bernoulli numbers using Babbage’s machine.

**1890** – Herman Hollerith, an inventor, creates the punch card technique used to calculate the 1880 U.S. census. He would go on to start the corporation that would become IBM.

### **Early 20th Century**

**1930** – Differential Analyzer was the first large-scale automatic general-purpose mechanical analogue computer invented and built by Vannevar Bush.

**1936** – Alan Turing had an idea for a universal machine, which he called the Turing machine, that could compute anything that could be computed.

**1939** – Hewlett-Packard was discovered in a garage in Palo Alto, California by Bill Hewlett and David Packard.

**1941** – Konrad Zuse, a German inventor and engineer, completed his Z3 machine, the world's first digital computer. However, the machine was destroyed during a World War II bombing strike on Berlin.

**1941** – J.V. Atanasoff and graduate student Clifford Berry devise a computer capable of solving 29 equations at the same time. The first time a computer can store data in its primary memory.

**1945** – University of Pennsylvania academics John Mauchly and J. Presper Eckert create an Electronic Numerical Integrator and Calculator (ENIAC). It was Turing-complete and capable of solving “a vast class of numerical problems” by reprogramming, earning it the title of “Grandfather of computers.”

**1946** – The UNIVAC I (Universal Automatic Computer) was the first general-purpose electronic digital computer designed in the United States for corporate applications.

**1949** – The Electronic Delay Storage Automatic Calculator (EDSAC), developed by a team at the University of Cambridge, is the “first practical stored-program computer.”

**1950** – The Standards Eastern Automatic Computer (SEAC) was built in Washington, DC, and it was the first stored-program computer completed in the United States.

### **Late 20th Century**

**1953** – Grace Hopper, a computer scientist, creates the first computer language, which becomes known as COBOL, which stands for COmmon, Business-Oriented Language. It allowed a computer user to offer the computer instructions in English-like words rather than numbers.

**1954** – John Backus and a team of IBM programmers created the FORTRAN programming language, an acronym for FORMula TRANslation. In addition, IBM developed the 650.

**1958** – The integrated circuit, sometimes known as the computer chip, was created by Jack Kirby and Robert Noyce.

**1962** – Atlas, the computer, makes its appearance. It was the fastest computer in the world at the time, and it pioneered the concept of “virtual memory.”

**1964** – Douglas Engelbart proposes a modern computer prototype that combines a mouse and a graphical user interface (GUI).

**1969** – Bell Labs developers, led by Ken Thompson and Dennis Ritchie, revealed UNIX, an operating system developed in the C programming language that addressed program compatibility difficulties.

**1970** – The Intel 1103, the first Dynamic Access Memory (DRAM) chip, is unveiled by Intel.

**1971** – The floppy disc was invented by Alan Shugart and a team of IBM engineers. In the same year, Xerox developed the first laser printer, which not only produced billions of dollars but also heralded the beginning of a new age in computer printing.

**1973** – Robert Metcalfe, a member of Xerox's research department, created Ethernet, which is used to connect many computers and other gear.

**1974** – Personal computers were introduced into the market. The first were the Altair Scelbi & Mark-8, IBM 5100, and Radio Shack's TRS-80.

**1975** – Popular Electronics magazine touted the Altair 8800 as the world's first minicomputer kit in January. Paul Allen and Bill Gates offer to build software in the BASIC language for the Altair.

**1976** – Apple Computers is founded by Steve Jobs and Steve Wozniak, who expose the world to the Apple I, the first computer with a single-circuit board.

**1977** – At the first West Coast Computer Faire, Jobs and Wozniak announce the Apple II. It has colour graphics and a cassette drive for storing music.

**1978** – The first computerized spreadsheet program, VisiCalc, is introduced.

**1979** – WordStar, a word processing tool from MicroPro International, is released.

**1981** – IBM unveils the Acorn, their first personal computer, which has an Intel CPU, two floppy drives, and a colour display. The MS-DOS operating system from Microsoft is used by Acorn.

**1983** – The CD-ROM, which could carry 550 megabytes of pre-recorded data, hit the market. This year also saw the release of the Gavilan SC, the first portable computer with a flip-form design and the first to be offered as a “laptop.”

**1984** – Apple launched Macintosh during the Superbowl XVIII commercial. It was priced at \$2,500

**1985** – Microsoft introduces Windows, which enables multitasking via a graphical user interface. In addition, the programming language C++ has been released.

**1990** – Tim Berners-Lee, an English programmer and scientist, creates HyperText Markup Language, widely known as HTML. He also coined the term “WorldWideWeb.” It includes the first browser, a server, HTML, and URLs.

**1993** – The Pentium CPU improves the usage of graphics and music on personal computers.

**1995** – Microsoft’s Windows 95 operating system was released. A \$300 million promotional campaign was launched to get the news out. Sun Microsystems introduces Java 1.0, followed by Netscape Communications’ JavaScript.

**1996** – At Stanford University, Sergey Brin and Larry Page created the Google search engine.

**1998** – Apple introduces the iMac, an all-in-one Macintosh desktop computer. These PCs cost \$1,300 and came with a 4GB hard drive, 32MB RAM, a CD-ROM, and a 15-inch monitor.

**1999** – Wi-Fi, an abbreviation for “wireless fidelity,” is created, originally covering a range of up to 300 feet.

## **21st Century**

**2000** – The USB flash drive is first introduced in 2000. They were speedier and had more storage space than other storage media options when used for data storage.

**2001** – Apple releases Mac OS X, later renamed OS X and eventually simply macOS, as the successor to its conventional Mac Operating System.

**2003** – Customers could purchase AMD’s Athlon 64, the first 64-bit CPU for consumer computers.

**2004** – Facebook began as a social networking website.

**2005** – Google acquires Android, a mobile phone OS based on Linux.

**2006** – Apple’s MacBook Pro was available. The Pro was the company’s first dual-core, Intel-based mobile computer.

Amazon Web Services, including Amazon Elastic Cloud 2 (EC2) and Amazon Simple Storage Service, were also launched (S3)

**2007** – The first iPhone was produced by Apple, bringing many computer operations into the palm of our hands. Amazon also released the Kindle, one of the first electronic reading systems, in 2007.

**2009** – Microsoft released Windows 7.

**2011** – Google introduces the Chromebook, which runs Google Chrome OS.

**2014** – The University of Michigan Micro Mote (M3), the world's smallest computer, was constructed.

**2015** – Apple introduces the Apple Watch. Windows 10 was also released by Microsoft.

**2016** – The world's first reprogrammable quantum computer is built.

## **CHARACTERISTICS OF COMPUTER**

### **Speed**

A computer works with much higher speed and accuracy compared to humans while performing mathematical calculations. Computers can process millions (1,000,000) of instructions per second. The time taken by computers for their operations is microseconds and nanoseconds.

### **Accuracy**

Computers perform calculations with 100% accuracy. Errors may occur due to data inconsistency or inaccuracy.

### **Diligence**

A computer can perform millions of tasks or calculations with the same consistency and accuracy. It doesn't feel any fatigue or lack of concentration. Its memory also makes it superior to that of human beings.

### **Versatility**

Versatility refers to the capability of a computer to perform different kinds of works with same accuracy and efficiency.

### **Reliability**

A computer is reliable as it gives consistent result for similar set of data i.e., if we give same set of input any number of times, we will get the same result.

### **Automation in Computer**

Computers can also be used to automate routine tasks with the help of a task scheduler such as launching a specific application or software, sending an email, scanning for viruses, and many other maintenance tasks. Besides, computers can also be programmed to perform many complex tasks.

### **Memory**

A computer has built-in memory called primary memory where it stores data. Secondary storage are removable devices such as CDs, pen drives, etc., which are also used to store data.

## **TYPES OF COMPUTER**

**Analog Computers** – Analog computers are built with various components such as gears and levers, with no electrical components. One advantage of analogue computation is that designing and building an analogue computer to tackle a specific problem can be quite straightforward.

**Digital Computers** – Information in digital computers is represented in discrete form, typically as sequences of 0s and 1s (binary digits, or bits). A digital computer is a system



or gadget that can process any type of information in a matter of seconds. Digital computers are categorized into many different types. They are as follows:

- **Mainframe computers** – It is a computer that is generally utilized by large enterprises for mission-critical activities such as massive data processing. Mainframe computers were distinguished by massive storage capacities, quick components, and powerful computational capabilities. Because they were complicated systems, they were managed by a team of systems programmers who had sole access to the computer. These machines are now referred to as servers rather than mainframes.
- **Supercomputers** – The most powerful computers to date are commonly referred to as supercomputers. Supercomputers are enormous systems that are purpose-built to solve complicated scientific and industrial problems. Quantum mechanics, weather forecasting, oil and gas exploration, molecular modelling, physical simulations, aerodynamics, nuclear fusion research, and cryptanalysis are all done on supercomputers.
- **Minicomputers** – A minicomputer is a type of computer that has many of the same features and capabilities as a larger computer but is smaller in size. Minicomputers, which were relatively small and affordable, were often employed in a single department of an organization and were often dedicated to a specific task or shared by a small group.
- **Microcomputers** – A microcomputer is a small computer that is based on a microprocessor integrated circuit, often known as a chip. A microcomputer is a system that incorporates at a minimum a microprocessor, program memory, data memory, and input-output system (I/O). A microcomputer is now commonly referred to as a personal computer (PC).
- **Embedded processors** – These are miniature computers that control electrical and mechanical processes with basic microprocessors. Embedded processors are often simple in design, have limited processing capability and I/O capabilities, and need little power. Ordinary microprocessors and microcontrollers are the two primary types of embedded processors. Embedded processors are employed in systems that do not require the computing capability of traditional devices such as desktop computers, laptop computers, or workstations.

