

## **B.A. Degree Course in Office Management and Secretarial Practices at Hamidia Girls' Degree College, Allahabad**

(One of the subjects offered with Two other subjects at U.G.Level)

There is a dearth of smart trained staff to manage all sorts of office work in either public sector or private sector as lot of technology is available for assistance and the staff has to be well versed with that to handle the job. This course aims at meeting the growing demand from the Government offices, various companies and industries for people well trained in Office Management and Secretarial courses. After passing out the course, it is expected that the candidate shall be easily placed in good office.

The outline of the course is as under:

<b>B.A. Part-I</b>	<b>TOTAL MARKS</b>
Paper I : Elements of Office Management and Control	30
Paper II : Communication Skills	30
Paper III : Fundamentals of Computer Systems and available Tools	30
Lab work	60
<b>B.A. Part-II</b>	
Paper I : Shorthand Practice	30
Paper II : Basic Arithmetic and Accountancy	30
Paper III : Word Processing and Computer Programming	30
Lab work	60
<b>B.A. Part-III</b>	
Paper I : Office Control	50
Paper II : Computer Application for Office Management	50
Paper III : Data Communication and Networks	50
Lab work	75

The distribution of marks in Lab work in FIRST & SECOND year shall be as under:

Carry Home Assignments	:	20 Marks
Viva Voce	:	20 Marks
Test	:	20 Marks
TOTAL	:	60 Marks

The distribution of marks in Lab Work in THIRD year shall be as under:

Carry Home Assignments	:	20 Marks
Viva Voce	:	20 Marks
Test/Project Work	:	35 Marks
TOTAL	:	75 Marks

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The implementation of the evaluation process shall be monitored by the Coordinator of the Programme. The candidate shall be required to pass separately in Theory and Practical.

The Annual examination shall be of 3 hours duration.

A candidate must pass this course within 5 years of the initial admission of the first year course.

## **Detailed Syllabus**

### **B.A. Part-I :**

#### **Paper I : Elements of Office Management and Control**

Introduction to modern office; Business organisation; Business Enterprise; Five elements of business organisation; Factors to be considered when choosing the kind of company to connect with; Kinds of business sanctity

Different Government examinations that a Secretarial Graduate should take; Specific skills required for office jobs; Categories of officer career and job classification under each category; Duties and responsibility of office workers; Position one can apply for after finishing the course; Summary of Secretarial duties; Specialise Secretarial jobs  
Personality traits required for a Secretary; Grooming requirements for a Secretary; Secretary's importance in business; Human relations in business, public or business relation; Secretary's role in public relation; Factors affecting public relation  
commandments of human resource; Employer-Employee relationship

How to work efficiently and effectively who increase productivity; Time management; Works simplification; Taking appointments and making schedules; File handling and file organisation; To prepare to-do lists; Indexing; Office safety and health

#### **References:**

1. James, A.F. Stoner et. At : Management
2. Mahajan, J.P. : Fundamentals of Office Management
3. Prasad, L.M. : Principles & Practices of Management

#### **Paper II : Communication Skills**

**Introduction to Communication :** Importance of communication, Communication in primitive societies, Verbal and non-verbal, One way and two way communication, Objectives of communication: Information, Advice, Order, suggestion, Persuasion, Education, Warning, Raising morale, Motivation, Mass communication, Written and oral communication, Visual communication, Audio-visual communication, Role of news papers, Radio, Cinema and TV, Principles of communication: Clarity, Completeness, Conciseness, Consideration, Courtesy, Correctness, Choice of the right word, The art of listening- learning through listening- body language

**Types of Communication :** Official and business communication, Process of communication, Downward, Upward and horizontal communication, Essential of good communication, Level of communication- inter and intra personal, group to person, group to group, Methods of effective oral, Written and non-verbal communication, Horizons-tone, frequency, rate, volume, depth, Barrier to communication and overcoming barriers, Listening skill, Use of audio visual aids for effective communication

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**Comprehension :** Comprehension of ideas in a passage, Expansion of an idea for a particular purpose, Summarizing a passage for official usage, Communication a given idea to suit different contexts, Report writing- importance of reports, preparing a report, technical report writing.

