THE IMPACT OF MICROSOFT WORD ON OFFICE TECHNOLOGY AND MANAGEMENTS

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Abstract

The Impact of Microsoft Word on Office Technology and Management is the title of this paper that highlights efficiency, effectiveness and productivity through the use of Microsoft word. This paper reveal that office managers believed to use Microsoft word as a tool that lets one create , edit, format, store, retrieve and print a text documents. It also recommend the concept of Microsoft word, features, merits / benefits and types of Microsoft word. There are also some major challenges examples of which are constant upgrading of knowledge, inadequate computers, virus attack on the system etc. It recommend that computers should be fully incorporated into the office system and organizations should provide adequate backup for their files.

Generally, the office no doubt makes important contributions to economic and social life of any nation or society, hence any complex industrial society would rapidly come to a standstill if the office is not is there. There is therefore the need for office managers to cope with the current invention and invasion in modern office technology. The computer has been invented to perform many functions that were hitherto been done by the office managers. Microsoft word in a modern office provides the office manager with necessary tools needed to have their volute task performed automatically. Microsoft word (simply referred to as word)is a sophisticated word processing application program / package specially designed for performing various word processing tasks, such as typing, editing and printing out of textual information.

Microsoft word is the most widely used word processing software according to a user tracking system built into the software (Microsoft Corporation, 2014).

Early Development of Office Technology

There have been various stages in the office as a result of development in performance with use of technology in carrying out office work. The following are some of the stages used in the modern office.

1. *The Manual stage:* record keeping technique continued to develop through centuries. The main tools of data processing which were pencils, pens, rulers, work sheet (for classifying, calculating and summarizing) journals(for storing) and ledger (for classifying and communicating) emerged . Manual methods resulted in information that was relatively inaccurate and often late.

2. *Machine-assisted manual development:* The type writer was introduced as a tool aid that improved legibility and doubted writing speeds.

3. *Electro-mechanical punched card development:* After the invention of typewriters there have been series of office equipment designed to aid the office worker in the discharge of their duties and provision of accurate information for management services.

The traditional office move towards automation, paperless office because of innovation.

Recent research studies indicate that more employers now expect candidate for office technology and many managerial position seekers to possess word processing skills .(Griffith 1989) Moris and Kilpatric (1885) claim that Business world can operate a word processor as cited by Akinola(2011).

Concept of Office Technology and Management

Office Technology and Management (OTM) is a programme that replaced secretarial studies as it was formally called. The programme in Nigeria was designed by the National Board for Technical Education (NBTE) to equip students with modern skills in Office Technology and Management and socio-psychological work skill for employment in various fields of endeavour (NBTE, 2004). According to Nwosu (2007), Office Technology and Management programme in Nigeria include; office application, office technology, business and administration management,

numeric component, general studies and students industrial work experience scheme (SIWES).Baba and Akarahu, (2012) as cited by Nwaiwu,(2016)states that, Office Technology and Management programme is used as a comprehensive term referring to aspects of the educational process involving, in addition to general education, the study of technologies and related sciences, and the acquisition of practical skills, attitudes, understanding and knowledge relating to occupations in various sectors of economic and social life.

Atikpa (2000) and Okwuanso (2004) believe that, office technology and management is an integral part of a programme that is designed to enable one acquire understanding and skills that would equip him / her for paid or self - employment.

Concept of Microsoft Word

Microsoft Word is a word processing system that can be utilized for both business and personal purposes. While it already features rich and critical components for productivity, Microsoft continues to improve and enhance Word with each new release.

Microsoft Word is word processing software that allows users to create and edit text documents. Users can start with blank documents or work from pre-configured templates for projects with frequently used formats. Microsoft Word is often packaged with the Microsoft Office Suite, but it is also sold independently. Word processing skills help an individual create and organize word documents that are attractive and readable. Skills include aligning text in the document and using various fonts to create a presentable document. It is also important to learn how to set the correct line spacing and margins to produce presentable word documents. In addition, the use of the thesaurus tool built into many word processing software helps create professional documents

Popular word processing software, including Microsoft Word for Windows and Pages for Mac, have built in spelling and grammar check capability that should be used to create documents free of spelling and grammar, errors.

