SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar, Gujarat
(Reaccredited with 'A' Grade by NAAC (CGPA 3.25))
Programme: B.COM   Semester: IV
Syllabus with effect from the Academic Year: 2022-2023

B.COM. SEMESTER-IV		
Paper Code **UB04CCOM74**	**Title of the Paper** **Office Management**	**Total Credit** **3**
Course Objectives	The objective of the course is to provide basic knowledge of office management to the learners.	

Course Description		
Unit	**Description**	**Weightage**
1.	**Introduction** 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.	25%
2.	**Filing and Indexing** 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.	25%
3.	**Mail and Mailing Procedures** 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.	25%
4.	**Modern Office Equipment** 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.	25%

*Units will have the same Weightage in the evaluation as suggested in the course outline.

Teaching-Learning Methodology	• Lecture Method • Online Lectures • Group Discussion • Practical Problem Solving

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal/Written Examination	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-Voce, Quizzes, Seminars, Assignments, Attendance	15%
3.	University Examination	70%

* Students will have to score a minimum of 40 (Forty) Percent to pass the course.

Course Outcomes: Having Completed this course, the students will be able to
• Understand the basic concepts and aspects of Office and Office Management
• Have a detailed idea of Filling and Indexing
• Understand Mail and Mailing procedures in depth
• Have detailed knowledge about Modern Office Equipment and usages of the same.

Suggested References: (include Reference Material from where a student is expected to study the said content in APA Style) Reference Websites can also be included)	
Sr. No	References
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, NewDelhi..
3.	Leffingwell and Robbinson: *Text book of Office Management*, TataMcGraw-Hill.
4.	Terry, George R: *Office Management andControl*.
5.	Ghosh, Evam Aggarwal: *KaryalayaPrabandh*, Sultan Chand &Sons.
6.	Duggal, B: *Office Management and Commercial Correspondence*, KitabMahal
On-Line Resources available that can be used as Reference Material	
N	