



**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar, Gujarat**  
**(Reaccredited with 'A' Grade by NAAC (CGPA 3.25))**  
**Syllabus with effect from the Academic Year 2021-2022**

Bachelor of Business Administration -Information System Management  
B.B.A (ISM) Semester-I

Course Code	UM01CBBS74	Title of the Course	Office Management and Commercial Practices
Total Credits of the Course	03	Hours per Week	03

Course Objectives:	<ol style="list-style-type: none"><li>1. The <b>Office management &amp; Commercial Practices</b> major prepares students for will help student to develop an assertive and organised approach to managing people and processes in <b>office</b>.</li><li>2. To facilitate harmonious and productive working.</li><li>3. It includes key <b>management</b> skills and planning techniques to improve information flow and achieve <b>objectives</b>.</li></ol>
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Course Content		
Unit	Description	Weightage* (%)
1.	<b>Office Management</b> <ul style="list-style-type: none"><li>• Concept of Modern Office</li><li>• What is office Management ?</li><li>• Scientific office Management</li><li>• Office Manager, Functions and Status of Office Manager</li><li>• Responsibilities of Administrative Office Manager.</li></ul>	25%
2.	<b>Office System, Procedure and Communication</b> <ul style="list-style-type: none"><li>• Need for System / Procedure / Communication</li><li>• System Design and Planning</li><li>• System Integration, Records Management, Inward and Outward Correspondence</li><li>• Sourcing of Stationery / Supplies / Courier services</li><li>• Use of Technology for Efficiency, Filing System, Use of Computer for Data Management.</li></ul>	25%
3.	<b>Banking Services</b> <ul style="list-style-type: none"><li>• Identifying Banking as Effective Tools of Fund Management – Operating</li><li>• Various Types of Accounts, Writing Cheques / Drafts, Process of Transactions, Preparing Reconciliation Statements</li><li>• Brief Idea about Negotiable Instruments, Electronic Banking, Use of ATM / Credit / Debit Cards</li></ul>	25%



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	<ul style="list-style-type: none"><li>Dealing with Private sector and Public sector Banks, Liaison With Bank Managers.</li></ul>	
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4.	<b>Services for Insurance, Provident Fund, and Gratuity</b> <ul style="list-style-type: none"><li>Need and Importance, Principles, Types, Insurance for Assets and Employees</li><li>Insurance Premium Calculation and Control</li><li>Maintaining Deadlines</li><li>PF and Gratuity Management, PF, Gratuity Statement and Settlement of Claims</li><li>Liaison with Manager.</li></ul>	25%
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Teaching-Learning Methodology	ICT through (e.g Power Point presentation, Audio-Visual Presentation ) Group Discussion, Role Playing, Case Study
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / MCQ (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.	An <b>Office Management &amp; Commercial Practices</b> manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.
2.	An <b>Office Management &amp; Commercial Practices</b> Evaluate, establish and administer a variety of records management systems to ensure confidential, secure, accessible and organized electronic and paper records.
3.	Research, analyse and summarize information on resources and services and prepare summary reports with recommendations.



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4	Select and use information technologies to support communication with internal and external stakeholders and to promote the organization.
5.	Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.

Suggested References:

Sr. No.	References
1.	Office Management by Dr. R K Chopra and Mrs. Ankita Bhatia, Himalaya publishing house
2.	Office Management by Dr B Narayan, APH Publishing Corporation
3.	
4.	
5.	
6.	

On-line resources to be used if available as reference material

On-line Resources

1. <https://ncert.nic.in/ncerts/l/lebs102.pdf>
2. [https://www.tutorialspoint.com/management\\_principles/management\\_principles\\_tutorial.pdf](https://www.tutorialspoint.com/management_principles/management_principles_tutorial.pdf)
3. <https://d3bxy9euw4e147.cloudfront.net/oscms-prodcms/media/documents/PrinciplesofManagement-OP.pdf>

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