Benefits of Microsoft Word

1. **Discover an improved search and navigation experience**: Locating the information one need is faster and easier with Microsoft Word. With the new and improved find experience, one can now view a summary of search results in a single pane, and click to access any individual result. The improved Navigation Pane provides a user with visual outline of document and one can browse, sort, and find what is needed quickly.

2. **Work with others without having to wait your turn**: Microsoft Word redefines the way people can work together on a document. With co-authoring, one can edit papers and share ideas with others at the same time. One can also view the availability of others who are authoring a document with and can easily initiate a conversation without leaving Word.

3. **Access and share your documents from virtually anywhere**: The use of Microsoft allow post of documents online and then access, view, and edit them from almost any computer Window phone. With Microsoft Word, you can take advantage of a best-in-class document experience across multiple locations and devices.

4. **Microsoft Word Web Application**: This application make users to edit documents in a Web and browser when one is away from office, home, or school without compromising the quality of viewing experience.

5. **Microsoft Word Mobile**: Microsoft word mobile enable user to stay current and take immediate action using an enhanced mobile version of Word specifically suited to smartphone.

6. **Add visual effects to your text**: With Microsoft Word, one can apply formatting effects such as shadow, bevel, glow, and reflection to a document text as easily as applying bold or underline. One can spell-check texts that uses visual effects, and add text effects to paragraph styles. Many of the same effects used for images are now available to both text and shapes, enabling one to seamlessly coordinate all content.

7. **Turn text into compelling diagrams**: Microsoft Word offers more options to add visual impact to a documents. Choose from dozens of additional SmartArt Graphics to build impressive diagrams just by typing a bulleted list. Use SmartArt to transform basic, bullet-point text into compelling visuals that better illustrate ideas.

8. **Add visual impact to document**: New picture-editing tools in Microsoft Word enable the user to add special picture effects without additional photo-editing software. One can easily adjust pictures with colour saturation and temperature controls. Also, one get improved tools for easier and more precise cropping and image correction, to help one turn a simple document into a work of art.

9. **Recover work thought was lost**: After working on that document for a while, did one accidentally close it without saving? No problem. Word lets one recover draft versions of recently edited files as easily as opening any file, even if you never saved the document.

10. **Transcends communication barriers**: Microsoft Word helps the user work and communicate effectively across different languages. Translate a word, phrase, or document more easily than before. Set separate language settings for ScreenTips, help content, displays and get additional assistance for English as a second language with English text-to-speech playback.

11. **Insert screenshots and handwriting in documents**: Capture and insert screenshots directly from Microsoft Word to quickly and easily incorporate visual illustrations into one work. When one use a tablet-enabled device such as a Tablet PC or Wacom tablet, he get improved tools for formatting ink as easily a formatting shapes.

12. **Accomplish more with an enhanced user experience**: Microsoft Word simplifies how one access features. The new Microsoft Office Back stage view replaces the traditional File menu to save, share, print, and publish his/her documents with just a few clicks. With the improved Ribbon, one can access your favourite commands even quicker by customising tabs or creating and personalise the experience to one work style.

Features of Microsoft Word
Microsoft word offers several features to ease document creation and editing, according to Osuala, (2009). These include:

Formatting – The most commonly used features are those that control the format-the centring, margins physical appearance of the document. Format refers to centring margins, tabs and indents, justification, line spacing, emphasis, and all the other factors that affect appearance.

Line centring – line can be individually centred between the left and the right margins of the page.

Margins – Default settings are used automatically by the word processing program to set left and right margins.

Tabs and indentation– It is common to tab just once to begin a paragraph, it is also used to indent an entire paragraph, and even to indent it from two sides, so that it stands out.

