
Keyboarding Course for Effective Production of Standard Mails for Computer Operators for Sustainability

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Abstract

Keyboarding course is a course in which all the rules and techniques in producing mail able and standard documents are embedded. In the field of office Technology and management formerly known as Secretarial Administration, keyboarding is among the core courses which one undergoes in order to qualify as an efficient office manager or Secretary as in the past. Today, organization's no longer

Employ the trained office managers rather they employ the computer operators formerly known as copy typist. These are people who learn only computer in question of two – four months, could manipulate the computer in a manner of garbage in and garbage out. The fact that, they were not trained on the technicalities of producing standard mails, nor do they, observe the rules in production work. At this juncture, this paper focuses on the effects of keyboarding on production of standard documents. It identifies the problems posed by these computer operators in the production of sub-standard or un-mail able documents in the office. The paper recommends that employers of labor should endeavor to employ the right qualified personnel for efficient and effective production of standard mails in the office.

Introduction

Keyboarding course is that courses that expose students or individuals in the technicalities and rules of producing standard mails/documents. It inculcates in a person the mastery skills that leads to the proficient and efficient manipulation of the keyboard with mastery touch (Achie Drummond et al 2000). The keyboard should be stroked with ease and without having to stroke the left and right keys with one finger. It exposes one to the correct sitting position that would avoid fatigue, the distances between the individual and the keyboard.

However, keyboarding formerly known as typewriting has all it takes for effective production of standard mails in its course contents as Accuracy Drill, Display, Letter Layout, Paper sizes, Tabulation etc. It exposes all the intrigues one is expected to know as per spaces in producing a standard mail. For instance, in letter writing, the line spaces in-between ‘ address’, salutation, heading and the body of the letter down to the complimentary close and enclosures. Though these things are easily done on the computer than on manual machines, computer cannot operate itself but works on command fed by the user or operator.

Moreover, since the operators have not undergone any course on all the aforementioned course contents, theirs is to manipulate and key in data without observing the rules and regulations designed for producing a particular mail/document. These operators produce “letters” using double line spacing from the address down to complimentary close

thereby making the letter highly un-mail able and of not standard.

Conceptual Clarification

According to Archie D. (2000) keyboarding course has helped millions of people to acquire the basic skills and knowledge of current business practices necessary for employment. This agrees with the opinion of Ahukannah L.I. (1993) that the stroking of the keyboard should be mastered and manipulated without looking on the key board for greater efficiency. In his book titled “Typewriting for Colleges and Polytechnics” which treats the home keys, the stroking of upper and lower keys of the keyboard, the rendition of official and personal letters in different styles/layout of typing formats, the application of punctuations and abbreviations as well as other common business terms for the production of standard mails.

According to Daniel M. (2010) the keyboarding course has all the rudimentary trainings to equip the individual with the accurate typing, speed and efficient manipulation of the machine. This agrees with the opinion of Ukachukwu E. (2012) that the fact, that computer operators do not undergo the training but learns the manipulation of the keyboard hence their output is poor and highly un-mail able which means “garbage in and garbage out”. Therefore, for an individual to be proficiently fit for the post of office manager/secretary, he must undergo the full keyboarding course which enables the person to acquire smooth and correct finger movement. The person must be able to operate the non-printing part of the keyboard efficiently. The person must have a raised level and broaden foundation of the skills and techniques practiced in manipulation of the keyboard. The person should be able to apply the skills and techniques to practical work. The person should be able to acquire an insight into modern business terminology and apply basic language arts principles correctly.

Effects of Keyboarding Course on an Individual

The keyboarding course helps the individual to acquire the basic skills and knowledge of current business practices. This course helps in skill building and production development as in keyboard techniques, language arts drills (spelling, apostrophe, and verb agreement) in addition to skill measurement and record progress. More so, it equips the individual with production development and the consolidation and integrated production of typing projects. The Qwerty keyboard is an integral part of many machines and is the basic means of rapid communication of data: the family at home use the personal computer keyboard to play electronic games, to estimate their income tax liability, to find answers to problems; in business, it is used to type an immense variety of correspondence, to input and retrieve information, to compute, to transmit and receive electronic communications locally, nationally and internationally. (Archie Drummond 2000).

This keyboarding course introduces significant features that further equip the individual to become efficient and competent office manager or a suitable trainee for a word processor operator. The purpose of the keyboarding course is to help the individual/student/trainee in the followings:

- Acquire smooth and correct finger movement;
- Operate the non-printing parts of computer efficiently;
- Raise the level and broaden the foundation of the skills and techniques practiced;
- Apply the skills and techniques to practical work;
- Acquire an insight into modern business terminology;
- Apply basic language arts principles correctly;
- Prepares special drills on homophones and words often miss-spelt.

All these are geared toward accurate typing, speed and efficient manipulation of the keyboard

and the production of standard mails/documents.

