

SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR, GUJARAT
(Reaccredited with 'A' Grade by NAAC (CGPA 3.25)
Syllabus with effect from the Academic Year 2022-23
(B.A.) (Arts)

(B.A.) (Programme Name) Semester-II

Course Code	UA02GOMS52	Title of the Course	Office Communication -II
Total Credits of the	4	Hours per Week	2 Theory + 2 Practical per Batch

Course Object	1.The objective of this course to provide knowledge about office Communication 2. To learn the basic concept of Communication 3. To introduce Banking System
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Course Content		
Unit	Description	Weigh age* %
1	Office correspondence and Mail services: Introduction, production of correspondence, form letter, mail services, resignation of mailing department, arrangement with the post office, courier services, handling incoming mail, outgoing mail, peon book, electronic correspondence.	25%
2	Ms Word : Basic feature, toolbar and meaning, creating, editing, saving and word document, mail merge	25%
3	Banking: Different type of bank, different type of account : saving, current, recurring, deposit, Type of cheque : bearer, cross, a/c pay, overdraft, demand draft, electronic transaction advantages and disadvantages of electronic transaction, plastic card, debit card etc.	25%
4	Order and their Repliers: Order, order form, execution of orders, defective order, delay in execution, inability to execute orders, substitutes and counter offers.	25%

Teaching-Learning Methodology	Theory (50%) + Practical (50%) Practical: Practical are based on above cited units. Two hours practical work per week per batch.
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Evaluation Pattern		
Sr. No	Details of Evolution	Weightage
1	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2	Internal Continuous Assessment in the form of Practical, Viva-voce Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3	University Examination	70%

Course Outcomes : Having completed this course, the learner will be able to	
1.	<ul style="list-style-type: none"> ✓ Understand the fundament of Communication ✓ Understand the office Communication ✓ Understand the oral Communication & Verbal Communication
2.	<ul style="list-style-type: none"> ✓ Indentify and Understand the Communication Components ✓ Indentify the E- Communication
3	✓ Identify and understand the function of various Input Output Devices
4	<ul style="list-style-type: none"> ✓ Understand the concept of word processor. •Understand the use of word processor. •Typing, editing, paragraph formatting. 4 • Understand the concept of word processor

Suggested References:	
1.	Modern Business Org. and Management by Y.K.Bhushan, Sultanchand & Sons
2	Essentials of Business Communication by Rajendra Pal, J.S.Korahali
3	Business Correspondence and report writing By R.C.Sharma
4	Modern Business Org. and Management by Y.K.Bhushan, Sultanchand & Sons

On line resources to be used if available as reference material	
On-line Resources	
https://resources.owllabs.com/blog/office-management	
https://blog.vantagecircle.com/importance-of-office-communication/	
https://www.tinypulse.com/blog/more-effective-office-communication	
https://www.youtube.com/results?search_query=office+communication	