

Title	OFFICE MANAGEMENT		
Class	B.Com	Semester	I – VI
Course Objectives	<p>The Course aims to</p> <ul style="list-style-type: none"> • Familiarize the office work and office functions • Expose the knowledge on office administration and office layout • Build knowledge on office system and mechanization of office procedures • Develop knowledge in managing and maintaining office records • Impart knowledge on communication process and office correspondence 		

UNIT	SYLLABUS
I	Modern Office and Management Introduction – Meaning – Office Work - Office Functions – Principles of Management - Elements - Functions of Office Management – Information Management – Organization - Characteristics - Importance – Benefits – Steps - Principles.
II	Administration and Accommodation. Administration – Objectives – Accommodation – Principles – Location – Office Layout – Re-Layout – New Trends in Office Layout – Office Lighting – Types – Benefits – Ventilation - Interior Decoration- Physical Hazards – Sanitary Requirements – Security – Secrecy - Cleanliness.
III	Office System and Procedures System Concept – Definition – System Analysis – Flow of Work – Role of Manager - Centralization vs Decentralization – Mechanization – Criteria – Types of Office Machines. Office Forms – Forms Control – Designing –Stationery.
IV	Records Management Records – Importance – Filing – Essentials - Classification and Arrangement of Files – Methods. Modern Filing Devices – Indexing – Types – Selection – Filing Routine – Manual – Retention Evaluation – Modern Techniques in Maintenance of Records .
V	Communication and Office Correspondence Importance – Barriers – Process – Characteristics – Office Correspondence – Mail Services Facilities – Arrangements – Mail Routines – Cost Reduction or Cost Saving – Areas – Methods – Budgetary Control.
References	<p>Text Book 1.Chopra R.K, “Office Organization and Management”, 10th Revised Ed., Himalaya Publishing House, New Delhi, 2015.</p> <p>Reference Books 1.Arora S P, “Office Organization and Management”, 2nd Revised Ed., Vikas Publishing Pvt Ltd., New Delhi, 2006. 2. Ghosh P K, “Office Management”, 12th Enlarged Ed., Sultan Chand and Sons, New Delhi, 2010.</p>
Course Outcomes	<p>On completion of the course, students will be able to</p> <p>CO 1: Exhibit the knowledge and principles in office environment CO 2:Recollect the office administration structure and office layout CO 3:Identify appropriate flow of work and the criteria for mechanization CO 4:Apply the knowledge in managing office records CO5:Identify and utilize the effective communication channels for correspondence</p>