

CERTIFICATE COURSE

Title of the Course	Course	Weekly Period		Credits		Theory Exam	Project Work	Practical Work	Total Marks	Duration of Theory Exam
		Th	Pr	Th	Pr					
Office Management	Certificate Course	03	02	03	01	100 Marks	100 Marks	50 Marks	250	3 Hrs
<u>TOTAL</u>		05		04		<u>100</u>	<u>100</u>	<u>50</u>	<u>250</u>	<u>3 Hrs</u>

Office Management

Objective: The purpose of this course is to familiarize the students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, facilities provided to the staff working in the office, the working environment and the tools and equipment used in office.		
UNIT	Subject/Title of the Paper	Lectures
Unit – I	<p>Office Management and Office Organization: Importance, Functions and Role of Office in Administration, Meaning, Scope and Functions of Office Management, Role of Office Manager. Meaning and Types of Office Organization, Hierarchy, Authority, Delegation, Decentralization and Departmentation of Office.</p> <p>Office Accommodation and Environment: Location, Layout and Furniture, Working conditions – Lighting, Ventilation, Security, Cleanliness and Sanitation, Office Machines.</p>	09
Unit –II	<p>Modern Office Equipment: Introduction, Meaning and importance of Office automation, Objectives of Office Mechanization, Advantages & Disadvantages, Factors determining Office Mechanization, Kinds of Office Machines.</p> <p>Budget: Meaning, Annual, Revised and Estimated. Recurring and Non-recurring heads of expenditure,</p> <p>Audit: Audit Process, Vouching, Verification and Valuation (in brief). Consumables/Stock register and Asset register. Procedure for disposal of records and assets.</p>	09
Unit –III	<p>Office systems and procedures: Planning of office system, Flow of work, Office procedure.</p> <p>Office and management: Meaning of office: Primary and Administrative Management Functions, Importance of Office, Duties of the Office Manager, Qualities and Essential Qualifications.</p> <p>Filing and Indexing: Meaning and Importance, Essentials of Good Filing, Centralized vs. Decentralized Filing, System of Classification, Methods of Filing and Filing Equipment, Weeding of Old Records, Meaning and Need for Indexing, Various types of indexing.</p>	09
Unit – IV	<p>Work Culture in Organizational Behaviour</p> <p>Organizational Behaviour: Concept of OB, Goals and Objectives of OB, Relationship between Management and OB,</p> <p>Attitude: Work attitude and Behavioural Ethics,</p> <p>Motivation: Motivation in the work setting, Model of Goal setting and Performance reward systems,</p> <p>Work Culture: Performance and Organizational Culture, Stress management.</p>	09

Unit – V	Office Communication: Internal and External, Correspondence, Mail Handling, Inward and Outward Mails, Mechanical Mail Service, Computer Network, Need and importance of Office Management, Techniques of Office Management improvement O and M, Work Measurement and Standards, E- Governance.	09																		
Suggested Readings: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Office Management:</td> <td>R.S.N. Pillai & Bhagvati, S.Chnad Publication</td> </tr> <tr> <td>2. Office Organization & Management:</td> <td>M. E. Tukaram Rao</td> </tr> <tr> <td>3. Principles of Office Management:</td> <td>R. C. Bhatia Lotus Press, New Delhi</td> </tr> <tr> <td>4. Office Management & Control:</td> <td>Terry, George R.</td> </tr> <tr> <td>5. Organizational Behaviour:</td> <td>Stephen Robbins Prentice hall of India</td> </tr> <tr> <td>6. Management Concept and OB:</td> <td>G.S.Sudha RBSA Publisher, Jaipur</td> </tr> </table>			1. Office Management:	R.S.N. Pillai & Bhagvati, S.Chnad Publication	2. Office Organization & Management:	M. E. Tukaram Rao	3. Principles of Office Management:	R. C. Bhatia Lotus Press, New Delhi	4. Office Management & Control:	Terry, George R.	5. Organizational Behaviour:	Stephen Robbins Prentice hall of India	6. Management Concept and OB:	G.S.Sudha RBSA Publisher, Jaipur						
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Office Management Course Outcomes <p>At the completion of the course the students of Office Management will be able to:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 10%;">CO 01.</td> <td>Analyze the concepts of Office Management and how it is implemented in the Government offices.</td> </tr> <tr> <td>CO 02.</td> <td>Understand the different layouts of office and the materials required in Government offices.</td> </tr> <tr> <td>CO 03.</td> <td>Describe the office rules and procedures to be observed in Government Offices and the process of filing and documentation.</td> </tr> <tr> <td>CO 04.</td> <td>Understand the process of office personnel management and the preparation of office budget.</td> </tr> <tr> <td>CO 05.</td> <td>Explain the use of computers and internet in office, supervision, conducts and discipline to be followed in office management process.</td> </tr> <tr> <td>CO 06.</td> <td>Identify the challenges of public office administration in the background of ICT</td> </tr> <tr> <td>CO 07.</td> <td>Sketch out the impact of technology in office administration</td> </tr> <tr> <td>CO 08.</td> <td>Understand the meaning and related concepts of office and office management;</td> </tr> <tr> <td>CO 09.</td> <td>Identify the issues and challenges in functioning of public office.</td> </tr> </table>			CO 01.	Analyze the concepts of Office Management and how it is implemented in the Government offices.	CO 02.	Understand the different layouts of office and the materials required in Government offices.	CO 03.	Describe the office rules and procedures to be observed in Government Offices and the process of filing and documentation.	CO 04.	Understand the process of office personnel management and the preparation of office budget.	CO 05.	Explain the use of computers and internet in office, supervision, conducts and discipline to be followed in office management process.	CO 06.	Identify the challenges of public office administration in the background of ICT	CO 07.	Sketch out the impact of technology in office administration	CO 08.	Understand the meaning and related concepts of office and office management;	CO 09.	Identify the issues and challenges in functioning of public office.
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