### **Hybrid Computer**

Hybrid computer has features of both analogue and digital computer. It is fast like an analogue computer and has memory and accuracy like digital computers. It can process both continuous and discrete data. It accepts analogue signals and convert them into digital form before processing. So, it is widely used in specialized applications where both analogue and digital data is processed. For example, a processor is used in petrol pumps that converts the measurements of fuel flow into quantity and price. Similarly, they are used in airplanes, hospitals, and scientific applications.

### **FUNCTIONING OF COMPUTER**

Taking data and instructions from a user, processing the data as per instructions, and displaying or storing the processed data, are the four major functions of a computer. These functions are also known as the input function, process function, output function, and storage function, respectively.

#### **Input function**

Basic Functions of a Computer Explained



This tutorial explains the basic functions, operations, and characteristics of a computer. Learn the four major functions of a computer through diagrams and examples.

Taking data and instructions from a user, processing the data as per instructions, and displaying or storing the processed data, are the four major functions of a computer. These functions are also known as the input function, process function, output function, and storage function, respectively.

The following diagram shows an example of these functions.

### **function of a computer**

To provide these functions, a computer uses its components or devices. Usually, components of a computer are designed to perform only one of these four functions. But, some specialized components or devices are designed to perform two, three or all four functions. For example, a hard disk can perform three functions: input (when files are read), storage (when files are saved), and output (when files are written).

Components or devices of a computer, based on the function in which they are used, can be classified into four major types: the input devices, output devices, storage devices, and processing devices. For example, if a component processes the given instructions, the component is known as the processing device. Or if a device displays the processed data, the device is known as the output device.

### **INPUT FUNCTION AND DEVICES**

A computer is a data processing machine. It does nothing until a user (or a script or a program) provides the data that needs to be processed and the instructions that tell it how to process the data. Any standard device or component that a user uses to instruct a computer is known as the standard input device. In other words, a computer uses its standard input devices or components to get instructions from a user.

The most common input devices are the keyboard and mouse. Almost all modern computers have these devices. Other common input devices are scanners, microphones, USB drives, and webcam. Input data and instruction can also be generated from a non-standard input device such as the hard disk and CD/DVD. For example, a batch file in the Windows system may instruct the CPU to execute a program or a script at a particular time. Installation disks are another good example of non-standard input devices. Usually, they contain a script or an executable program that automatically starts the installation process as soon as the disk is read.

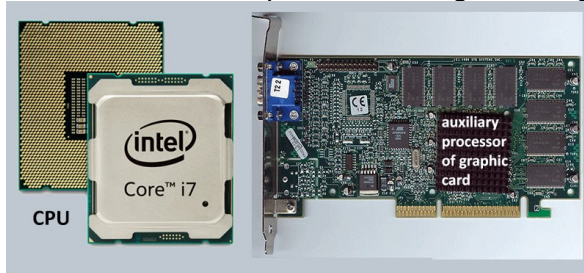
### **PROCESS FUNCTION**

Once the data and instructions are received by the input function, the computer starts the processing function. In this function, a computer processes the received data according to the instructions.

To process the input data according to the instructions, the computer uses the CPU. A CPU is the main processing component of a computer. It processes user instructions, executes scripts and programs, and runs commands of the OS that provide a platform for installing and using application software.

Other important processing components are auxiliary processors. Auxiliary processors are also known as onboard processors. Auxiliary processors are used in devices to enhance their functionalities. You can think of an auxiliary processor as the private CPU of a device.

Only components or devices that provide the complex functionality such as Graphics cards, I/O devices, and network interface cards use auxiliary processors. For example, if a user draws an image, the auxiliary processor on the graphics card performs all calculations that require in drawing the image on the display device.



## OUTPUT FUNCTION AND DEVICES

After processing the input data, the CPU, auxiliary processor, or the process function sends the processed data to the output function or to the default or configured output device. By default, computers use monitors as the default output device.

Aside from monitor, a variety of output devices are also available. Each output device presents the processed data in a different form, for example, a monitor, a printer, and a speaker displays, prints, and plays the processed data, respectively.

A user, based on his requirement, can connect and use two, three or more output devices to the computer. For example, after viewing the processed data, a user can send it to the printer for printing.

## Storage function

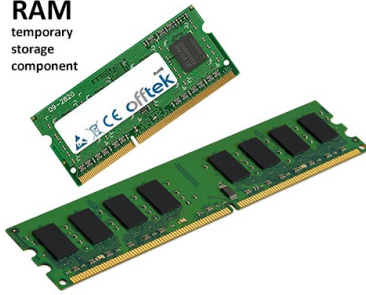
Storing data and information is the fourth major function of a computer. This function allows us to save the processed data for later use. To store data and information, a computer uses two types of storage components: temporary and permanent.

Temporary storage components are used to store data temporarily. Data stored in a temporary storage component is erased when the system is shutdown. RAM is a compulsory temporary storage component. A computer uses the ram to store the running applications and their data.

Permanent storage components are used to store data permanently. Data stored in a permanent storage component is not erased when the system is shutdown. The hard disk is the most common permanent storage component. Usually, all computers have at least one hard disk to store data. Other common permanent storage components or devices are external drives, USB drives, and CD/DVD.

The following image shows an example of both types of storage components. Storage devices are also used in the input and output functions, allowing data to be saved (output function) and then accessed again later (input function).

**RAM**  
temporary  
storage  
component



**Hard Disk**  
Permanent storage component

## DEFINITION OF HARDWARE

Computer hardware refers to the physical components that make up a computer system. There are many different kinds of hardware that can be installed inside, and connected to the outside, of a computer.

## HARDWARE OVERVIEW

Modern-day computer systems usually contain, at a minimum, the following hardware components:

### The System Unit

- Motherboard (aka System Board)
- CPU (Central Processing Unit)
- Memory, such as RAM, ROM, Cache, and Flash
- Ports
- Expansion Slots

### Secondary Storage, such as hard disk drives, CD-ROMs, etc.

- Input / Output Devices
- Communications Devices

### The System Unit

The Motherboard is the main circuit board for the computer, containing both soldered, nonremovable components along with sockets or slots for components that can be removed. The motherboard holds the CPU, RAM and ROM chips, etc.

The Central Processing Unit (CPU) is the "brain" of the computer. It executes instructions (from software) and tells other components what to do.

The Intel Pentium is a popular processor for IBM-PCs.

The PowerPC is a popular processor for Macintoshes.

There are 2 parts of the CPU: The ALU and Control Unit.

The Arithmetic Logic Unit (ALU) performs arithmetic operations (such as addition and subtraction) and logical operations (such as comparing two values).

The Control Unit deciphers and carries out instructions.

Different CPUs have different types of instructions, so software made for one type of CPU will not run on other kinds.

The word size denotes how many bits of data a CPU can process at once. 32 bits is the standard word size for CPU's used in personal computers today. The higher the word size, the faster a CPU can execute instructions.

The System Clock is an "electrical pulse generator" that sends out a pulse of electricity at regular intervals. The electronic components of the computer need these electric pulses in order to perform work. The more pulses sent out by the system clock, the faster the computer. The first personal computers had clock speeds of 8 MHz (8 million pulses per second); today's PC's have clock speeds greater than 3.2 GHz (3.2 billion pulses per second).

Bus Lines are "electrical data roadways" (i.e. wires) through which bits of information are transmitted between the CPU and other components. The bus size denotes how many bits can be transmitted at once. In general, this should be the same as the CPU word size.

### **Memory Chips**

- Random Access Memory (RAM), also known as Main Memory or Primary Storage, is used to hold instructions and data while they are being used. RAM is volatile, meaning its contents are lost when the power goes off. RAM is more than 1000x faster than the fastest secondary storage (see below).
- Read Only Memory (ROM) chips are non-volatile memory that generally contains instructions for "booting" the computer (i.e. loading the operating system when the computer starts up).
- CMOS chips are powered by a battery and contain so-called "flexible information" such as the type of hard drive your computer is using and the current date and time.
- Flash chips do not require electricity or a battery yet are non-volatile. They are used in computers, cell phones, digital cameras, etc.
- Cache memory is special high-speed memory that temporarily stores instructions and data the CPU is likely to use frequently. This speeds up processing. Level 2 or external caches generally range in size from 64 Kilobytes to 2 Megabytes.

Expansion Slots are sockets on the motherboard that you can plug expansion cards into. To plug a card into a slot, you must open the system unit. A card contains a socket on its end that sticks out from the system unit so a cable can be plugged into it. Common types of cards are graphics, sound, and network cards.

Ports are sockets that are on the outside of the system unit, meaning you can easily plug a cable into a port without opening the system unit.

- Serial ports transmit one bit of data at a time.
- Parallel ports transmit 8 bits of data at a time.
- Universal Serial Bus (USB) ports are much faster than serial or parallel ports and allow multiple devices to be connected to the same port.

### **DATA STORAGE DEVICES**

Devices that "permanently" hold data and information (i.e. programs).

Non-volatile memory; when the power goes off, contents are still saved (unless there is an error).

Used to store instructions and data while they are not being used.



A floppy disk is a removable (i.e. portable) platter made of mylar plastic that is magnetized. Bits of information are stored in concentric rings called tracks on either side of the platter. The current floppy disk standard is a 3 1/2" platter in a hard plastic case that holds 1.44 Megabytes of information. A Zip disk, on the other hand, can hold up to 250 Megabytes.

A hard disk is similar to a floppy disk but uses metal platters to store information. Hard disks are not only much faster than floppy disks but can hold huge amounts of data (hundreds of gigabytes).

Both floppy and hard drives use a read/write head, which is basically a magnet, to read/write information from/to tracks on a platter. In a hard drive, the read/write head and platter(s) are enclosed together in an air-tight package, making hard drives less susceptible to damage. The read/write head hovers above the platter but should not touch it. If touched, the platter can be damaged, resulting in the loss of some or all the data on the platter. This is known as a head crash.

Magnetic tape is used mostly for backups. These are very slow because you have to fast forward or rewind to the right spot. However, they are very reliable.

