

B.A. (VS) Modern Office Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE – 6.1 (DSC-6.1)
Strategic Office Management

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Strategic Office Management (DSC-6.1)	4	3	1	-	12th Pass	

Learning Objective: The course aims to understand about the Strategic Office Management which is crucial to perform official functions effectively with the applications of principles of management at all levels in the Business. Effective Office Management play a significant role for success in the Business World.

Learning Outcomes: After completion of the course, learners will be able to:

1. describe the concept of office management, its structure and how it functions.
2. analyse the systems and processes of office management.
3. describe different structures of business and delegation of authority and powers to functional managers.
4. demonstrate the knowledge of business finance, how SEBI works, money investment and marketing management.
5. summarize the knowledge of dynamics of office management.

Course Contents:

Unit 1: Office Management and Its Importance

9 hours

Office Management: Purpose of an office, functions of an office and its strategic importance. Office environment. Office Organization: Principles of office organisation, Formal and Informal Organization, Types of Organizations, selecting type of organisation, Organization Chart, Types of Organization Charts, Relation of Office with other Departments, Office Manuals, Authority and Responsibility, Centralization and Decentralization, Information Management, Scientific Office Management, Aims of Scientific Management.

Unit 2: Office Management Systems and Processes

9 hours

Planning office activity: objectives, policies, programmes and procedures, Organising of office activity: staffing, motivating, coordination, direction and controlling, The job and position of office manager. Functions, duties and responsibilities of office manager. Qualities of office manager. Administrative office management. Office system and its importance, Characteristics of sound office System, Principles of Office Systems, Office Routines. Role of office manager in systems and procedures.

Unit 3: Organizational Structure, Delegation of Powers and Group Dynamics **9 hours**

Nature of Organization Structure, Role of Functional Manager, Network Organization Structure, Advantages and Disadvantages, Features of Authority, Administrative and Financial Powers, Delegation of Powers and Authority, Formation of Groups and Teams, Formal and Informal Groups, Group Dynamics: Group Norms and Role, Group Cohesiveness, Groups: Behaviour, Tasks, Processes and Effectiveness.

Unit 4: Business Finance and Marketing Management **9 hours**

Concept, Role and Objectives of Financial Management, Financial Planning and its Importance, Capital Structure, Fixed and Working Capital, Financial Markets: Concept, Functions and Types, Money Market and its Instruments, Capital Market, Stock Exchange Functions and Trading Procedure, Objectives and Functions of SEBI, Market Management, Functions of Marketing, Marketing Mix: People, Product, Price, Process, Physical Distribution, Physical Evidence and Promotion.

Unit 5: Strategic Management Dynamics: Leadership, Motivation and Control **9 hours**

Leadership: Features, Importance, Qualities and Styles of Leadership. Determinants of Leadership Styles, The Managerial Grid, Situational Leadership, Traits of Leadership, and Motivational Theories: Maslow's Need Hierarchy Theory, Herzberg's Two Factor Theory, McGregor's X and Y Theory, Ouchi's Theory "Z", Comparison between Theory 'X' and Theory 'Y', Work Measurement, Techniques of Work Measurement, Standards of Performance, Measurement of Efficiency of Office Staff, Effective Control System, Process of Control: Setting Standards, Measurement of Performance, Comparing the Actual Performance with Standards and Taking Corrective Action.

Exercises: The learners are required to:

1. analyse the nature and importance of the profession of office management, function of office jobs and experience it while paying the visit to the educational, financial or other manufacturing/marketing institutions
2. while visiting different industries, observe their business systems, procedures and practices which are significant for effective functioning of office management
3. read the case studies to advance their knowledge about structure, authority and how officials' powers are used in office management
4. observe the dynamics of office management in their college administration and management.