**Communication Aids :** Prose Text Book, Precis writing, Grammar, Words, Idioms, Antonyms and synonyms, Using Microsoft Office Suite, Antonyms change of words into different parts of speech, Correspondence : Drafting personal letters, CV, Application for jobs, Business letters, Official letters, Project preparation, Report writing, Power-point presentation.

**References:**

1. Essentials of Business Communication, Rajendra Pal & J S Korlahalli
2. Business Communication, Gyani
3. Effective Communication, Ludlow and Panthon
4. A Practical English Grammar, Thomson and Marlinet
5. English Conversation Practice, Grount Taylor
6. Developing Communication Skills, Krishna Mohan and Meera Banerji
7. Business Correspondence and Report Writing, R C Sharma and Krishna Mohan
8. Communication Skill, R Datta Roy and K K Dhir

**Paper III : Fundamentals of Computer Systems and available Tools**

Computer basics; Data representation; Introduction to input/output units; Introduction to computer memory; Types of memory, memory organization, memory management; Central Processing Unit; Computer generations

Introduction to Logic circuits: Combinational and sequential; Classification of computers; Introduction to computer architecture and its working; Microprocessors and Microcontrollers

Introduction to Operating Systems; Different types of Operating Systems; Modules of an Operating Systems; Other system software required to make the machine functional; Introduction to computer languages; Generation of computer languages; Concept of language translators

Functional block diagram of a computer; How to interface input and output devices with the microprocessor; Memory map of a system; Memory interleaving

**References:**

1. Fundamentals of Computers by V. Rajaraman
2. Computer Fundamentals by K. Pradeep & Preeti Sinha
3. Fundamentals of Computers by E. Balagurusamy
4. Digital Computer Fundamentals by Thomas C. Bartee
5. Digital Logic and Computer Design by M. Morris Mano

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**Lab work**

## **B.A. Part-II:**

### **Paper I : Shorthand Practice**

Origin of Shorthand with particular emphasis on Pitman Shorthand; Definition and importance of Stenography; Qualities of a successful Stenographer; Writing techniques and materials

Consonants : Definition, number, forms, classes, size, thickness, directions and joining strokes;

Vowels : Definition, number sounds, signs, places position of outlines, intervening vowels, Introduction of upwards/downwards strokes in stenography

Diphthongs and Diaphones : Definition, names, signs, placed, joint diphthongs and triphones

Circles - S, SS (Large & Small); Loops - ST and STR; Initial & Final Hooks- R, L, F/V, N and Shun Hooks; Halving and Doubling Principle; Use of halving/doubling in phraseology

Prefixes, Suffices, Contractions and Intersections; All exercises from Pitman's book

#### **References:**

Pitmans : Shorthand Instructor & Key

### **Paper II : Basic Arithmetic and Accountancy**

Elementary Commercial Arithmetic: Ratio, Proportion, Chain Rule, Percentage, Simple Interest, Compound Interest, Profit & Loss

Computation of Cost of Living Index; Computation of Sales Tax; Computation of Income Tax; Concept of Banking; Basic concepts of Statistics: Mean, Mode, Median, Variance, Standard deviation and its use

Meaning of Accounting; Accounting as a source of information; Objectives of Accounting; Role of Accounting, Basic terms in Accounting; Generally accepted Accounting Principles (GAAP); Basic Accounting concepts; Systems of Accounting; Basis of Accounting; Accounting standards

Business transactions and source document; Accounting equation; Using Debit and Credit; Books of original entry; The Ledger; Posting from Journal; Cash book; Purchases (Journal) book; Purchases Return (Journal) Book; Sales (Journal) Book; Sales Return (Journal) Book; Journal proper; Balancing the accounts

Need for reconciliation; Preparation of Bank reconciliation statement; Meaning of Trial Balance

Depreciation; Depreciation and other similar terms; Causes of depreciation; Need for depreciation; Factors affecting the amount of depreciation; Methods of calculating depreciation amount

#### **References:**

1. CBSE Book of Class IX on Commercial Mathematics
2. Commercial Arithmetic by Dr. S.K. Singh
3. NCERT Book of Class X on Accountancy

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### **Paper III : Word Processing and Computer Programming**

Text Editor: Introduction to text editor, MS-Word, Editor and Formatting, Working with tables, Sorting, Mail merge etc.