Optical discs use optical technology (i.e. lasers) instead of magnetic technology to store information.

- CD-ROM stands for Compact Disc - Read Only Memory.
- CD-R stands for Compact Disc - Recordable and can be written to only once.
- (Also known as CD-WORM: Compact Disc - Write Once, Read Many.)
- CD-RW stands for Compact Disc - Re-writeable (or Read/Write).
- DVD-ROM stands for Digital Versatile Disc - Read Only Memory.
- DVD-R stands for Digital Versatile Disc - Recordable and can be written to only once.
- (Also known as DVD-WORM: Digital Versatile Disc - Write Once, Read Many.)
- DVD-RW stands for Digital Versatile Disc - Re-writeable (or Read/Write).
- CD's can hold approximately 650 Megabytes of data while DVD's can hold up to 17 Gigabytes.

## **HARDWARE CONFIGURATION**

Hardware configuration is the system resource settings assigned to a particular device. According to IBM, hardware configuration allows you to define I/O (input/output) configurations to both the software and hardware from a single, interactive surface. What this means is that computer specialists have the ability to improve hardware performance by tweaking certain configurations.

Hardware devices have particular configuration settings that can impact your system's overall functionality and performance. Device configurations include accessible memory, connected devices, disc drivers, modems/serial ports, as well as some power management features.

Each device has a hardware configuration setting, which may include the following:



9. Interrupt Request (IRQ) Lines: These are hardware interrupt lines, which signal the CPU when a peripheral event has stopped or started.
10. Direct Memory Access (DMA) Channels: This is a method for transferring data from the main memory to a device without going through the CPU.
11. Input/Output Port: This connects the input and output devices to the computer. There is a memory address for each port.
12. Memory Address: There is a unique identifier used for each memory location. The memory address is typically a binary number, which is numbered sequentially.

### **BENEFITS OF HARDWARE CONFIGURATION**

it is important to understand that companies have unique needs and requirements. What may benefit you may not exactly benefit another company. With that in mind, let's talk about the general benefits of hardware configuration:

- Easier maintenance and management
- Better organization especially for larger companies
- Predictable costs
- Increased reliability
- Mitigate risk which could result in downtime

### **INPUT DEVICES**

An input device is any hardware device that sends data to a computer, allowing you to interact with and control it. The picture shows a Logitech trackball mouse, which is an example of an input device.

The most commonly used or primary input devices on a computer are the keyboard and mouse. However, there are other devices that input data into a computer.

Following are some of the important input devices which are used in a computer –

Keyboard  
Mouse  
Joy Stick  
Light pen  
Track Ball  
Scanner  
Graphic Tablet  
Microphone  
Magnetic Ink Card Reader(MICR)  
Optical Character Reader(OCR)  
Bar Code Reader  
Optical Mark Reader(OMR)

### **INPUT / OUTPUT DEVICES**

Input devices translate data into a form the computer can understand.

- The keyboard is the most common input device, but this type of data entry is very slow and error-prone.
- Direct input devices are much faster and less error-prone.
- Pointing devices such as the mouse, trackball, and touchpad allow you to manipulate a cursor on the screen.

- Scanning devices read data directly. For example, OMR (Optical Mark Recognition) devices (such as a scantron machine) can sense marks on paper. Even more advanced are OCR (Optical Character Recognition) devices, which attempt to read letters. Bar Code Readers are often used in grocery stores to scan items.

Output devices translate information into a form humans can understand.

- The Monitor (or Display Screen) is the most common type of output device. It produces softcopy (i.e. temporary) output on a screen.
- The Printer is the most second most common type of output device. It produces hardcopy (i.e. "permanent") output on paper.
- A Laser Printer uses a photoelectric drum and powdered ink, similar to a copying machine, to produce output.
- An Inkjet Printer produces output by spraying droplets of liquid ink onto the paper from small nozzles. It is the most common type of printer in use today and is generally very inexpensive.

### **Communications Devices**

These allow your computer to send/receive data to/from other computers.

- A modem sends information over a phone line. Modems are slow and susceptible to problems such as phone line static.
- A network card sends information over a network cable. These can be used to hook up a computer to a local area network (LAN) or to an Internet Service Provider via a cable modem or DSL (for Internet access).

### **Computer Peripherals**

A peripheral or peripheral device is an auxiliary device used to put information into and get information out of a computer. The term peripheral device refers to all hardware components that are attached to a computer and are controlled by the computer system, but they are not the core components of the computer, such as the CPU or power supply unit. In other words, peripherals can also be defined as devices that can be easily removed and plugged into a computer system.

Several categories of peripheral devices may be identified, based on their relationship with the computer:

- An input device sends data or instructions to the computer, such as a mouse, keyboard, graphics tablet, image scanner, barcode reader, game controller, light pen, light gun, microphone and webcam;
- An output device provides output data from the computer, such as a computer monitor, projector, printer, headphones and computer speaker;
- An input/output device performs both input and output functions, such as a computer data storage device (including a disk drive, solid-state drive, USB flash drive, memory card and tape drive), modem, network adapter and multi-function printer.

Many modern electronic devices, such as Internet-enabled digital watches, keyboards, and tablet computers, have interfaces for use as computer peripheral devices.

### **TYPES AND FUNCTION OF TERMINAL**

A computer terminal is an electronic or electromechanical hardware device that is used for entering data into, and displaying data from, a computer or a computing system. Early terminals were inexpensive devices but very slow compared to punched cards or paper tape for input, but as the technology improved and video displays were introduced, terminals pushed these older forms of interaction from the industry. The function of a terminal is confined to display and input of data; a device with significant local programmable data processing capability may be called a "smart terminal" or fat client. A terminal that depends on the host computer for its processing power is called a "dumb terminal" or thin client.

### **Types of Terminal**

The terminal is a basic communication unit. It is used to send and receive the data it generally consists of keyboard & monitor.

Following are some type of terminals:

- Video display terminal
- Teleprinter terminal
- Intelligent terminal
- Dumb terminal
- Local terminal
- Remote terminal

### **Video display terminal**

The video display terminal is like a TV screen. This screen is called a monitor is used to display information received from the computer. The combination of monitor & video display unit is called the video display terminal.

### **Teleprinter terminal**

The teleprinter consists of the printer. The printer is used to get information on a piece of paper from the central computer.

### **Intelligent terminal**

If the microcomputer is connected to the central computer & microcomputer act as a terminal of the central computer. It termed an intelligent terminal. The intelligent terminal can process, store, & receive information to & from other terminals & central computer.

### **Dumb terminal**

A dumb terminal has only input and output units to send and receive information to and from other terminals. They are depended on the central computer for their work.

### **Local terminal**

The local terminal is directly connected to the central computer through cables. This type of networking is known as a local area network (LAN). Local terminal are used in signal building or office

### **Remote terminal**

The terminal that is a long distance away from the central computer is known as remote terminals. They are connected to the central computer through telecommunication lines. The remote terminal is mostly intelligent terminals.

## **Nature and Classification of Software**

Software is a set of programs, which is designed to perform a well-defined function. A program is a sequence of instructions written to solve a particular problem.

There are two types of software –

- System Software
- Application Software

### **SYSTEM SOFTWARE**

The system software is a collection of programs designed to operate, control, and extend the processing capabilities of the computer itself. System software is generally prepared by the computer manufacturers. These software products comprise of programs written in low-level languages, which interact with the hardware at a very basic level. System software serves as the interface between the hardware and the end users.

Some examples of system software are Operating System, Compilers, Interpreter, Assemblers, etc.

Here is a list of some of the most prominent features of a system software –

Close to the system

Fast in speed

Difficult to design

Difficult to understand

Less interactive

Smaller in size

Difficult to manipulate

Generally written in low-level language

### **Application Software**

Application software products are designed to satisfy a particular need of a particular environment. All software applications prepared in the computer lab can come under the category of Application software.

Application software may consist of a single program, such as Microsoft's notepad for writing and editing a simple text. It may also consist of a collection of programs, often called a software package, which work together to accomplish a task, such as a spreadsheet package.

Examples of Application software are the following –

Payroll Software

Student Record Software

Inventory Management Software

Income Tax Software

Railways Reservation Software

Microsoft Office Suite Software

Microsoft Word

Microsoft Excel

Microsoft PowerPoint

Application Software

Features of application software are as follows –

Close to the user  
Easy to design  
More interactive  
Slow in speed  
Generally written in high-level language  
Easy to understand  
Easy to manipulate and use  
Bigger in size and requires large storage space

## **SOURCE AND OBJECT PROGRAMMING**

### **Source Program**

Source program is a program written by a programmer by using HLL (High Level language), which is easily readable by humans. Source programs usually contain variable names which are meaningful and useful comments to make it more readable. A source program can not be directly executed on a machine. To run it, the source program is compiled using a compiler (a program, which changes source programs to executable code). Otherwise, using an interpreter a source program can be executed on the fly. Visual basic is a compiled language program, whereas Java is an interpreted language. When software applications are distributed in a characteristic way they will not include source files. However, if the application is open source, the source is distributed and the user sees and modifies the source code too.

### **Object Program**

Object program is typically a file which is machine executable, and it is the result of compiling a source file using a compiler. Other than the machine instructions, they can include debugging information, symbols, stack information, rearrangement and profiling information. As they contain instructions in machine code, they are not easily readable by humans. Sometimes object programs are referred as an intermediate object between executable and source files. Linkers are the tools that are used to connect a set of objects to executable format. As mentioned here, Visual basic and java produces object files known as bytecode and .exe respectively. .exe files can be directly executed on windows, while the interpreter is required for the bytecode execution. The executable or object files can be converted back to its original source files through decompilation. For example, .Class files of Java can be decompiled using tools in decompiler.java files.

