

## Certificate Course Syllabus for B.Com. (2019 Pattern)

**Name of the Programme:**

**Programme Code:**

**Class:**

**Semester:**

**Course Code** : CC107

**Course Title** : Office Administration

**No. of Credits** : 02

**No. of Teaching Hours** : 32

### Course Objectives:

1. To familiarize with the Office Management Fundamentals.
2. To understand the Office Manager Profession
3. To manage Office Environment and Office Location effectively.
4. To learn best practices for Office Workflow
5. To make aware about Recent Trends in Modern Communications
6. To develop Office Services to enhance work productivity.
7. To comprehend the Recent Developments in Office Administration

### Course Outcomes:

**By the end of the course, students will be able to:**

CO1. The course will help the students to learn about basics of Modern Office.

CO2. The students will be able to understand the role of Office Managers.

CO3. It may help the students to manage Office Environment and Office Location effectively.

CO4. It will help to learn best practices for Office Workflow

CO5. It will make students acquaint with use of Recent Trends in Modern Communications.

CO6. It may guide the students about developing Office Services to enhance work productivity.

CO7. The students may also be able to employ efficient tactics by understanding Recent Developments in Office Administration

### Topics and Learning Points

Unit No.	Contents	No. of Periods/ Hours
I	<b>Office Management Fundamentals</b> 1.1 <u>Nature and Functions of Modern Office-</u> Introduction - Definitions of Office - Traditional and Modern Concept of Office - Characteristics of Modern Office - Functions of Modern Office 1.2 <u>Office Management-</u> Definitions, elements, process of office management. Office Manager Role, Functions, qualities duties, responsibilities, positions and status of office manager	06



II	<b>Office Environment and Location Layout</b> 2.1 <u>Importance of Office Environment</u> . 2.2 <u>Location</u> - Factors to be considered while selecting office location. 2.3 <u>Office Building</u> -Its maintenance and Principles regarding office building. 2.4 <u>Layout</u> - Principles of office layout, factors in designing layout 2.5 <u>Office Furniture</u> - Suitability of furniture - Factors to be considered while acquiring new furniture.	06
III	<b>Office Systems and Procedure and Communications</b> 3.1 <u>System and Procedure</u> – Meaning, objects, flow of office, Difficulties in ideal work flow, Measures to improve the flow of a work, Analysis and study of jobs, measurement, setting standards, Planning and scheduling of office work. 3.2 <u>Communication</u> Recent trends in Modern communications such as Fax, E-mail, Internet, w.w.w. (World Wide Web), Tally, EDP, Cellular Phones, Teleconferencing.	06
IV	<b>Office Services</b> 4.1 <u>Office Services</u> - (Mail Routine, Courier, Office forms and designing, Office stationery) 4.2 <u>Centralisation and Decentralisation of office services</u> -Organization and Management of mail department 4.3 <u>Mail Routine</u> - Equipments for mailing department. Courier services its need and importance, difficulties. 4.4 <u>Office Forms</u> - Meaning, Objects, Nature advantages and types of office forms steps in forms, Control standardisation of forms. Forms Design Principles, Factors in Forms Design - Methods and types of office forms designing 4.5 <u>Office Stationery and Supplies</u> - Meaning and Stationery - Need and Importance of stationery. Essentials of a good system of regulating stationery, purchases, standardization, storage, Record of stationery, Control of in stock, Issue of stationery, regulating consumption.	10
V	<b>Recent Developments in Office Administration</b> 5.1 <u>Paperless Office</u> - Working from home - Office Productivity Effectiveness. <u>MIS</u> - It's Features, advantages, designing of MIS and MIS Evaluation.	04
<b>Total</b>		<b>32</b>

### References:

1. A text book for office procedures, office administration and management, office organization & secretarial duties- Caroline Kajuju Munyua, kenhill consultants
2. Office Management, Pillai R.S.N. , S Chand & Company
3. Office Management, R.K. Chopra, Himalaya Publishing House
4. Principles of office management, Dr.R.C.Bhatia, Lotus Press
5. Modern office management and commercial correspondence, Dr.R.C.Bhatia, Sterling Publishers Pvt.Ltd
6. Where is My Office?: Reimagining the Workplace for the 21st Century, Chris Kane, Bloomsbury Business

