

**Commissioner of Collegiate Education, A.P**  
**CBCS – Revision of UG Restructured Courses Syllabus**  
**(To Be Implemented from 2020-21 Academic Year)**  
**PROGRAMME: THREE-YEAR B.A**

**REVISED SYLLABUS OF OFFICE MANAGEMENT AND SECRETARIAL PRACTICE UNDER CBCS FRAMEWORK WITH EFFECT FROM 2020-2021**

(Political Science, Economics and Office Management and Secretarial Practice)

**Domain Subject: Office Management and Secretarial Practice**

**Structure of Office Management and Secretarial Practice Syllabus under CBCS for 3 years**

**B.A. Programme (with domain subject covered during the first 4 Semesters with 5 Courses)**

SL. No	Courses	Title of the Course	Semester	Hours	Credits	Marks	
						Internal	Semester-end exam
1	1	Office Management and Methods	I	5	4	25	75
2	2	Communication and Business Correspondence	II	5	4	25	75
3	3	Computing Basics and its Applications	III	5	4	25	75
4	4	Secretarial Practice in Office Management	IV	5	4	25	75
5	5	Public Personal Administration	IV	5	4	25	75

**I B.A**  
**Semester-I (Paper-I)**

**Office Management and Methods**

**Objectives:**

To familiarize students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, the facilities provided to the staff working in office, the working environment, tools and equipment used in office.

**Unit I**

Office and office Management – meaning of office, functions of office-primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.

**Unit II**

Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

**Unit III**

Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens off or ms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

**Unit IV**

Office Machines and equipment – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security.

**Unit V**

Measurement of Office Work – Importance, purpose, difficulty in measuring office work, Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manual and steps in preparing of office manuals.

### **Suggested Readings**

1. Chhabra, T.N., Modern Business Organization, New Delhi, Dhanpat Rai & Sons.
2. Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.

## **I B.A Semester –II (Paper-II)**

### **Communication and Business Correspondence**

#### **Objectives:**

This paper helps students to develop verbal and non-verbal communication skills placing emphasis on the practical applications of both.

#### **Unit I**

**Communication** – Meaning, importance, process, of communication, objectives of effective communication. Forms of communication – oral, written, visual and audio-visual. Types of office communication internal and external. Barrier to communication and overcoming the barriers.

#### **Unit II**

**Business Correspondence** – Meaning, importance, qualities of good business Correspondence, Structure and layout of business letters and types of business letters.

#### **Unit III**

**Letters of enquires and replies** - Letters of status and credit enquiries, Letters placing orders, Confirmation, modification and non-acceptance of orders, Letters of complaints and adjustments, Circular letters.

#### **Unit IV**

**Dunning Letter** - Banking correspondence, Insurance letters, Employment related letters, Correspondence with public bodies/authorities.

## **Unit V**

**Office meetings** – Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes, Abbreviations and terms used in Business Correspondence.

## **Suggested Readings**

1. Sinha, K.K., *Business Communication*, Galgotia and Sons, New Delhi.
2. P.K. Ghosh, “*Office Management*”, Sultan Chand & Sons. New Delhi
3. Chawla, Shailesh K. *Essential Business Communication*, Mayur Paper Back. Campbell, Jeremy, Grammatical Man. Simon & Schuster.

## **II B.A Semester –III (Paper-III)**

### **Computing Basics and its Applications I**

**Theory: 50 Practical: 40 Viva-Voce: 10 (Internal Assessment in Theory component only)**

## **Unit-I**

### **World of Computers:**

Characteristics of Computers, Evolution and Generation of Computers, Hardware and Software Components, Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts.

## **Unit II**

**Advanced Concepts of Networks and Internet:** Keywords: URL, IP address, Hyperlinks, Web pages, Home page, web sites, WWW, Dial-up ,Broadband, Dedicated, ISP, Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wi-Fi. Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser windows and their management, working offline, deleting temporary files, exploring Internet Options, Net Etiquettes, Searching the Web: Meaning of Search Engines and Keywords,

### **Unit III**

**Database Management System (DBMS):** Meaning and need of a database, Advantages, Limitations of databases, Applications of Database, Meaning and need of DBMS, Database Components: Tables, Rows, Columns, Attributes, Queries, Record, Primary Key, Foreign Key, Relationship between tables.

### **Unit IV**

**E-Typewriting:** Meaning and uses of Touch Method (The student is required to achieve proficiency in e-typewriting with touch method of typewriting,) Method of speed calculation (The minimum accurate speed to be attained is 30 words per minute).