### **Application Package/Software**

Applications software is capable of dealing with user inputs and helps the user to complete the task. It is also called end-user programs or only an app. It resides above system software. First user deal with system software after that he/she deals with application software. The end user uses applications software for a specific purpose. It programmed for simple as well as complex tasks. It either be installed or access online. It can be a single program or a group of small programs that referred to as an application suite. Some examples of Application Software are Word processing software, Spreadsheets Software, Presentation, Graphics, CAD/CAM, Sending email etc.

Types of Application Software: According to the need of users it is categorized into following types.



**1) Presentation Software:** Presentation program is a program to show the information in the form of slides. We can add text, graphics video and images to slides to make them more informative.

The software has three components:

- 1) Text editor for inputting and formatting text.
- 2) Inserting graphics, text, video and other multimedia files.
- 3) Slideshow to display the information.

Presentation software helps the presenter to present their ideas with ease and visual information easy to understand. Example of presentation software: Microsoft's PowerPoint and Apple's Keynote.

**2) Spreadsheet Software:** Spreadsheet software is used to perform manipulate and calculations. In spreadsheet software data is stored in intersection row and column. The intersection of row and column is known as a cell. The cell labelled with the row and column label like A1, A2 etc. While entering data into the cell, we can also define the data value like text, date, time, number. It provides many formula and function to perform calculations like arithmetic operations, logical operations, text operation etc. It provides charts, graphs to display data graphically. For example Microsoft Excel, lotus 1-2-3 for windows and number for MAC OS.

**3) Database Software: Database** is a collection of data related to any applications. Today is environment every application has some database where data regarding users stored. For this purpose, we used database software. When we operate the application data is accessed from the database, and after manipulation, it gets back stored in the database.

Database Management System (DBMS) software tool used for storing, modifying extracting and searching for information within a database. MySQL, MS Access, Microsoft SQL Server and Oracle is the example of database application Software.

**4) Multimedia Software:** Multimedia is a combination of text, graphics, audio and Multimedia software used in the editing of video, audio and text. Multimedia software used in the growth of business, educations, information, remote system and entertainment.

**Entertainment:** This area deal with the general public, media and telecommunication. With the growth entertainment mode, many application is available for mobile phone as well as the system. Like Music and video entertainment app, navigation app, social networking application, news and weather application, educational apps and e-book reader's app for preparation of any type of exams.

**5) Simulation Software:** Simulation is an imitation of real world and environment. The simulation creates a physical environment of the real world to represent the similar behaviour, function and key nature of the selected topic. Simulation is technology for education, engineering, testing, training, video games and for scientific modelling of natural systems to gain insight into their functioning. The simulation used in the area of the real world where the real system cannot be accessible or may be dangerous or unacceptable. Area of technology flight, economics, automobiles, Robotics, digital lifecycle, Space Shuttle Navigation, weather.

**6) Word Processing Software:** Word Processing software is used to manipulate, format the text, to create memos, letters, faxes and documents. Processing Software is used to format and beautify the text. It provides a list of features. Likethesaurus, the option provides synonyms, antonyms and related words for chosen word or phrase. Find and replace feature enables users to scan and replace selected words or phrases in the document. Font option provides font colour, font style, font effect, font size to modify the txt. Word Art option to modify or animated titles, hyphens, columns and text boxes in documents. Grammar and Spelling check option available for checking errors. Many more option is listed here in software.

For example Microsoft Word, Lotus Word Pro, Word pad and Corel WordPerfect.

### **System Software**

System Software can be designed as the software in such a way so that it can control and work with computer hardware. It acts as an interface between the device and the end user.

It also provides the platform for the running of other software.

Example: operating systems, antivirus software etc.

Features of the system software

- It is difficult to design.
- It is written in the low-level language, or you can say that it is written in machine language which is only understood by the machine.
- It is difficult to manipulate.
- System software is very close to the system.
- The speed of the system software is fast.

### **COMPONENTS OF SYSTEM SOFTWARE**

System software consist of the following elements:

- **Device Driver:** it is a computer program. Computer hardware can interact with the higher level computer programs with the help of device drivers. These device drivers act as a translator between the application of the user and the hardware device. Due to this, it simplifies programming.

- **Operating System:** The operating system is the system which manages the hardware of the computer. The operating system consists of program and data. An operating system also provides us with services so that we can execute the application software.

Example: Linux, Unix, Microsoft Windows etc.

- **Server:** it is a program which works like a socket listener in a computer networking system. A server computer is a series of computers which link other computers with itself. The server can provide some essential services to both private users and public users via the internet across a network.

- **Utility Software:** it performs small tasks which are used to manage computer hardware and application software.

Example: system utilities, virus scanners etc..

- **Windowing System:** it supports the implementation of window managers. Windowing system provides essential support to graphics hardware and pointing devices like keyboard and mice. The windowing system is a component of the graphical user interface.

### **TYPES OF SYSTEM SOFTWARE**

There are five types of system software which are as follows:

## **OPERATING SYSTEM**

The operating system is the central part of the computer system, or you can say that it is the lifeline of the computer. We will install the OS on a computer so that it can function smoothly. Suppose all the devices like keyboard, mouse, CPU, monitor are connected and now you think as we switch on the power supply, the computer will start working. No, this is not possible until we install the operating system on it.

## **PROGRAMMING LANGUAGE TRANSLATORS**

Programming Language Translators are those who convert the high-level language and middle-level language into machine language as machine understands only its language. The high-level language is the language through which the user interacts with the computer. Java, C, C++, PHP, Python all are the examples of high-level language. Machine language is the code which is understood by the processor only. The average human being cannot be able to understand it.

Some famous translators are Compiler, Interpreter and assembler. They are designed by the manufacturers of the computer. Translators can completely translate the code into machine code at once, or they can do it line by line.

## **DEVICE DRIVERS**

Driver software is a type of system software so that we can use our devices smoothly without any troubleshooting problem. This type of software enables the components to perform their tasks as directed by the OS.

There are some examples of devices which requires drivers:

- Mouse
- Keyboard
- Touch pad
- Printer
- Display card
- Network card
- Sound
- Function keys

## **FIRMWARE SOFTWARE**

It is the operational software which is already embedded in flash, ROM, EPROM, EEPROM memory chips so that the OS can identify them quickly. The task of the firmware is to directly manage and control all the activities of any single hardware.

Traditionally, firmware was installed on the non-volatile chips. We can upgrade them by changing with the new programmed chips.

However, nowadays, firmware was installed on the flash chips. So, now we can upgrade them without swapping the chips.

There are two types of chips: BIOS(Basic Input/Output System) chip and UEFI (Unified Extended Firmware Interface) chip. The manufacturer installs the firmware on the motherboard, and it can be accessed through these two types of chips. It is the configuration interface. When the computer is powered on and is going through POST (Power On Self Test), then it is first loaded.

The motherboard firmware wakes all the hardware when it starts. It ensures that all the components of a computer are operational. If all the ingredients are properly working, then it will run the boot-loader, which will further load the operating system. If there is a fault in RAM of the system, then the BIOS will not allow the computer to boot.

The main difference between the firmware and the driver is that firmware will reside within the devices whereas the drivers will install in the operating system.

### **UTILITY SOFTWARE**

Utility software is a kind of system software which acts as an interface between system software and application software. These are those programs which are specifically designed for some particular purpose like maintenance of the computer or diagnose any error in the computer.

Generally, these are third-party tools which come along with the operating system.

### **GENERALIZED SOFTWARE, DATABASE, ALGORITHM AND FLOWCHART**

A database is an organized collection of structured information, or data, typically stored electronically in a computer system. A database is usually controlled by a database management system (DBMS). Together, the data and the DBMS, along with the applications that are associated with them, are referred to as a database system, often shortened to just database.

Data within the most common types of databases in operation today is typically modeled in rows and columns in a series of tables to make processing and data querying efficient. The data can then be easily accessed, managed, modified, updated, controlled, and organized. Most databases use structured query language (SQL) for writing and querying data.

Databases have evolved dramatically since their inception in the early 1960s. Navigational databases such as the hierarchical database (which relied on a tree-like model and allowed only a one-to-many relationship), and the network database (a more flexible model that allowed multiple relationships), were the original systems used to store and manipulate data. Although simple, these early systems were inflexible. In the 1980s, relational databases became popular, followed by object-oriented databases in the 1990s. More recently, NoSQL databases came about as a response to the growth of the internet and the need for faster speed and processing of unstructured data. Today, cloud databases and self-driving databases are breaking new ground when it comes to how data is collected, stored, managed, and utilized.

### **ALGORITHM**

An algorithm is a step-by-step procedure that defines a set of instructions that must be carried out in a specific order to produce the desired result. Algorithms are generally developed independently of underlying languages, which means that an algorithm can be implemented in more than one programming language. Unambiguity, fineness, effectiveness, and language independence are some of the characteristics of an algorithm. The scalability and performance of an algorithm are the primary factors that contribute to its importance.

### **Characteristics of an Algorithm**

**Input:** An algorithm requires some input values. An algorithm can be given a value other than 0 as input.

**Output:** At the end of an algorithm, you will have one or more outcomes.

**Unambiguity:** A perfect algorithm is defined as unambiguous, which means that its instructions should be clear and straightforward.

**Finiteness:** An algorithm must be finite. Finiteness in this context means that the algorithm should have a limited number of instructions, i.e., the instructions should be countable.

**Effectiveness:** Because each instruction in an algorithm affects the overall process, it should be adequate.

**Language independence:** An algorithm must be language-independent, which means that its instructions can be implemented in any language and produce the same results.

### **Why Do You Need an Algorithm?**

You require algorithms for the following reasons:

#### **Scalability**

It aids in your understanding of scalability. When you have a sizable real-world problem, you must break it down into small steps to analyze it quickly.

#### **Performance**

The real world is challenging to break down into smaller steps. If a problem can be easily divided into smaller steps, it indicates that the problem is feasible.

