

SYLLABUS
OFFICE MANAGEMENT
B.A. Semester-I
OFFICE MANAGEMENT

Time: 3 Hours

Max. Marks :80

Int. Assessment:20

Introduction: Meaning, functions and importance of office management; office management and organization. Principles of office management and organization. Principal departments of modern office. Centralization vs. decentralization of office services.

Office Manager: Qualifications and qualities of office manager. The status of office manager in total organization. The authorities and responsibilities of an office manger.

Office accommodation: Selection of site. Office layout. Environment and working conditions.

Office Communication: Various means of communication- Their use, merits and limitations. Selection of means of communication. Correspondence through Internet.

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B.A. Semester-II
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Time: 3 Hours

Max. Marks :80

Int. Assessment:20

Office Records: Filing and Indexing. Retention and weeding out of papers.

HRM for office Management: Recruitment, Selection and Training of office staff. Office supervision-duties and responsibilities of supervisory staff. Motivation- Financial and non-financial incentives to subordinates.

Planning and Scheduling Office Work: Office routine, flow of work and office manual.

Stationery and forms: The design and control of office forms. Control over stationery, forms and supplies.

Office Automation: Uses and abuses of labour saving appliances. A study of various types of commonly used appliances i.e. typewriter, duplicator, accounting machines, addressing, machines, calculator, franking machine, weighting and folding machine, Dictaphone, cash register, coin sorter, time recorder, photocopier, telephone, facsimile, computer, scanner, printer, letter opener, time and date stamps etc.

Correspondence: Routine of handling mail. Importance of correspondence in business and Govt. offices. Essentials of good business and official correspondence. Various forms of correspondence.

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OFFICE MANAGEMENT B.A. Semester-III

Time: 3 Hours

Max. Marks :80

Int. Assessment:20

Meaning and types of secretaries. Qualities, qualifications, powers and duties of Secretary of: Cooperative society, club or other such associations, educational societies, and Chambers of commerce.

Joint Stock Company: Meaning, characteristics and types of companies; Lifting of corporate veil.

Company Secretary: Qualities, qualifications, and appointment of company secretary; Rights, duties and liabilities of company secretary.

Formation of a joint stock company and secretarial work; Share capital of a company; Secretarial practices relating to issue and allotment of shares and share certificate.

Secretarial practices relating to transfer and transmission of shares.

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OFFICE MANAGEMENT B.A. Semester-IV

Time: 3 Hours

Max. Marks :80

Int. Assessment:20

Company meeting: Meaning and types of meeting; Secretarial practices relating to holding of meetings with special reference to notice, agenda, quorum, motions, resolutions, sense of meeting, adjournment of meeting and minutes. Minutes writing- types of minutes, minutes book, contents of minute, drafting or writing of minutes.

Personal Secretary: Qualities, qualifications, role and functions of personal secretary in business houses. Personal traits of secretary.

Government Secretary: Role of secretary in Govt. offices, Types and qualifications of Govt. secretaries. Organization of State Govt. Secretariat;

Main provisions of Official Language Act applicable to Govt. offices.