

**COMMON POOL OF GENERIC ELECTIVE COURSE (GE)
FOR
BA(VS) AT COLLEGE OF VOCATIONAL STUDIES(CVS)
SEMESTER-V**

(Students can choose any GE courses other than the GE offered by their parent department)

GENERAL ELECTIVE COURSE - 5.1 (GE-5.1)

Modern 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		
Modern Office Management (GE-5.1)	4	3	1	0	12th Pass	Nil

Learning Objective: The aim of the paper is to acquaint the students with Modern Office and its management. 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: After completion of the course, learners will be able to:

1. explain the nature of conventional office, modern office, paperless office, automated and virtual office, functions of office, office manager and office management process
2. demonstrate the importance of office environment, location of office and safety and security measures
3. explain the importance of office mechanization, its objectives and use of tools for the purpose.
4. describe the procedure of procurement and maintenance of office stationery and supplies.
5. explain the importance of office correspondence, system of maintenance of official records and banking

Course Contents:

Unit 1: Modern Office and its Functions

9 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

9 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

9 hours

Introduction, meaning and importance of Office Mechanization, objectives and use of office automation tools – desktop/personal computers, printers, scanner, fax machines, photocopier, calling bell, telephones, mobile phones, video conferencing, CCTV Camera, biometric attendance machines.

Unit 4: Office Supplies, Office Forms and Procurement

9 hours

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

Unit 5: Office Correspondence, Records Management and Banking

9 hours

Mails, Office Correspondence, Organizing Correspondence, Production and Drafting of Correspondence, Typing and Stenographic Services, Dictating Letters, Handling and Disposal of Mails, 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, DemandDrafts and validity of cheques

Exercises:

The learners are required to:

1. visit the administrative office of the College, Government Office or Private Office.
2. observe the Office Building, ventilation and layout of the building.
3. observe the office supplies, stationery used in office systems.
4. observe and experience the type of communication systems, furniture and office machines.
5. interact with the Office Manager and make a list of his duties and responsibilities.

Suggested Readings:

- Bhatia, R.C.(2003). *Office Management*. Galgotia Publishing Company, New Delhi, India
- Chopra, R. K., & Bhatia, A. (2010). *Office Management*. 15th Edition. Himalaya Publishing House, Mumbai, India.
- Geoffrey, M., Standingford, O., & Appleby, R. C. (1991). *Modern Office Management*, NY, USA.
- Mills, G., & Standingford, O. (1949). *Office Organization and Method*. Pitman.
- O'Rourke, J. S. (2019). *Management communication: A case analysis approach*. Chapter 4, Routledge, England, UK.
- Thukaram Rao, M. E. (2009). *Office Organization and Management*. Atlantic Publishers and Distributors, New Delhi, India.
- Ghosh, P. K. (2010) "*Office Management*", Sultan Chand & Sons. New Delhi
- Duggal, Balraj, *Office Management and Commercial Correspondence*, Kitab Mahal, New Delhi
- Pillai R.S.N, Bagavathi, (2008) "*Modern Office Management*", S. Chand Publishing House
- Chhabra, T.N., *Modern Business Organisation*, New Delhi, Dhanpat Rai & Sons.

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.**