#### **Importance of an Algorithm**

There are two factors in which the algorithm is fundamental:

##### **Theoretical Significance**

When you are given a real-world problem, you must break it down into smaller modules. To deconstruct the problem, you must first understand all of its theoretical aspects.

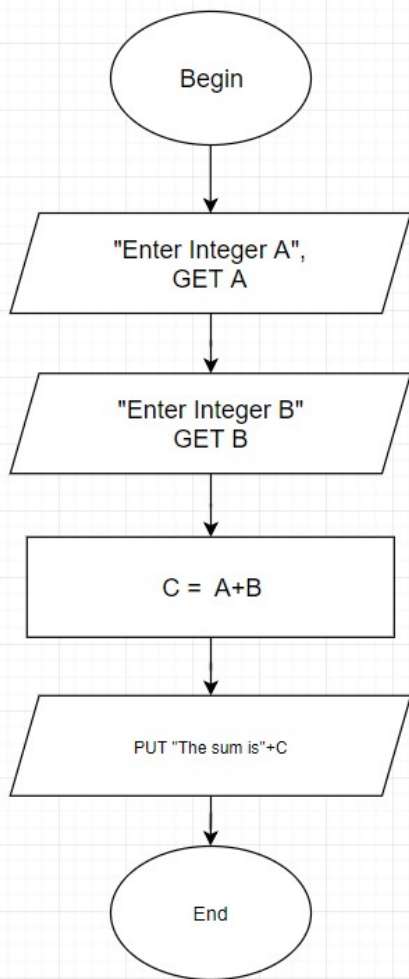
##### **Practical Significance**

As you all know, theory cannot be completed without practical application. As a result, the significance of algorithms can be considered both theoretically and practically.

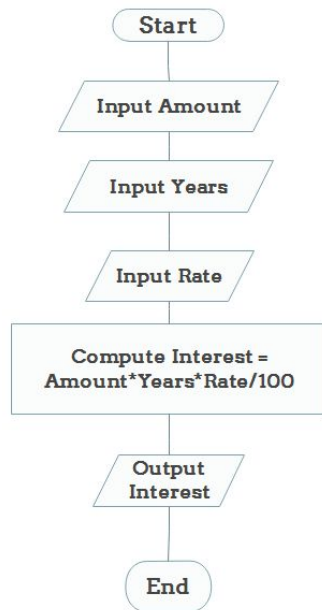
As you progress through this "what is an algorithm" tutorial, you will see algorithmic approaches.

Flowchart for Addition of Two numbers





Flowchart to calculate simple interest



## Software Application: Word Processing, Desktop Publishing, Computer Graphics and Spreadsheet

### WORD PROCESSING

Word processing describes creating or editing a document using a word processor, such as Microsoft Word, Google Docs, or OpenOffice Writer. For example, a student could create a book report in a Word Processor application. Then, the student could print it, save it to a disk, display it on the screen, or send it over e-mail. Also, a person looking for a job could create a résumé using a word processor, then e-mail or print and mail it to job recruiters.

#### How to open a word processing file

How a word processing file opens depends on the type of word processor software used to create the file and its file format. Thankfully today, most word processors are capable of opening most word processor files, and as long as you have access to one of them, you can open the file. For example, a file called "example.doc" was likely created in Microsoft Word and opens in Microsoft Word or OpenOffice or uploaded to Google Docs and viewed and edited online.

#### What was used before word processing?

Before computers, people used typewriters to write reports or other documents, which had nowhere near the capabilities as today's word processors. With a word processor, you can easily edit and make changes to a document, move text around in a document, add images, change fonts, check for spelling errors, and much more.

#### Features of a word processor

Unlike a basic plaintext editor, a word processor offers several additional features that can give your document or other text a more professional appearance. Below is a listing of some of the most popular features of a word processor.

- Text formatting - Changing the font, font size, font color, bold, italicizing, underline, etc.
- Copying, cutting, and pasting - Once text is entered into a document, it can be copied or cut and pasted in the current document or another document.
- Multimedia - Insert clip art, charts, images, pictures, and video into a document.
- Spelling and Grammar - Checks for spelling and grammar errors in a document.
- Adjust the layout - Capable of modifying the margins, size, and layout of a document.
- Find - Word processors give you the ability to quickly find any word or text in any size of the document.
- Search and Replace - You can use the Search and Replace feature to replace any text throughout a document.
- Indentation and lists - Set and format tabs, bullet lists, and number lists.
- Insert tables - Add tables to a document.
- Word wrap - Word processors can detect the edges of a page or container and automatically wrap the text using word wrap.
- Header and footer - Being able to adjust and change text in the header and footer of a document.
- Thesaurus - Look up alternatives to a word without leaving the program.
- Multiple windows - While working on a document, you can have additional windows with other documents for comparison or move text between documents.
- AutoCorrect - Automatically correct common errors (e.g., typing "teh" and having it autocorrected to "the").
- Mailers and labels - Create mailers or print labels.
- Import data - Import and format data from CSV, database, or another source.
- Headers and footers - The headers and footers of a document can be customized to contain page numbers, dates, footnotes, or text for all pages or specific pages of the document.
- Merge - Word processors allow data from other documents and files to be automatically merged into a new document. For example, you can mail merge names into a letter.
- Macros - Setup macros to perform common tasks.
- Collaboration - More modern word processors help multiple people work on the same document at the same time.

## **DESKTOP PUBLISHING**

Desktop publishing is the production of page designs with your computer using a special DTP software that integrates text and images. desktop publishing, the use of a personal computer to perform publishing tasks that would otherwise require much more complicated equipment and human effort. Desktop publishing allows an individual to combine text, numerical data, photographs, charts, and other visual elements in a document that can be printed on a laser printer or more advanced typesetting machine. The primary advantages of desktop publishing over conventional publishing apparatus are low cost and ease of use.

### **Use of desktop publishing**

Desktop-publishing software can be used to create the layout for a wide range of different publications, such as:

- newspapers and magazines
- brochures, posters, flyer, leaflets and catalogues
- books and e-books
- PDF
- web pages
- banner
- newsletter
- design of resume

## COMPUTER GRAPHICS

Computer Graphics involves technology to access. The Process transforms and presents information in a visual form. The role of computer graphics insensible. In today life, computer graphics has now become a common element in user interfaces, T.V. commercial motion pictures.

Computer Graphics is the creation of pictures with the help of a computer. The end product of the computer graphics is a picture it may be a business graph, drawing, and engineering.

In computer graphics, two or three-dimensional pictures can be created that are used for research. Many hardware devices algorithm has been developing for improving the speed of picture generation with the passes of time. It includes the creation storage of models and image of objects. These models for various fields like engineering, mathematical and so on.

### Types of Computer Graphics

**Raster Graphics:** In raster, graphics pixels are used for an image to be drawn. It is also known as a bitmap image in which a sequence of images is into smaller pixels. Basically, a bitmap indicates a large number of pixels together.

**Vector Graphics:** In vector graphics, mathematical formulae are used to draw different types of shapes, lines, objects, and so on.

## APPLICATIONS

Computer Graphics are used for an aided design for engineering and architectural system- These are used in electrical automobiles, electro-mechanical, mechanical, electronic devices. For example gears and bolts.

Computer Art – MS Paint.

Presentation Graphics – It is used to summarize financial statistical scientific or economic data. For example- Bar chart, Line chart.

Entertainment- It is used in motion pictures, music videos, television gaming.

Education and training- It is used to understand the operations of complex systems. It is also used for specialized system such for framing for captains, pilots and so on.

Visualization- To study trends and patterns. For example- Analyzing satellite photo of earth.

Where do we use computer graphics?

Print Friendly

The areas in which computer graphics is used include:

- cartography,
- visualization of measurement data (2D and 3D),
- visualization of computer simulations
- medical diagnostics,
- drafting and computer design,
- preparation of publications,
- special effects in movies,
- computer games.

## **SPREADSHEET**

A spreadsheet is a computer program that can capture, display and manipulate data arranged in rows and columns. Spreadsheets are one of the most popular tools available with personal computers.

A spreadsheet is generally designed to hold numerical data and short text strings. In a spreadsheet program, spaces that hold items of data are called spreadsheet cells. These can be renamed to better reflect the data they hold and can be cross-referenced through row numbers and column letters.

A single spreadsheet can be used as a worksheet to compile data for a purpose, or multiple sheets can be combined to create an entire workbook.

Each column or row cell references a value and is labeled according to its placement (for example: A1, A2, A3). Data can be exported as a CSV file and imported into other software or vice versa.

### **What are some commonly used spreadsheet features?**

The following are just a few of the features available in most spreadsheet programs.

#### **Cell formatting**

Within the spreadsheet, selected cells can be formatted to represent various numeric values. For example, financial data can be given accounting formatting, which will apply decimal places and commas to represent dollars and cents.

#### **Formulas**

Under the formula bar, users can perform calculations on the contents of a cell against the contents of another cell. For example, if a person were using the spreadsheet to reconcile transactions, they could highlight all the cells that need to be added up and insert a sum function.

#### **Pivot tables**

Using a pivot table, users can organize, group, total, average or sort data via the toolbar.

It's important to note that the exact tools and functions will vary depending on the application the user chooses.

### **Common spreadsheet applications**



Daniel Bricklin and Bob Frankston created the first spreadsheet application, named VisiCalc for "visible calculator." It was popular on the Apple II, one of the first computers used by businesses.

Lotus 1-2-3 surpassed VisiCalc to become the program that cemented the IBM PC as the preeminent personal computer in business during the 1980s and 1990s. IBM acquired Lotus in 1995 and continued selling Lotus 1-2-3 through 2013, when it discontinued the spreadsheet application, which had fallen behind Microsoft Excel in the '90s and never recovered.

Some commonly used spreadsheet software programs today:

Microsoft Excel as part of the Microsoft Office suite and cloud-based subscription service Microsoft 365 (formerly Office 365). It is available for Windows, macOS, Android and iOS.