Electronic Spreadsheet: Details of a worksheet, Introduction to MS-Excel, Data Filtering, Chart Making, Doing Computations, etc.

Database Management: Introduction to database, Difference in file handling & database; Data normalization & its advantages, FOXPRO and its advantages, MS-ACCESS and its advantages, Programming in MS-ACCESS

Document Presentation: Introduction to Power Point, Preparing Slides using Power Point

Introduction to Libre Office suite and LaTeX/Tux Typing/KTouch

Introduction to Computer Programming

#### **References:**

1. Mastering in MS Office by Courter, Marquis & Browning
2. Introduction to Database Management by Dr. Madhulika Jain
3. Sagman S., "MS Office for Windows XP", Pearson Education, 2007

#### **Lab work**

### **B.A. Part-III:**

#### **Paper I : Office Control**

Introduction to Telephone technology; Receiving and placing calls; To make conference calls; Answering calls for others who are away from phone; Handling visitors (with or without appointment); How to make appointments; How to make visitor feel comfortable; Organising business meetings and preparation of Agenda; Taking, preparing and distributing minutes of the meeting; Introduction to office management tools

Making travel arrangements (Hotel/Transport reservation); Preparing an Itinerary; Interior office operations; Key office functions and the skills required

Understanding the importance of effective administration skills within an organization; Identifying the role of office manager; Proactive management; Essentials of effective office system; Performing basic human resource functions; Understanding the basic management functions of planning, organization and control; Introduction to different levels of management

Identifying the roles of office manager; Office workplace ethics; How recruitment and selection affect the management; Writing job descriptions; Office administration and office layout; The paper flow challenge; Prevention of overuse of technology; Office manager's own responsibility, responsibility to office/staff/customer/client

#### **References:**

1. Office Organisation and Management by S.P. Arora
2. Office Management and Control; the Actions of Administrative Management by George R. Terry

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## **Paper II : Computer Application for Office Management**

Difference between word processing and desk-top publishing; Introduction to various hardware tools; scanner; Graphic tablet/Digitizer; Voice recognition; OMR/OCR machines; Capturing videos; Types of display devices: LED/LCD/Plasma; Image acquisition & storage; Audio signal processing

Structuring database for accounting; Creating tables and relationships for accounting database; Vouchers using forms; Information using queries; Generating accounting reports

Introduction to web 2.0/3.0 tools related with office management; How to prepare a good presentation; Exploiting MS-EXCEL for office work

Concept of computerized accounting system, its advantages and limitations; Applications of computer in accounting; Evolution of computerized accounting

### **References:**

1. Fundamentals of Computers by V. Rajaraman
2. IT Tools and Business Systems by Prof. Satish Jain
3. Computer Fundamentals by Donald Sanders
4. Mastering in MS Office by Courter, Marquis & Browning
5. Sagman S., "MS Office for Windows XP", Pearson Education, 2007

## **Paper III : Data Communication and Networks**

Need for Communication networks; Classification of Communication network; Importance of multiplexing and modulation in communication; Introduction to different modulation techniques; Introduction to different multiplexing techniques; Importance of protocols in communication

Introduction to various media required for communication: Connection oriented and connection-less; Introduction to various physical devices: Introduction to layered approach of networks – ISO/OSI model; TCP/IP model

Internet fundamentals; IP protocols- IPv4 & IPv6; concept of sub-netting; Configuring the system; Difference between Internet, Intranet & Extranet; Future of Internet technology; Concept of Cloud Computing

### **References:**

1. Computer Network by Foruzon
2. Introduction to Networking by Nance

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### **Lab work**