

Bachelor of Arts (VS)- Modern Office Management

Semester VII

Discipline Specific Course – 7.2- (DSE 7.2) People Management in Modern Offices

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		
People Management in Modern Offices DSE (7.2)	4	3	1	-	Class XII	Nil

Learning Objective:

- To provide learners with essential knowledge of Human Resource Management.
- To develop skills for effectively managing people in modern office environments.
- To equip students with competencies in recruitment and selection processes.
- To train learners in designing and delivering effective training and development programs.

Learning Outcomes: Students will be able to:

- Explain the functions and strategic importance of human resource management in modern office environments.
- Describe and apply recruitment, selection, and onboarding processes using appropriate tools and ethical practices suited for office management.
- Evaluate training needs, suggest suitable training methods, and assess employee performance using appraisal techniques relevant to modern offices.
- Interpret and apply key HR metrics using HR analytics tools to support data-driven decision-making in office settings.
- Demonstrate awareness of inclusive workplace practices, grievance handling, workplace safety, professional conduct, and legal compliance including POSH in office environments.

Course Content

(Theory 45 Hours + 15 hours Tutorials)

Unit 1: Introduction to Human Resource Management in Modern Offices 10 Hours

Meaning, nature, and scope of HRM in office management, functions and objectives of HRM in modern offices, evolution of HRM: from personnel management to strategic HRM, role of HR in modern office environments and knowledge-based workplaces, HRM in the digital era: trends and challenges for office managers, line and staff roles of HR managers in office settings.

Unit 2: Recruitment, Selection, and Onboarding in Office

10 Hours

Manpower planning and job analysis for office roles, recruitment process in office management: internal vs. external sources, selection process in offices: screening, interviews, and tests, legal and ethical considerations in recruitment for office-based roles, employee onboarding and socialization in office contexts, use of AI and digital platforms for office recruitment processes.

Unit 3: Employee Development, Workplace Culture, and Office Conduct

11 Hours

Learning and development in office settings, training methods suitable for modern offices: on-the-job and off-the-job, career planning and succession planning. Methods of performance appraisal, managing diversity, equity, and inclusion (DEI) in office settings, grievance handling and employee relations in offices. Workplace safety, code of conduct and office discipline, POSH Act (Prevention of Sexual Harassment) in office environments.

Unit 4: HR Analytics and Key Metrics for Office Management

14 Hours

Introduction to HR analytics in office management: concept and significance, types of HR data: operational, strategic, and behavioural in office contexts, common HR metrics: employee turnover rate, cost per hire, time to fill, absenteeism rate, employee satisfaction index, training effectiveness, diversity ratio, case study: using data for HR decisions in modern office setups, ethical use of employee data in office environments.

Practical:

- Prepare a job description and specification for an office role
- Design a basic recruitment poster using MS Word/Canva
- Create a performance appraisal form
- Calculate HR metrics using Excel with dummy data
- Conduct a mock interview or role play
- Case study analysis on HR issues in startups or digital workplaces

Reference

- Rao, V. S. P. (2020). Human resource management: Text and cases (4th ed.). Excel Books.
- Decenzo, D. A., Robbins, S. P., & Verhulst, S. L. (2021). Fundamentals of human resource management (12th ed.). Wiley.
- Dessler, G. (2020). Human resource management (15th ed.). Pearson Education.
- Bhatia, S. K. (2018). HR analytics and digital HR practices. Deep & Deep Publications.
- Aggarwal, N., & Sharma, M. (2022). HR metrics and workforce analytics. Taxmann Publications.