Google Sheets: Part of Google's web-based application suite, Google Workspace. Google Sheets is free and also available as a desktop application for Google Chrome OS and assorted mobile OSes, such as Android and iOS.

Apache Open Office Calc: For Linux, macOS and Windows, ports of the free Apache Open Office are also available for other OSes. It was first released in 2012, but its roots go back to 2002.

LibreOffice Calc: Full-featured spreadsheet app that is a part of the free LibreOffice suite. LibreOffice and Apache Open office trace their roots to the same codebase, hence the same name for their spreadsheet application.

Thinkfree Office: A free full productivity suite with a spreadsheet specifically designed to provide a consistent experience across different devices. A version is available online with cloud storage.

# **CHURCH OFFICE ETHICS AND PRACTICES**

## **F2/004**

### **Course Content:**

**Guideline for ethics in the Workplace**

**Cultural and Ethical Principle**

**Organizational Ethics**

**Pastoral Ethics**

**Pastoral Care**



# CHURCH OFFICE ETHICS AND PRACTICES

Ethics are a dynamic set of values that vary with people and their definition of a workplace. For some, it is a physical office they go to every day, while others, their home office. It doesn't matter whether you work from home or commute to work everyday, workplace ethic is required to build a successful career. Organizations are known to embrace ethical practices and behaviors to increase productivity and uphold integrity while setting a penalty for workers who default workplace ethics.

Workplace ethics are the set of values, moral principles, and standards that need to be followed by both employers and employees in the workplace. It is the set of rules and regulations that need to be followed by all staff of the workplace. These ethics are implemented by employers to foster both employee-employee relationship and employee-customer relationships. An organization may decide to put these ethics into writing or not, they are however meant to be followed. There exist some general workplace ethics that do not need to be defined by the employer, but are common ethical behaviors employees need to exhibit. In the same vein, some organization-specific ethics may need to be defined in a company handbook.

## Examples of Ethical Behaviors in The Workplace

Examples of ethical behaviors in the workplace includes; obeying the company's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for your colleagues at work. These examples of ethical behaviors ensures maximum productivity output at work. And could be pivotal for career growth.

## Obey The Company's Rules & Regulation

At the start of an employee contract, companies may need the employee to sign various documents, including the company rules and regulation agreement form. Also, the employee may be given a handbook that may serve as a guide.

Some common rules are tardiness, inappropriate dressing, and language, etc. Due to the excitement of getting a new job, some employees do not properly read these rules and may end up deferring them in the future.

Therefore, it is important that new employees properly read these rules & regulations in other not to defer them.

## Communicate Effectively

Effective communication is very important to avoid misunderstandings when dealing with issues in the workplace. Communicating effectively may mean different things to people at different points in time.

Let us consider the hypothetical situation of an employee trying to relay information to a French-speaking customer. The best way to communicate effectively with the customer is to have an employee who can speak French relay the information.

Effective communication may also have an employee breaking one of the rules and regulations of the company without getting penalized for it. An employee reaching out to HR that they will be coming in late due to some unforeseen circumstances may be spared for coming late if the situation is properly communicated.

## Develop Professional Relationships

Good professional relationships are not only a thing that fosters teamwork among employees, but also help with individual career development for employees. Developing professional relationships

with coworkers or other professionals outside the workplace will also directly or indirectly improve productivity.

Professional relationships between low-level and high-level employees will make it easier for ideas to be shared and knowledge to be passed to junior employees. That way, the company can confidently have an intern work on a tough project to meet a pending deadline due to the guidance from older employees. Salespeople, for one, need to build external professional relationships with professionals from other organizations—especially those who are potential clients. These relationships will help create a contact person in another organization in case they need to sell a product to them.

### **Take Responsibility**

It is important for employees to always take responsibility for decisions made both individually and in a team. This is, in fact, a leadership trait that every employee who is looking to take up a managerial position in the future should exhibit.

For example, the communications team came up with a marketing strategy for the company and it failed. The team members are to jointly take responsibility for this failure, not individuals coming out that they weren't part of the decision making process. If the strategy has gone the other way round, they wouldn't have said the same.

### **Professionalism/Standards**

There are professional standards that everything an employee does in the workplace. The use of informal words in a formal workplace is highly unprofessional.

These standards should be held high and applied to every part of an employee's activity in the workplace. This should include the way they speak, kind of work they deliver and their relationship with coworkers and customers.

### **Be Accountable**

Accountability is also a very good trait of an employee. One of the things that may short change a talented and responsible is the lack of accountability.

Lack of accountability may result in your boss thinking you have an "I don't care attitude" to the company's project or worst take you as a liar and may lead to job loss in the long run. For example, at the beginning of each year, a certain amount of money is allocated to each department.

The manager is meant to oversee how this money is spent. If at the end of the year, the manager can not make an account of how the money was spent, he may then be suspected of stealing company funds.

### **Uphold Trust**

An employee should not do anything that may make his or her employee withdraw trust. As an employee of a company, your employee trusts you to get work done perfectly on time.

Things like missing deadlines regularly or delivering work that needs to be revised over and over again will deny you a promotion. It may even leave the employer not giving you tasks to complete in the future—a nightmare for freelancers.

### **Show Initiative without being told**

Is the company running behind deadline and you feel you can stay a few extra hours after work to finish up? Do it.

You are a freelance designer and your client wants a particular poster designed but doesn't have a copywriter to write the content. If you can write the contents, do so. Don't delay a client's work because of a few contents.

### **Respect Your Colleagues**

It doesn't matter whether you are dealing with the intern, a junior, janitor, etc. they should all be treated with respect. As a manager, treating your team members with respect will help improve their productivity.

Giving constructive criticism and saying kind words to them even when they are not able to deliver perfectly will help them strive to do better in the future.

### **Work Smarter**

Don't just work hard, work smarter. The reason why you see an employee promoted to the post of manager after just 2 years and a hardworking employee who has been with the company for 10 years failed to get a promotion is smart work.

Assume that these 2 employees are data scientists who collect data and analyze them. A smarter employee will use the Formplus data collection tool to collect data and receive real-time data analytics, while a hard-working employee will print paper-based forms and do the hard work of sharing it to respondents.

## **GUIDELINES TO MANAGING ETHICS IN THE WORKPLACE**

Ethics are moral principles that guide a person's behavior. These morals are shaped by social norms, cultural practices, and religious influences. Ethical decision making is the process of assessing the moral implications of a course of action. All decisions have an ethical or moral dimension for a simple reason—they have an effect on others. Managers and leaders need to be aware of their own ethical and moral beliefs so they can draw on them when they face difficult decisions. Below are some guidelines to manage workplace ethics:

### **1. Recognize that managing ethics is a process.**

Ethics is a matter of values and associated behaviors. Values are discerned through the process of ongoing reflection. Therefore, ethics programs may seem more process-oriented than most management practices. Managers tend to be skeptical of process-oriented activities, and instead prefer processes focused on deliverables with measurements. However, experienced managers realize that the deliverables of standard management practices (planning, organizing, motivating, controlling) are only tangible representations of very process-oriented practices. For example, the process of strategic planning is much more important than the plan produced by the process. The same is true for ethics management. Ethics programs do produce deliverables, e.g., codes, policies and procedures, budget items, meeting minutes, authorization forms, newsletters, etc. However, the most important aspect from an ethics management program is the process of reflection and dialogue that produces these deliverables.

### **2. The bottom line of an ethics program is accomplishing preferred behaviors in the workplace.**

As with any management practice, the most important outcome is behaviors preferred by the organization. The best of ethical values and intentions are relatively meaningless unless they generate fair and just behaviors in the workplace. That's why practices that generate lists of ethical values, or codes of ethics, must also generate policies, procedures and training that translate those values to appropriate behaviors.

### **3. The best way to handle ethical dilemmas is to avoid their occurrence in the first place.**



That's why practices such as developing codes of ethics and codes of conduct are so important. Their development sensitizes employees to ethical considerations and minimize the chances of unethical behavior occurring in the first place.

**4. Make ethics decisions in groups, and make decisions public, as appropriate.**

This usually produces better quality decisions by including diverse interests and perspectives, and increases the credibility of the decision process and outcome by reducing suspicion of unfair bias.

**5. Integrate ethics management with other management practices.**

When developing the values statement during strategic planning, include ethical values preferred in the workplace. When developing personnel policies, reflect on what ethical values you'd like to be most prominent in the organization's culture and then design policies to produce these behaviors.

**6. Use cross-functional teams when developing and implementing the ethics management program.**

It's vital that the organization's employees feel a sense of participation and ownership in the program if they are to adhere to its ethical values. Therefore, include employees in developing and operating the program.

**7. Value forgiveness.**

This may sound rather religious or preachy to some, but it's probably the most important component of any management practice. An ethics management program may at first actually increase the number of ethical issues to be dealt with because people are more sensitive to their occurrence. Consequently, there may be more occasions to address people's unethical behavior. The most important ingredient for remaining ethical is trying to be ethical. Therefore, help people recognize and address their mistakes and then support them to continue to try operate ethically.

**8. Note that trying to operate ethically and making a few mistakes is better than not trying at all.**

Some organizations have become widely known as operating in a highly ethical manner, e.g., Ben and Jerry's, Johnson and Johnson, Aveda, Hewlett Packard, etc. Unfortunately, it seems that when an organization achieves this strong public image, it's placed on a pedestal by some business ethics writers. All organizations are comprised of people and people are not perfect. However, when a mistake is made by any of these organizations, the organization has a long way to fall. In our increasingly critical society, these organizations are accused of being hypocritical and they are soon pilloried by social critics. Consequently, some leaders may fear sticking their necks out publicly to announce an ethics management program. This is extremely unfortunate. It's the trying that counts and brings peace of mind — not achieving an heroic status in society.