Check spelling– The user can correct spelling errors all in one go to ensureone haven't left any stone unturned. This can be done by running a full Word spell check from the Review tab, Proofing group, Spelling and Grammar button (or press the F7 keyboard shortcut). When using the main Spelling and Grammar dialog box, words in document which are not found in Word's dictionary will be listed in the Not in Dictionary box.

Mail merge – This   feature is used to send out bulk emails, but consequently with unique elements. For example, one could produce a series of labels or envelopes for a large mailing, an email or letter that includes names and addresses and other details or a 'directory'. Users simply create one document that contains the information that will be the same in each version, and then add placeholders for the information that will be unique to each version.

Find and Replace– Find and preplace command save precious time. Word Replace can search for all occurrences of a particular word, phrase or set of characters and replace them with an alternative. One will be given the option to replace all occurrences or to move through them individually, accepting or rejecting each change.

Inserting watermarks – When sending an important document or draft sample, one need to be able to protect the content without having to edit much of it. Insert a watermark specific to the objectives via the page layout button. The user can also customize his/her own watermark, and also insert a picture, insert a brand logo, for reports on business or any other document.

 WordArt- WordArt enables drawing text in a Microsoft Word document such as titles, watermark, and other texts, with graphical effects such as skewing, shadowing, rotating, and stretchingin a variety of shapes, colors and even including three-dimensional effects. Users can apply formatting effects such as shadow, bevel, glow, and reflection to their document text as easily as applying bold or

underline. Users can also spell-check texts that uses visual effects, and add text effects to paragraph styles.

Bullets and numbering: Microsoft Word supports bulleted listsand numbered lists. It also features a numbering system that helps add correct numbers to pages, chapters, headers, footnotes, and entries of tables of content.These numbers automatically change to correct ones as new items are added or existing items are deleted. Bullets and numbering can be applied directly to paragraphs and convert them to listyle

Impact of Microsoft Word on Office Technology and Management

Microsoft Office came into being and had revolutionized the way people work in the office today. This led to vast improvements in the office, its arrival did have repercussions in some of the more traditional office operations. It therefore, has the following impacts:

1.   These days, people all over the world are familiar with the products of Microsoft Office. Letters are typed in Word, emails sent in Outlook and worksheets created in Excel with such frequency that they are all taken for granted. The arrival of Office revolutionized the way in which people work to the extent that they employed in the more traditional business supply and service industries had cause to fear for their futures, while those who care about changing nature gave it the thumbs-up.

2.   The use of word processing in office has brought about technological revolution as automated electronic office is far from over-rather, it is gaining increased momentum. Inputting of information by voice is being developed. Many companies have a mainframe computer, which is a large computer to which many desktop personal computers (PCS) can be linked to form a network. This enables them to use the information stored on the big mainframe computer and to communicate with each other (UNESCO Notes on Revitalisation Project-Phase I).

3.   The word-processor brought powerful new functions such as Find & Replace, where, for example, if you realize that you have misspelled a word throughout a document, one can correct every instance of it with only one action. If you want to make such changes on an old manual typewriter Find & Replace meant that you had to find a new sheet of paper, replace the one in the machine, and start again.

4.   The arrival of email and Microsoft Outlook also revolutionized the way in which business functions. Instead of relying on hand delivered communications, messages could be sent with all manner of attachments in a blink of the eye. The back and forth of documents via email meant that, where in the past such communication would have taken days and cost money in postage, it is now possible to conduct the entire communication in a single day and at no expense. When you consider that there are some 2.8 million emails sent per second worldwide (although a great number of these are spam and viruses), it is possible to see the extent to which email now dominates business communications. Outlook, with its abundance of useful functions and user-friendly interface, has played a big part in making email as popular as it is. Again the green lobby was happy as electronic communications saved tons of paper that would have been used for traditional mails.

