

SARDAR PATEL UNIVERSITY
Programme: BCOM
Semester: IV
Syllabus with effect from: November, 2019
Paper Code: UB04CCOM34
Title of Paper: Office Management
Total Credit: 3

Objective: The objective of the course is to provide basic knowledge of office management to the learners.

Unit 1: Introduction **25%**

Office and Office Management: Meaning of office. Functions of office – primary and administrative management functions, Functions of office management, importance of office, duties of the office manager, his qualities and essential qualifications.

Unit 2: Filing and Indexing **25%**

Filing and Indexing – Its 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.

Unit 3: Mail and Mailing Procedures **25%**

Meaning and importance of mail, its advantages, Inward and outward mail – receiving, sorting, opening, recording, making, distributing, folding of letters sent, maintenance of peon book, dispatching, courier services.

Unit 4: Modern Office Equipments **25%**

Introduction, meaning and Importance of office automation, objectives of office mechanization, advantages, disadvantages, Kind of office machines: personal computers, photocopier, fax, telephone, telephone answering machine, dictating machines, Audio Visual Aids.

Basic Text & Reference Books:

1. Dr. H. G. Vohra and Shri. S. G. Vahora, *Secreterial Practice*, Garg Publication, Amdavad.
2. Bhatia, R.C. *Principles of Office Management*, Lotus Press, New Delhi..
3. Leffingwell and Robbinson: *Text book of Office Management*, Tata McGraw-Hill.
4. Terry, George R: *Office Management and Control*.
5. Ghosh, Evam Aggarwal: *Karyalaya Prabandh*, Sultan Chand & Sons.
6. Duggal, B: *Office Management and Commercial Correspondence*, Kitab Mahal.