## **BENEFITS OF ETHICS IN MANAGEMENT**

There are a number of clear benefits to managing ethically. These include:

**1. It's a Part of Our Developing Society**

Without ethics, kids would still work in factories. 16-hour workdays would remain to be the norm. And sexism, harassment, and unfair labour practices would still be part of doing business.

But, change is taking place in our society. New societal and working standards are now being developed. For all of us, this is wonderful.

**2. It Helps Maintain Morale During Tough Times**

The code of ethics gives you a tool to make clear choices. It shows what is right and wrong. When making decisions in times of crisis, this is incredibly helpful.

There is often no robust moral framework during periods of turmoil to direct leaders and managers. Continuing commitment to workplace ethics constantly stimulates them as to how they want to behave.

### **3. It Supports Employee Growth**

A firm evaluated several managers and executives on a series of tests. It had one most significant finding. The more mentally healthy employees, the more they score high on ethics assessments.

Ethics allows workers in the company to face the facts, both good and bad. They feel like by operating an ethical operation, they contribute to society in a meaningful way. This sense of obligation brings meaning and context to what they do daily.

### **4. It Improves Productivity**

When you enforce ethics regularly, your organisation will develop goals and collaboration. Employees who feel aligned with the company's ethics, respond with utmost dedication.

### **5. It Promotes Goodwill**

Ethics help in cultivating a positive image for your company. The informed public of today is doing more research and watching more closely. The customers check how corporations treat them, and if they really 'walk the talk.'

The aim should be to apply ethical principles to daily business decisions constantly. Consequently, it is the basis for a profitable company with excellent corporate social responsibility.

## **CULTURAL AND ETHICAL PRINCIPLE**

When managing a diverse group of employees, ensuring the ethicality of organizational behavior will require special effort. This is because employees with different backgrounds or demographic traits may vary in their standards of ethics. For example, research shows that there are some gender differences when it comes to evaluating the degree of ethicality of hypothetical scenarios, with women utilizing higher standards. Men and women seem to have similar standards when judging the ethicality of monetary issues but differ on issues such as the ethicality of breaking organizational rules. Interestingly, gender differences seem to disappear as people grow older. Age is another demographic trait that influences the standards of ethics people use, with older employees being bothered more by unethical behaviors compared to younger employees.

Cultural norms are the shared, sanctioned, and integrated systems of beliefs and practices that are passed down through generations and characterize a cultural group. Norms cultivate reliable guidelines for daily living and contribute to the health and well-being of a culture. They act as prescriptions for correct and moral behavior, lend meaning and coherence to life, and provide a means of achieving a sense of integrity, safety, and belonging. These normative beliefs, together with related cultural values and rituals, impose a sense of order and control on aspects of life that might otherwise appear chaotic or unpredictable.

This is where culture intersects with ethics. Since interpretations of what is moral are influenced by cultural norms, the possibility exists that what is ethical to one group will not be considered so by someone living in a different culture. According to cultural relativists this means that there is no singular truth on which to base ethical or moral behavior for all time and geographic space, as our interpretations of truths are influenced by our own culture. This approach is in contrast to universalism, which holds the position that moral values are the same for everyone. Cultural relativists consider this to be an ethnocentric view, as the universal set of values proposed by universalists are based on their set of values. Cultural relativism is also considered more tolerant than universalism because, if there is no basis for making moral judgments between cultures, then cultures have to be tolerant of each other.

## **BENEFITS OF CULTURAL DIVERSITY IN WORKPLACE ETHICS**

### **Diverse cultural perspectives can inspire creativity and drive innovation:**

Our culture influences the way in which we see the world. A variety of viewpoints along with the wide-ranging personal and professional experience of an international team can offer new perspectives that inspire colleagues to see the workplace and the world differently.

Diversity of thought has been shown to breed creativity and drive innovation, helping to solve problems and meet customer needs in new and exciting ways.

Multiple voices, perspectives, and personalities bouncing off one another can give rise to out-of-the-box thinking. By offering a platform for the open exchange of ideas, businesses can reap the biggest benefits of diversity in the workplace.

### **Local market knowledge and insight makes a business more competitive and profitable:**

A multicultural workforce can give an organization an important edge when expanding into new markets. Often, a product or service needs to be adapted to succeed overseas. Understanding local laws, regulations, and customs, as well as the competitive landscape, can help a business to thrive. Moreover, local connections, native language skills, and cultural understanding can boost international business development exponentially. And being more competitive ultimately means being more profitable.

### **Cultural sensitivity, insight, and local knowledge means higher quality, targeted marketing:**

Cross-cultural understanding, along with local market knowledge, lends itself the production of more effective marketing strategy and materials. For example, high quality and culturally sensitive translations of websites, brochures, and other assets are essential. But these can be overlooked without the input of a native speaker. The danger of making a serious marketing blunder, which can cause irreparable damage to a brand or business abroad, can be mitigated by employing a diverse workforce with local marketing savvy.

### **Drawing from a culturally diverse talent pool allows an organization to attract and retain the best talent:**

According to a Glassdoor survey, two thirds of job hunters indicated that diversity was important to them when evaluating companies and job offers. In a competitive global job market, demonstrating that your business is invested in fostering a multicultural and inclusive environment can make you stand out to the right candidates. Making diversity an important part of the recruiting process will broaden your talent pool of prospective employees.

Not only does hiring from a more diverse talent pool makes your business attractive to ambitious, globally minded candidates, it also helps you to keep them on board. Diversity, including diversity of gender, religion, and ethnicity, has been shown to improve retention and reduce the costs associated with employee turnover. In a diverse workplace, employees are more likely remain loyal when they feel respected and valued for their unique contribution. This, in turn, fosters mutual respect among colleagues who also value the diverse culture, perspectives, and experiences of their team members. An inclusive atmosphere of cross-cultural cooperation is an excellent way to bond colleagues and teams across the business

### **A diverse skills base allows an organization to offer a broader and more adaptable range of products and services:**

By drawing from a culturally diverse talent pool, companies benefit from hiring professionals with a broad range of skills that are often not accessible when hiring locally. Globally oriented companies can add to their service range by leveraging the skills and experience their international employees bring to the table.

A broader skills base and a more potentially diverse offering of products and services can help your business to have the competitive advantage of adaptability. In today's volatile and uncertain global business environment, nimble and adaptable organizations are the ones that thrive.

Adaptability means faster and more effective planning, development, and execution. A company with cultural and cognitive diversity can be quicker to spot a gap in the market. It will also have the global (or market-specific) insight and experience to help a new or adapted product to meet changing consumer behavior—and succeed.

**Greater opportunity for personal and professional growth:**

Fundamentally, an inclusive and culturally diverse business will attract talented, ambitious, and globally minded professionals who will appreciate the opportunity for personal and professional growth.

Working across cultures can be a truly enriching experience, allowing others to learn about perspectives and traditions from around the world. Bonding over similarities and differences can help you to become a global citizen, abandoning prejudices or an ethnocentric world view—something that is increasingly valuable.

A diverse set of colleagues can be professionally enriching too—exposing you to new skills and approaches to work, and developing an international network that can take your career in exciting new directions or abroad.

## **CHALLENGES OF CULTURAL DIVERSITY IN WORKPLACE ETHICS**

**Colleagues from some cultures may be less likely to let their voices be heard:**

However, the presence of diverse brain power alone is not enough. It's also critical to create an open and inclusive workplace environment, so all team members feel empowered to contribute.

This can be particularly challenging for colleagues from polite or deferential cultures. For instance, professionals from Asian countries such as Vietnam or Japan may feel less comfortable speaking up or sharing ideas, particularly if they are new to the team or in a more junior role.

**Integration across multicultural teams can be difficult in the face of prejudice or negative cultural stereotypes:**

While local expertise is an invaluable asset, it's also important to foster integration among teams to avoid colleagues from different countries working in isolation and limiting knowledge transfer.

This can be a challenge to overcome, particularly if there are underlying prejudices between cultures, making them less inclined to work together. Negative cultural stereotypes can be seriously detrimental to company morale and affect productivity.

**Professional communication can be misinterpreted or difficult to understand across languages and cultures:**

While quality translations are key for effective marketing, there can also be a real risk of communication getting lost in translation among multicultural colleagues. Language barriers are just one challenge. Even in an office where everyone speaks English, comprehending a range of accents, or understanding a native-speaker's use of idioms, can be difficult.

Moreover, effective cross-cultural communication comes down to much more than just words spoken. Non-verbal communication is a delicate and nuanced part of cultural interaction that can lead to misunderstandings or even offense between team members from different countries. Things like comfortable levels of physical space, making or maintaining eye contact, and gesturing can all be vastly different across cultures.



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Even something as simple as a greeting or handshake has cultural implications that should be considered in a work environment. Business Insider put together this useful infographic to highlight the differences in handshakes and professional greetings around the world.

#### **Different understandings of professional etiquette:**

Colleagues from different cultures can also bring with them different workplace attitudes, values, behaviors, and etiquette. While these can be enriching and even beneficial in a diverse professional environment, they can also cause misunderstandings or ill feelings between team members.

#### **Conflicting working styles across teams:**

However, working styles and attitudes towards work can be very different, reflecting cultural values and compounding differences. If not recognized and accounted, conflicting approaches to work can put the brakes on productivity.

For instance, approaches to teamwork and collaboration can vary notably. Some cultures, including many in Asia and Central America, value collective consensus when working towards a goal. Whereas others, such as Germany and America, put emphasis on the independence of the individual. Likewise, emphasis on order, rigor, and organization in the workplace versus flexibility and spontaneity can also reflect underlying cultural values.

### **ORGANIZATION ETHICS**

An organization exists when individuals from different works of life with the same interests come together to work towards achieving predefined goals and objectives. On the other hand, ethics are the principles and values used by an individual to control his or her actions and decisions. This article gives you an insight into the secrets that help organizations/businesses stand the test of time.