Effects of Keyboarding on Mails Production

Following the rules and technicalities learnt in keyboarding in production of mails/documents produce befitting and standard mails. According to Ahukanna L.I. (1991), in the production of letter writing, it is a major error rendering the addresses in double or 1 1/2 space. The standard space for addresses is single line and double line spaces in-between the salutation and the heading/subject. The body of the letter is rendered in single line spacing and double line in-between paragraphs. There should be a clear double line spaces in-between complimentary close and five clear line spaces in-between the signature/name and single line in-between the name and the designation. Three spaces in-between enclosures if there is any.

There should be selected style in which a 'letter' should be rendered either, in blocked, indented or semi-blocked styles. Likewise the punctuations and appropriate spaces should be followed; one space to comma, semi colon, apostrophe, question marks and brackets but two spaces to full stop and colon. After a careful observation and application of the aforementioned rules in producing a mail, the difference is clear and a beautiful and standard mail is produced.

However, different rules are applicable to all the mails. Every mail has a peculiar way of producing it, the spacing and the styles required. Therefore, any person who knows all these rules can efficiently and effectively apply them without being asked to do so.

Problems Posed by Computer Operators

The Computer Operators only learnt the manipulation of the computer without being fully baked into the rudimentary trainings to standardization of mails, for the production of letters, notice, agenda, minutes of meeting, production work etc. There are rules to be followed but these rules are being observed by the computer operators hence they render documents highly un-mail able. Documents/mails exchanged in our offices today do not call for standardization rather on the fact that the content is legible. The bosses when they could not help the situation engage themselves into producing their documents with their laptops in a way and manner they desire thereby saddling the boss with the duties expected to be done by the so called 'computer operators'.

Nevertheless, the use of computer has made the work of mails production very easy if actually the user knows what he/she is expected to do as regards to display, line spacing, punctuation signs etc, the command should be given to the computer since the computer cannot operate itself. The computer operator does the work without appropriate rules until you condemn the work and gives instruction on what should be done. A person employed to work in this field, should be able to harness the problems of this highly un-mail able or non-standard documents.

In this aspect of keyboarding, one has to be qualified in both theoretical and practical so as to be sustained in the work. Furthermore, the computer operators lack the trainings and pose the following problems:

- I** Non rendition of mails/documents in their appropriate styles;
- ii** Non observation of line spacing rules;
- iii** Non observation of space rules to punctuation marks;
- Iv** Non observation of space rules for tabulation work so as to avoid the flushing of the typed words on the vertical lines of the tabular;
- V** Non insertion of reference number;
- Vi** Lack of proof reading/editing abilities;
- Vii** Lack of display ability etc.

These computer operators are secondary school dropouts or in some cases, some have

Successfully completed their secondary education but could not co-ordinate a simple sentence rather rubbish any task/work they are asked to do. The computer provides all facilities for text production for example delete, insert or add fresh ideas to existing text, yet these computer operators make corrections and print over and over again with the same mistakes thereby stressing the boss who reads the work and discovers mistakes gain and gain. This as well brings about wastage of papers and involves high printing cost. More so, the fact that the computer operators are slow in the manipulation of the keyboard as a result of non mastery of the keys but keys in data from both breadth and length searching and stroking the keys. This also delays the production of documents for promptness. Some boss who could not condone the attitudes of these computer operators request that such a person be transferred to another office. On the other hand, if this is a person who is on self employment of running a business centre, the moment his /her customers are displeased by the work, the tendency is discontinuity in patronage and results in the liquidation of the business as most of them do. Therefore, for sustainability in this business, one has to be fully acquainted in knowing every aspects of this keyboarding course for effectiveness.

Conclusion

Keyboarding course has really equipped an individual with all the skills for production of mail able and standard documents. Having equipped the individual with the skills for smooth and correct finger movement that enables to operate the non-printing parts of the keyboard efficiently, it has raised the level and broadened the foundation of the skills and technicalities practiced in this course. It has exposed the individual to skills and techniques to practical work and an insight into modern business terminology.

The problems in offices today, of correspondences produced without its appropriate rules and styles, difficulty in the retrieval of files/documents for reference purposes, executives' inability to accomplish task at the appropriate time are posed by the computer operators as their skills of manipulating the computer alone cannot expose them to the proper production of standard mails. Therefore, it is high time a spade should be called a spade by allowing the computer operators learn alongside the computer with the keyboarding course. Or give honor to whom, honor is due by giving the trained secretaries/managers the opportunity to occupy their rightful positions in the offices for greater efficiency and sustainability.

Recommendation

Having highlighted on the effects of keyboarding course on individual and on mails production, the problems posed by computer operators in producing un-mail able or non standard mails/documents, the followings are recommended:

- Employers of labor should avoid the employment of computer operators instead of the professionally trained personnel;
- The road side computer operators should endeavor to learn keyboarding course so as to enable them produce mails and documents in a way and manner is desired for standardization;
- All the rudimentary trainings in keyboarding should be learnt by anyone who wants to thrive in this field for sustainability;
- The mastery of the keyboard skill should not be over looked so as to gain the knowledge of correct stroking of the keys.

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