### **Unit V**

**Word Processing:** Meaning of Word Processor, Need and Uses of Word Processing, Advantages and Limitations of Word Processing, Software used for Word Processing, Why MS-Word and which version? Starting Word: MS Word interface, opening a blank document, hiding and showing toolbars, templates. Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification and Alignment, Bullets and Numbering, Tabs, Paragraph formatting, Indent, Page Formatting, Header and Footer & Word Count. Working with a Document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview, printing document. Finishing Touch to a document: Inserting date and time, Special effects such as Bold, Scripts, etc., Inserting and deleting a comment, Inserting Clip Arts.

Note: The relevant short cut keys of MS Word to be discussed.

### **Suggested Readings**

1. Absolute Beginner's Guide to Computer Basics, Michael Miller.
2. Fundamental of Computers, AkashSaxena, Kartika Gupta.
3. Fundamentals of Information Technology, Alexis and Mathew.
4. Computer Fundamentals, P.K. Sinha.
5. Principles of Typewriting, D.P. Bhatia and S.S. Sangal.
6. Microsoft Word 2010 Step by Step(Microsoft) by Joyce Cox and JoanLambert.
7. MS Word 2000 Thumb Rules and Details, Snigdha Banerjee.
8. Word 2010 All-in-One for Dummies, Doug Lowe and Ryan C. Williams.

## **GUIDELINES FOR THE CONDUCT OF PRACTICAL EXAMINATION**

### **Computing Basics & Its Applications –I**

#### **Practical**

Time: 35 Minutes (Excluding Viva-Voce)

Maximum Marks: 50

Ques No.	Description of Question	No. of Words	Marks	Time Allowed
1	E-Typewriting	300	20	5 Minutes
2	A Question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time.	150	20	30 Minutes
	Total		40	35 Minutes
	Viva-Voce		10	
	Total Marks		50	

#### **NOTE:**

1. There will be no Internal Assessment in the Practical component of this paper.
2. 10 Minutes time may be given to the examiners for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of above questions for evaluation.

### **II B.A Semester –IV (Paper-IV)**

#### **Secretarial Practice and Basics Phonography-I**

#### **Objectives:**

The main objective is to familiarize the students with the activities of modern office, role of a Private Secretary in an office besides gaining essential skills in handling of various office operations. As it is very important for an Executive Assistant to write rapidly and accurately, the knowledge of art of writing spoken sounds with the help of principles of Sir Isaac Pitman would help the students to take notes and carry out office work speedily.

## **Unit –I**

**Secretary:** Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

### **Organizational Structure:**

Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

## **Unit –II**

**Meetings:** Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

## **Unit-III:**

**Handling of Mail:** Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail, Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

## **Unit –IV**

**Office Automation:** Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines – Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

**Stationery:** Need and importance of stationery, purchase of stationery, storage of Stationery, issue and control of stationery.

## **Unit –V**

**Appointments and Travel Arrangements:** Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

### **Suggested Readings**

1. Office Management, B.R. Duggal, KitabMahal, New Delhi.
2. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, NewDelhi-110002
3. Office Organization and Management, S.P. Arora, Vikas Publishing House.
4. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
5. Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.

## **II B.A Semester –IV (Paper-V)**

### **Public Personnel Administration**

#### **UNIT-I**

Public Personnel Administration – Nature – Scope – Importance, Structure of Civil Services in India – All India Services – Central Services, State Services, Position Classification.

#### **UNIT-II**

Civil Services – Recruitment, Training, Second Administrative Reforms Commission, Accountability – Permanent Executives.

#### **UNIT-III**

Higher Civil Services – Ethical Values, Discipline – Morale and Motivation, Employees Welfare – Retirement Benefits.

#### **UNIT-IV**

Employer – Employee Relations, Civil Services Unionism – Right to Strike.

#### **UNIT – V**

Promotion – Principles and Importance, Emerging Problems in Personnel Administration.

### **Suggested Readings**

1. Stahl O. (1975). Glenn Public Personnel Administration Oxford & IBH, New Delhi.
2. Goel, S.L. (1984). Public Personnel Administration, Sterling, New Delhi.
3. Varma, S.P. & Sharma, S.K. (1985). Managing Public Personnel Systems II, AP, New Delhi.



4. Nigro (1963). Public Personal Administration, Holf, New York.
5. Avasthi&Maheswari (2010). Public Administration, Lakshmi Narayana Agarwal, Agra.
6. Sharan, P. (1981). Modern Public Administration, Meenakshi Prakashan, New Delhi.
7. Singh Hoshiar and Singh Mahender (1989). Public Administration in India Theory and Practice, Sterling, New Delhi.
8. Krishna K. Thummala. Public Administration in India.
9. Ramesh K. Arora and Rajani Goyal (1996). Indian Public Administration – Institutions and Issues, WishwaPrakashan, New Delhi. -23-

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