Organizational ethics are a set of moral guidelines that influence how a company serves its customers and treats its employees. However, every organization and individual business has its own ethical conduct that directs its employees and customers. It also refers to the way an organization should act/respond to internal and external catalysts. Organizational ethics includes various guidelines and principles that conducts the way individuals should behave at the workplace. It also refers to the code of conduct of the individuals working in a particular organization.

Every organization functions to earn profits but how it makes money is more important. So, no organization should stoop so low to depend on unfair means to earn money. Moreover, one must understand that money is not the only important thing, integrity and honor are more important. Below is a brief list of what an organizational ethic should entail:

- Employees should on no account indulge in the destruction or manipulation of information to get results.
- Confidential data or information must not be leaked under any circumstances.
- There must be absolute transparency in monetary transactions and all kinds of trading.
- Organizations must not discriminate against any employee on the grounds of sex, physical appearance, age, or family background.



- Employees must be paid according to their hard work and efforts. For instance, if individuals are working late at night, employers should make sure overtime is paid.
- Stealing office property is strictly unethical.
- Organizations must take care of the individual safety of the employees.
  - Never lie to your customers. It is also unprofessional to make false promises to the consumers.

### **IMPORTANCE OF USING ETHICS IN THE ORGANIZATION**

There are various benefits to using ethics in the workplace. Leaders, stakeholders and the general public alike can experience significant improvements when organizations hold themselves to high ethical standards. Here are a few of the primary benefits that result from employing ethics in the workplace:

#### **EMPLOYEE SATISFACTION**

When organizations express their commitment to maintaining high ethical standards, they usually treat employees better and encourage staff to act laterally under the same premises. These ethical standards help establish a certain expectation for how organizational operations affect stakeholders' wellbeing and personal interests. When organizations and stakeholders follow through in upholding ethical standards, they can create a workplace environment where individuals feel respected, heard and satisfied in their roles. With this higher rate of satisfaction, organizations can often reduce staff turnover and more easily attract new, talented candidates to work for them.

#### **IMPROVED WORKPLACE CULTURE**

As stated above, when organizations act responsibly and ethically, leaders and employers typically follow suit. This can help significantly improve workplace culture overall. For instance, if an organization expresses their ethical commitment to diversity, inclusion and equality, stakeholders may feel responsible for upholding the same ethical standard. They may begin to hold organizational leaders accountable for ethically discrepant actions or start to examine their own behaviors more closely. This type of interaction can help organizations strengthen their initiatives overall and create a robust ethical culture for their workforce where stakeholders feel safe, protected and engaged.

#### **MAINTAINING LEGAL COMPLIANCE**

Often, the ethical standards that organizations set out for themselves correspond directly with legal guidelines. For example, a manufacturing company that expresses a strong commitment to eco-friendly practices sustainability may also be subject to complying with legal guidelines for sustainable waste removal procedures to avoid environmental pollution. Therefore, when organizations establish strong ethical codes of conduct, they often fall in line with the legal regulations set out for them by official governing bodies and receive the dual benefit of complying with their legal obligations.

#### **IMPROVED PUBLIC REPUTATION**

When organizations set out clear ethical standards for their workplace, they can typically enjoy an improved public image. In recent years, consumers and society more generally have become increasingly concerned with how organizations treat their employees and act accountably toward the public.

For instance, as consumers have become more interested in buying eco-friendly products that guarantee less harm for the natural environment, they have started to examine the ways companies manufacture and market products. This movement has led to the creation of a new consumer market for green products and services in which sustainable companies are viewed more favorably. Therefore, acting ethically can significantly improve an organization's public image and avoid potential criticisms that would arise through unethical behavior.

## **CUSTOMER ENGAGEMENT AND LOYALTY**

If an organization is client-facing, instilling specific ethical workplace standards can help encourage increased customer engagement and loyalty. Often, customers will be more willing to engage with explicitly ethical companies than those with fewer ethical initiatives. As mentioned above, when companies serve their employees and stakeholders with accountability and responsibility, they can garner a certain level of respect in their public reputation.

With this, customers may feel more comfortable promoting an organization or spending their money with such companies. Over time, as an organization maintains a robust system of workplace ethics, their reputation may solidify. This can result in heightened customer loyalty—when customers and clients trust an organization, they will return to the organization repeatedly and engage on a deeper level.

## **STREAMLINED DECISION-MAKING PROCESSES**

When organizations establish ethical codes of conduct in the workplace, they foster a culture designed to uphold such standards. These guidelines can help organizational leaders make streamlined decisions and solve problems efficiently when challenges arise. When leaders have specific ethical expectations set out for them, they can use these expectations to direct their choices and manage conflicts with simplicity. Such streamlined decision-making processes can lead to a high level of organizational consistency in the long term.

## **PASTORAL ETHICS**

Codes of ethics are often fairly consistent within an industry and commonly outlined by an industry association that represents a particular occupation. Doctors, social workers, psychologists and nurses are among the many types of professionals who follow a carefully crafted code of professional ethics. Ethical codes are also available for church leaders. For example, there are a Code of Ethics for Pastors. The pastoral ethics outlines the aspirational beliefs, values and behaviors expected of church leaders.

## **ROLE OF MINISTERIAL ETHICS**

A code of ministerial ethics provides a clear and written standard of performance that congregations with similar beliefs can adopt. Although parishioners assume that most pastors are ethical, a code of ethics can be useful in clarifying expectations. For example, pastoral ethics codes can help pastors make decisions about whether to accept an expensive personal gift, or determine how to best fulfill their fiduciary duties.

Some people question the need for a code of pulpit ethics, wondering why the scriptures on ministerial ethics are not enough as guidance. Church leaders agree that the Bible is the ultimate code of ethics, but suggest that certain expectations are not specifically mentioned in scripture. A pastoral code of ethics conforms with Biblical teachings but also addresses modern scenarios such as mandatory duty to report child abuse, for instance.

## **EXPECTED STANDARDS OF CONDUCT**

The Code of Ethics for Pastors directly addresses many of the contemporary scandals and issues associated with churches, such as sexual improprieties and the mishandling of funds. The document sets standards for pastors' personal behavior, encouraging them not be slothful. Pastors are also advised to care for their spiritual, mental and emotional well-being, and to avoid sinful sexual activities. Pastors should commit to honesty, and be prudent with personal and ministry resources. The code of ethics also encourages accountability and transparency, urging pastors to promote acceptable accounting practices and audits.

## **APPROPRIATE INTERACTIONS WITH OTHERS**

The handling of information is becoming more important in all walks of life, and the church is no exception. Pastors are often confidants and they are encouraged to guard confidences carefully.

Pastors are directed to adhere to professional standards in the use of information by giving due credit when using other peoples' words and ideas. Confidentiality is essential in maintaining trust and credibility.

Trustworthiness is important for spiritual leaders and a church's reputation. Ethical pastors should therefore foster loyalty and keep their promises. They should avoid taking advantage of people's vulnerabilities, and should display model character, which includes not competing or interfering in the ministry of other churches.

### **PASTORAL CARE**

Pastoral care can be defined as the services that are performed by a pastor. In Christianity, the pastor is viewed as a shepherd who guides the people of all walks of life. This implies a form of religious or spiritual counseling that assists people to get through difficult times. The care of a pastor is not limited to the provision of sermons but extends to many areas. For instance, helping people through counseling, caring for the sick and engaging in social activities highlight the role of a pastor.

Pastoral care can be more appealing than professional counseling as pastoral care is available and accessible to all people. Since pastors are trusted and respected by the society, people can be more open with them. During seminary training, pastors are exposed to counseling that assists them in helping people.

### **PASTORAL CARE CATER FOR THE FOLLOWING:**

- Spiritual assessment
- Grief and loss
- Issues related to chronic or terminal illness
- Conflicts around spiritual beliefs
- Mental health issues directly linked to religious beliefs or doctrine
- Crises of faith
- Reintegration into community life after institutionalization or incarceration
- Adjusting to mental health support when wary of the system

### **FUNCTIONS OF PASTORAL CARE**

The traditional functions of pastoral care are described briefly as follows:

**Healing-** The type of pastoral works in helping persons becoming whole or re-becoming. It is the process of restoring functional wholeness that has been impaired as to direction and/or schedule. This function aims to overcome some impairment by restoring the person to wholeness and by leading him/her to advance beyond the previous condition of that person.

**Sustaining-** The aspect of the therapeutic perspective that emphasises “Standing by” when the situation is such that, at least for the time being, change is not possible, one stands by and makes sustenance available. It may also be said as helping a hurting person to ensure and raise a circumstance in which restoration to his/her former condition or recovery from his difficulties is either impossible or so remote as to seem unlikely.

**Guiding-** Another important function is guiding people when they are confused or perplexed. In this the minister assisted these kinds of persons to make confident choices between different courses of thought and action, when such choices are viewed as affecting the present and future state of the soul. It is called an 'educative guiding, that is, to make available something which is already within or around the person. Such guiding cannot be coercive.

**Reconciling-** Reconciling is the task of re-establishing broken relationship between fellow-men and fellow-women, and between human and God. People are in need of reconciliation when they are alienated or separated. This can be done through discipline and forgiveness.

**Nurturing-** Nurturing is known in the historical expression as “training new members in the Christian life, or religious education. The aim of nurturing is to enable people to develop potentialities that God has given, throughout the life journey. In modern concept it is an “educational counselling” and “care through developmental crises”.

**Liberation-** Liberation or freedom is an excellent description of the biblical idea of salvation. In the Bible the word “salvation” means the action or result of deliverance from danger. There can be of two kinds – liberation of soul and liberation of situation. A pastor is supposed to help these people to edify their situation to move forward. In the Old Testament it tends to refer to the escape of God’s people from their enemies and in particular the escape of the nation of Israel from the bondage of Egypt and Babylon. In the New Testament it refers to deliverance from the power of evil — from sin and death.

