**Name of Teacher: Alok Anand**

**Course: B.A (Program) CBCS, Semester: II**

**Paper: Office Management and Secretarial Practice**

**Theory: 4 Credit hrs. (Four Lectures)**

**Subject Objectives**: To acquaint the students with the tools and techniques of Modern Office Practices in an office environment. This 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.

**LESSON PLAN (for the year 2020-21)**

**(Unit-wise)**

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| **UNIT/ Lectures and Labs Required** | **TOPICS FOR STUDENT PREPARATION (INPUT)** | **PROCEDURE (Tools)** | **LEARNING OUTCOME (OUTPUT)** | **ASSESSMENT** |
| UNIT 1 : Office Management and Office Automation (12 ectures) | **\*** Introduction to office management, \*Objectives and principles of Office Management, \*Primary and  administrative management functions, \*Importance of modern office, organisational chart, hierarchy, centralization and decentralization of office services, \*Changing the nature and scope of office work,  \*Functions of office manager, \*Essential qualification, experience and supervisory skills  required for Office Manager  \* Introduction, meaning and importance of Office automation,  objectives and use of office automation tools - printers, scanner, fax machines, personal computers,  photocopier, calling bell, telephones, mobile phones, video conferencing, CCTV Camera,  biometric attendance machines.  \*Tools for planning, office layout, concept of open office, back  office, front office, \*Use of modular office furniture, emerging office concepts (green office building, work at home, flexible office hours etc.),  \*Factors affecting choice of office location and  working environment. | \*Lecture and discussion  \*Problem solving with the help of black-board  \*Questions and Internet based exercises | \*Recall what is office management  \*Know about Objectives and principles of Office Management  \*Learning the Primary and  administrative management functions,  \*Understand the utility of modern office, organisational chart, hierarchy, centralization and decentralization of office services  \* Learn how the office work is changing  \*Recall the Functions of office manager  \*Understand the Essential qualification, experience and supervisory skills  required for Office Manager  \*Recall the meaning and importance of Office Automation  \*Learn objectives and use of office automation tools  \*Understand the tools for planning  \*Recall the use of modular office furniture, emerging office concepts  \* Clarify the  factors affecting choice of office location and  working environment | Evaluation through Assignment |
| UNIT 2 : **Office Forms, Mail and Records Management**  (13 lectures) | \*Introduction, meaning, importance of forms, advantages and disadvantages of the use of forms, \*Types of forms, factors affecting forms design, principles of form design, form  control.  \*Stationery: Management of stationery in stock register.  \*Mail Management: meaning  and importance of mail, Inward and outward mail, mail procedure – centralization and  decentralization of mail system,  \*Dispatch of official documents using postal and courier services  \*Principles and objectives of records: management and record keeping, essentials of record  management, Centralization vs Decentralization of record keeping, meaning and importance of  filing, essentials of good filing and indexing, concept of paperless office, methods of filing,  classification of files, advantages and disadvantages of filing, filing system, digitalization and  retrieval of records, retention and weeding of old records | \*Lecture and discussion  \*Problem solving with the help of Internet based exercises  \*Practical applications | \*Understanding the meaning, importance of forms, advantages and disadvantages of the use of forms  \*Learning about the types of forms, factors affecting forms design, principles of form design, form control.  \* Appreciating the Management of stationery in stock register  \*Recall the meaning  and importance of mail, Inward and outward mail, mail procedure  \*Understand the procedure of dispatch of official documents  \*Learn the different principles and objectives of records: management and record keeping, essentials of record  Management  \*Learn the different aspects of filing and indexing, retrieval and digitalisation | Evaluation through test |
| UNIT 3 :  **Budget Control and Audit** (13 lectures,) | Office Budget: Annual, estimated and revised budget, essentials of a budget, plan and non-plan  expenditure/recurring and non-recurring expenditure, budgetary control, essential requirement for  preparation of budget. Audit: Definition, importance of audit process. Meaning of voucher,  Types of vouchers, Need and importance of vouching, verification (in brief), consumables/stock  register, depreciation and disposal of assets | \*Lecture and discussion  \*Problem solving with the help of Internet  \*Use of Spread sheet practical  Lab sessions and practical applications | \*Understanding about Office Budget and the different types \*Learning about budgetary control  \*Understanding the meaning and importance of audit and the process involved  \*Learn about vouchers and the handling of types of vouchers  \*appreciate the importance of couching and verification of different registers  Understand the disposal of assets | Evaluation through test & Assignment |
| UNIT 4 : **Role of Secretary**, 13 lectures) | \*Appointment and qualification of a personal/executive secretary.  \*Functions of personal secretary/stenographer in office – attending phone calls, maintenance of appointment  diary, dictation, drafting of letters, fax messages, emails, notice of the meeting, minimum quorum,  proceedings of agenda and minutes of the meeting  \*Use of Modern technology and Office  Communication, mail, voice mail, multi-media, video conferencing, web-casting.  \*Computers: Introduction, Role of computers, components of computers,  \*Input and output devices,  general softwares used in office, \*Computer applications in office management, handling of files in  computer system, advantages and disadvantages of computerization, internet. | \*Lecture and discussion  \*Problem solving with the help of Internet  Live problem solving through Internet | Recall the Appointment and qualification of a personal/executive secretary  \* Understanding the different functions of personal secretary/  stenographer in office  \*Learn the different modern technology in use in modern office today  \* Understand the role of computers and its different components  \*Learn about input and output devices and the general software used in offices  \*Understand about computer applications in office management, handling of files in computer system  \*Learn of the advantages and disadvantages of computerisation | Evaluation through Assignment |
| UNIT 5:  13 lectures) | Introduction: Banking, Bank accounts-Saving Account, Recurring Account, Current Account,  Demat Account, Debit Card, Credit Card, ATM, Net banking, transfer of payments through  RTGS/NEFT, E-Wallets, E-Commerce, M-Commerce, pass books and cheque books, other forms used in banks, demand drafts. Cheques: pre-dated and post-dated cheques, dishonored cheque,  stale cheque. GEM etc  Importance of Employee Welfare in work place, Grievance handling mechanism, Employee  morale and productivity, Social Security (PF, Pension, Insurance, medical benefits) | \*Lecture and discussion  \* Internet sessions and practical applications | \*Understanding the different type of accounts in banking  \*Learn about the different payment processes and gateways  \*Understanding the different type of cheques  \*Understanding the importance of employe welfare in modern organisations  \*Learn about the mechanism of grievance handling  \*Understand the different aspects of social security | Evaluation through Test |

**Suggested Readings:**

1. Bhatia, R.C. *Office Management* - Galgotia Publishers, New Delhi.
2. Chopra R. K., *Office Management*, Himalaya Publishing House.
3. Duggal, B , *Office Management & Commercial Correspondence,* Kitab Mahal, New

Delhi

1. Ghosh, P. K. *Office Management,* Sultan Chand & Sons, New Delhi
2. Krishnamurty S., *Office Management*, S.Chand Publications.
3. Pillai, R.S.N and Bagavathi, *Office Management*, S. Chand & Company Ltd, New Delhi
4. Shrama and Gupta, *Office Organisation and Management,* Kalyani Publications.