

DSE (Stream)- Modern Office Management

Office Practices

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Office Practices	4	3	1	0	Pass in XII	NIL

Learning Objectives

The aim of the paper is to acquaint the students with Modern Office Practices in an office environment. The knowledge acquired by the students would help them to manage the modern office effectively as office manager, executive or personal secretary by using the skills set acquired by them through this course.

Learning Outcomes

1. Examine the nature of conventional office, modern office, paperless office, automated and virtual office.
2. Analyze recent trends in office environment.
3. Evaluate the significance of office mechanisation.
4. Analyze the procedure of procurement and maintenance of office forms, stationery, office supplies and machines procured and used by employees.
5. Maintain official records and interpret office correspondence system.

Course Contents:

Unit 1: Office and its Functions (10 hours)

Meaning and Definition of Office, Characteristics of an Office, Requisites of an Office, Significance of Modern Office, Scope and Growth of Office Activities, Office Management, Objectives and Principles of Office Management, Primary and Secondary/Administrative Functions, Development of Office Practices, Office Hierarchy, Changing the Nature and Scope of Office Work, Functions of Office Manager, Essential Qualification, Experience and Supervisory Skills Required for Office Manager, Management and Administrative Functions, Changing Office Scenario, Concept of Paperless Office, Automated Office, Virtual Office.

Unit 2: Office environment (10 hours)

Location and Office Building, New Trends -Office Spaces, Open and Private Office, Front and Back Office Support, Infrastructure, Safety and Security, Ventilation, Green Office, office layout, concept of open office, front and back office support, Use of modular office furniture, emerging office concepts: green office, home environment at work, work from home, flexible office hours, significance of office location, factors affecting choice of office location, working environment.

Unit 3: Office Mechanization (10 hours)

Introduction, meaning and importance of office mechanization, objective and use of office automation tools- desktop/ personal computers, printers, scanners, fax machines, photocopier, calling bell, telephones, mobile phones, video conferencing, CCTV Camera, biometric attendance machine.

Unit 4: Office forms and correspondence (15 hours)

a) Office Forms, Principles of Design and Development of Forms, Control of Forms, Office Stationery and Supplies, Office Mechanization, Advantages and Disadvantages of Mechanization, Criteria for selection of Office Machines, Lease and Purchase of Office Equipment, Procurement of Office Supplies, Modular Furniture, Purchase Procedure, e- Tender and Stock of Supplies. (08 hours)

b) Mail, Office Correspondence, Organizing Correspondence, Production and Drafting of Correspondence, Typing and Stenographic Services, Dictating Letters, Handling and Disposal of Mail, Handling and Supervision of Office Records, Management of office records, Disposal and Retention of Office Records. Banking: UPI, PayTM, Net Banking, Mobile Banking, RTGS/NEFT/IMPS, Demand Drafts and Validity of Cheques. (07 hours)

Exercises

The learners are required to:

1. Visit the administrative office of their College, any Government office or any Private office, and examine its characteristics.
2. Observe the office building, ventilation and layout of the office building visited.
3. Analyse the mechanisation tools employed in the office visited.
4. Observe the office supplies, stationery, office forms used in different office systems.
5. Analyse the system of maintaining official records and communication in different offices.

Suggested Readings

- Bhatia, R. K. (2003). Office Management. New Delhi: Galgotia Publishing Company.
- Chopra, R. K., & Bhatia, A. (2010). Office Management. 15th Edition. Mumbai: Himalaya Publishing House.
- Geoffrey, M., Standiford, O., & Appleby, R. C. (1991). Modern Office Management.
- Mills, G., & Standiford, O. (1949). Office Organization and Method. Pitman.
- O'Rourke, J. S. (2019). Management Communication: A Case Analysis Approach. Routledge.
- Thukaram Rao, M. E. (2009). Office Organization and Management. New Delhi: Atlantic Publishers and Distributors.

Note: Suggested readings will be updated by the Department of Commerce and uploaded on the Department's website.