Suggested Readings:

- Agarwal, R., D., (2021). *Organization and Management*. Pragati Online.
- Arora, S. P. (2009). *Office organisation and management*. Vikas Publishing House
- Bhatia, R. C. (2005). *Principles of office management*. Lotus Press, Delhi, India.
- Chopra, R. K., & Bhatia, A. (2015). *Office Organization and Management*. Himalaya Publishing House.
- Kavita, S. (2015). *Organizational behaviour: Text and cases*. Vikas Publishing House, New Delhi, India.
- Koontz, H., O'Donnell, C., & Weihrich, H. (1986). *Essentials of management* (Vol. 18). New York: McGraw-Hill.
- Koontz, H., O'Donnell, C., & Weihrich, H. (1986). *Essentials of management An International Perspective* (Vol. 18). New York: McGraw-Hill.
- Kumar, N., & Mittal, R. (2001). *Office Management*. Anmol Publications, Delhi, India.

- Quible, Z. K. (2014). *Pearson New International Edition: Administrative Office Management*. Pearson, India
- Thukaram Rao, M. E. (2009). *Office Organization and Management*. Atlantic Publishers and Distributors, New Delhi, India.

Notes:

- 1. Suggested readings shall be updated and uploaded on the college website from time to time.**
- 2. Examination scheme and mode shall be as prescribed by the Examination branch, University of Delhi from time to time.**

B.A. (VS) Modern Office Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE – 6.2 (DSC-6.2)
Management Information System

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Management Information System (DSC-6.2)	4	3	1	-	12th Pass	-

Learning Objective: This course has been designed to develop the understanding and application of the management information systems in organizations. The course would help organizations create sustainable competitive advantage in respective industries and appreciate the significance of IT investment decisions made by organizations.

Learning Outcomes: After completion of the course, learners will be able to:

1. explain the meaning and concept of MIS and understand the challenges associated with it.
2. analyse how technology can provide competitive advantages to the offices.
3. examine the major tools and systems that information systems professionals use in offices.
4. describe how technology facilitates and enhances both operational and strategic decision making in organizations.
5. prepare himself for the key system applications and possible security threats while using information systems in offices.

Unit I: Introduction to Information System and MIS 9 hours

Information Systems, E-Business, E-Commerce, E-communication, and E-collaboration; Introduction to Information Systems; Management Information System (MIS): Meaning and its Requisites, Challenges of Digital Age; Changing role of MIS managers; Organisation as a system.

Unit II: Information system strategies 9 hours

Impact of information systems on Organizations; Information system strategies for dealing with competitive forces; The Internet and Organization; Ethical and Social issues in information systems.

Unit III: IT infrastructure 9 hours

Understanding IT infrastructure and its components; Quantum computing, virtualization, cloud computing, and green computing; challenges of managing IT infrastructure.

Unit IV: Decision- making Process and MIS 9 hours

Decision-making Process; organisational decision-making; MIS and decision-making; knowledge and knowledge management systems; Information and Knowledge Management System.

Unit V: Key System Applications and Security Issues

9 hours

Information systems controls; Security issues and solutions; Enterprise systems; Supply chain management systems; Customer relationship management systems.

Practical Exercises: The learners are required to:

1. analyse the challenges and opportunities of MIS in an organisation.
2. Visit the office of reputed organisation and study how technology is providing competitive advantages to the firm
3. study the major tools and systems that information systems professionals use in offices.
4. study how the MIS is helping the organisation in analysis of information and decision making.
5. analyse security issues and solutions relating to MIS.

Suggestive Readings:

- Davis, G., & Margrethe, O. (2017). *“Management Information System: Conceptual Foundations - Structure and Development”* (2nd ed.). McGraw Hill Education.
- Effy, OZ. (2013). *“Management information systems”* (6thed.). USA: Cengage Learning.
- Goyal, D. P. (2014). *“Management Information Systems: Managerial Perspectives”* (4th Ed.). Vikas Publishing House Pvt Ltd.
- Jawadekar, W. S., & Dubey, S. S. (2020). *“Management Information System: Text and Cases”* (6th ed.). McGraw Hill Education.
- Laudon, K. C., & Laudon, J. P. (2016). *“Management Information Systems: Managing the Digital Firm”* (14th ed.). Pearson Education Limited.
- O'Brien, J. A., & Marakas, G. (2017). *“Management information systems”* (10thed.). McGraw Hill Education.
- Rajaraman, V. (2004). *Self-study Guide to Analysis and Design of Information Systems*. PHI Learning Pvt. Ltd.
- Schultheis & Summer. “Management information systems – The manager's view”, (4th ed.). Tata McGraw Hill, India
- Turban, E. & Aronson, J.E. (2001). *“Decision Support Systems and Intelligent Systems”*. Prentice Hall, Upper Saddle River, New Jersey.

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B.A. (VS) Modern Office Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE – 6.3 ((DSC-6.3)
Organisational Behaviour

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Organisational Behaviour (DSC-6.3)	4	3	1	-	12th Pass	-

Learning Objective: The course aims to enhance the understanding of the basic concept of organisational behaviour (OB) and the working of modern organizations. It focuses on the study of human behaviour at three levels: Individual, Interpersonal and Group.

Learning Outcomes: After completion of the course, learners will be able to:

1. apply the concepts of OB in managing people at the workplace.
2. analyse the impact of individual behaviour in the working of organisations.
3. assess the importance of effective communication in organisations.
4. critically evaluate the role of motivation theories in guiding human behaviour.
5. analyse the dynamics of group behaviour and evaluate diverse leadership styles and strategies.
6. evaluate strategies employed to manage organisational conflict, organisational change and stress.

Unit 1: Introduction

6 hours

Organisational Behaviour: Concepts, history and determinants; Contributing disciplines of OB; challenges and opportunities of OB.

Unit 2: Individual Behaviour

9 hours

Meaning and significance of Individual Behaviour; Types of Personality; Job related attitude; Components of learning, Factors influencing perception; Values-nature and types.

Unit 3: Communication and Motivation

12 hours

Understanding Communication; Process of Communication; Essentials of effective communication; Contemporary means of communication. Motivation – meaning, significance and process; Theories of motivation (Need Hierarchy, Theory X and Theory Y, Two Factors Theory).

Unit 4: Group Behaviour and Leadership

12 hours

Group behaviour, Group norms, Group roles, and Group cohesiveness; Group decision making process. Leadership – concept, styles and contemporary issues in leadership.

Unit 5: Dynamics of Organisational Behaviour

6 hours

Organisational culture- concept and determinants; Organisational conflict - sources, resolution strategies; Organisational change- significance and resistance to change; Stress- causes and management of stress.

Practical Exercises: The learners are required to:

1. analyse the challenges and opportunities of OB.
2. undertake a group activity to identify personality type of different individuals.
3. perform role plays on JOHARI Window Model to understand how to improve communication at workplace.
4. identify innovative motivational tools practiced by contemporary organizations.
5. conduct a primary survey to study the dynamics of group behaviour.
6. analyse different leadership styles used in various organisations.
7. apply and test various stress management techniques like deep breathing, exercise, and mindfulness.

Suggested Readings

- Greenberg, J. (2015). *Behavior in Organizations*. (10th Ed.). Pearson Education India.
 - Hersey, P. K., Blanchard, D., & Johnson, D. (2013). *Management of Organizational Behavior*. Pearson.
 - Luthans, F. (2017). *Organisational Behavior-An evidence-based approach*. (12th Ed.) McGraw-Hill Education.
 - Pareek, U. (2014). *Understanding Organisational Behavior*. Oxford University Press.
 - Robbins, S. T., Judge, T. A. (2019). *Essentials of Organizational Behaviour*. Pearson.
 - Singh, A. K., & Singh, B. P. *Organisational Behavior*. New Delhi: Excel Books Pvt. Ltd.
 - Singh, K. (2015). *Organisational Behavior: Texts & Cases* (3rd Ed.). India: Pearson.
- Additional Resources

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