5.   On a lesser scale, Excel may have had an impact on manufacturers of ledgers, and the advent of PowerPoint probably led to a reduction in orders for overhead projectors. The march of progress cannot be stemmed and just as blacksmiths and wheelwrights have all but disappeared from the working landscape, other professions will follow as the need for their services diminishes with the advent of new forms of technology. One thing one can be sure of, however, is that Microsoft Office will be here for some time to come and so it is worth becoming acquainted with all it has to offer.

6.   Over time, Microsoft has had a huge impact on society. Microsoft was responsible for inventing the world's most successful processor. Today, many people believe that Microsoft Windows and Microsoft office are superior to all other programs. Microsoft is even more successful than Apple Inc. Microsoft which has expanded the internet as well as computer systems and gaming systems. The way the user think about editing, creating, and viewing documents has been forever changed by the invention of Microsoft.

Challenges facing with the use of Microsoft word in office technology and management: No doubt one can easily conclude that Microsoft word has revolutionized all aspects of office work. It has also brought about increased of human and industrial problems. Theseproblems include the following:

1.   Microsoft word requires constant upgrading of knowledge because of the frequent upgrades rolled outby Microsoft Corporation.

2.   Poor electricity supply hinders the use of Microsoft word.

3.   Computers are not fully incorporates into office Technology.

4.   The use of Microsoft word and other word processors can make the office worker lose files completely if not properly saved.

5.   Another possibility of outside network invasion is the welcoming of unwanted programme that often destroy the normal functionality of the computer systems (VIRUSES). Viruses are often sent through the internet by the virus programmer, who is often out for destruction.

6.   Alienation of workers in automated offices is often inevitable, as staff that are often inexperienced on the operation of the new systems are for all time moved to section that could be hostile to them in one way or the other. This is as a result of them being redundant in the automated office. Alienation of workers may lead to total uselessness of workers as their earlier training may mean nothing to the new automated system or office.

Conclusion

This paper has posited that Microsoft word improves the general performance of Office workers who are prepared adequately for the work place in this era of emerging technologies. The knowledge and mastery of computer skills is a veritable tool for enhancing the performance of office managers as it have been shown that it saves time (ability to complete tasks), and it assists in creating word document more easily and error free.

Recommendations

The following are some of the recommendations as to the impact of Microsoft to office technology and management:

1.   Since technology is changing rapidly and the facilities are empowered by electricity then it is the duty of the government to provide adequate electric city.

2.   Computers should be fully incorporate into education sector as it has been spelt out in the national policy on education.

3.   Computers should be secured with Anti- virus.

4.   Frequency of retaining programmes should be encouraged among Office managers to up-grade their knowledge of Microsoft word, as Microsoft Corporationconstantly upgrade their software packages.

5.   Organisations should try to update their staff with training that will fit them in the present system operation.

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The Microsoft Managed Desktop service leverages the built-in capabilities of Microsoft 365. We consider it the gold standard when it comes to the architectural approach, the required policies needed to secure devices, and the ways we believe PCs should be deployed, managed, and operated to exceed the expectations both users and IT. These insights from Qualtrics really illustrate the impact of modern management. When you deploy modern technology and manage it in a modern way, you can extend this same experience to your users. Modern office technology makes significant difference in a workplace. Office technologies enhance performance and this can only be seen if the office is equipped with relevant and needed technologies. There is a strong correlation between the right use of office technologies and positive change in management performance. Users can access the most popular types of computer software programs, like word processing programs which help with the writing and editing of letters and reports, and data management programs which help us to work with long lists of data and spread sheets every day on our tablets, smartphones and laptops, thus, making some management tasks easier (Hritzuk and Jones, 2014). Office management could be regarded as an act of putting into systematic relationship those elements and activities essential to the satisfaction of an office purpose. In a nutshell Organization and the method is simple the way and manner organizational activities is put in the right and most orderly manner. On the other hand is a process of coordinating organizational structure and procedures in the most perfect way. This research is to investigate the impact or organization and methods' on office management with particular reference to Kaduna North Local Government area. The researcher interest to provide answer to issues of office management in the area under study.