

## UNIVERSITY OF DELHI

**COURSE NAME: B.A. (VS) MODERN OFFICE MANAGEMENT**

**(SEMESTER – 1)**

based on  
Undergraduate Curriculum Framework 2022 (UGCF)  
(Effective from Academic Year 2022-23)



University of Delhi

### List of DSC Papers

Course Title	Nature of the Course	Total Credits	Components			Contents of the course and reference is in
			Lecture	Tutorial	Practical	
Office Management	DSC-1.1	4	3	0	1	Annexure-I
Fundamentals of Secretarial Practice	DSC-1.2	4	3	0	1	Annexure-II
Business Organisation and Management (DSC-1.1 of B.Com)	DSC-1.3	4	3	1	0	Annexure-III

### List of GE Papers

Course Title	Nature of the Course	Total Credits	Components			Contents of the course and reference is in
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Choose one from the pool of Language Courses Language-1*(4)	GE (Language 1)	4	3	1	0	Not Mentioned

**MODERN OFFICE MANAGEMENT**  
**DSC 1.1-(MOM)**

**Marks: 100**

**Credits: 4**

**(Theory = 75, Internal Assessment = 25)**

**Objective:** The aim of the paper is to acquaint the students with modern office and its management. The knowledge and the skills acquired by students through this would help them to manage the modern office effectively and efficiently as office managers, executives or personal secretaries

**Learning Outcomes:** After completion of the course, learners will be able to:

1. examine the nature and functions of conventional office, modern office, paperless office, automated and virtual office.
2. develop an understanding about the functions of modern office, office manager and office management process.
3. describe the procedure of procurement and maintenance of office stationery and supplies.
4. explain the importance of location of office, its safety and security measures.
5. create the modern system of maintenance of official records.

Course Contents:

Unit	Unit wise weightage of marks (in %)	C&K*	A&A**
Unit 1: Office and its Functions	30	√	√
Unit 2: Management of Office	20	√	√
Unit 3: Location and environment	20	√	√
Unit 4: Office Stationery, Supplies & Office records	30	√	√

\*C&K- Comprehension & Knowledge

\*\*A&A – Analysis & Application

Unit 1:

**Office and its functions:** Meaning, importance and requisites of a modern office. Relation of office with other departments. Front office and back office operations. Types of offices: Corporate, Head, Circle, Zone, Branch, Divisional.

Changing office Scenarios; Concept of Paperless office, Automated office, Virtual office, Green Office, Open and Private Office, Work from home, Co-working space

Unit 2:

**Management of office:** Meaning, Objectives and Principles of modern office Management Office hierarchy, Development of office Practices, Office routines, Office manual.

Qualifications, Skills, Experience required for an office Manager, Duties of an office Manager.

Unit 3:

**Location and Environment:** Office building and its location, factors affecting choice of location, Importance of location.

Infrastructure safety and security, office hazards. Office layout; new trends in office layout, Working Environment in office, Home environment at work, flexible working hours

Unit 4:

**Office Stationery, Supplies & Office records:**

**Office Stationery &Supplies:** Importance, Storage, Issue and Control.

Purchase Procedures, Online Procurement; E-tender, Governments E- Market Place (GEM)

Office forms, types of forms, design of forms and control of form

**Office records:** Types of records, Importance and Principles of Record keeping, Handling and

Supervision of records, records preservation, Time frame of preservation of records.

Filing; Meaning, importance, essentials of a good filing system. Modern system of maintenance of official records, centralized and decentralized

filing, Computerized filing system.

Indexing: Meaning, importance, types of indexing system.

**Practical Exercises:**

The learners are required to:

1. visit the administrative office of the College, Government Office or Private Office.
2. observe the Office Building, ventilation and layout of the building.
3. study the process of procurement of office supplies, stationery used in a modern office
4. observe and experience the type and use of communication system, furniture and office machines.
5. interact with the Office Managers and make a list of their duties and responsibilities and create the modern system of maintenance of official records.

**Suggested Readings:**

1. Bhatia, R.C.. *Office Management*. Galgotia Publishing Company, New Delhi, India.
2. Chopra, R. K., & Bhatia, A. *Office Management*. 15<sup>th</sup> Edition. Himalaya Publishing House, Mumbai, India.
3. Geoffrey, M., Standingford, O., & Appleby, R. C. . *Modern Office Management*, NY, USA.
4. Mills, G., & Standingford, O. *Office Organization and Method*. Pitman.
5. O'Rourke, J. S. *Management communication: A case analysis approach*. Chapter 4, Routledge, England, UK.
6. Thukaram Rao, M. E., *Office Organization and Management*. Atlantic Publishers and Distributors, New Delhi, India.
7. P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
8. Pillai R.S.N, Bagavathi, " Modern Office Management", S. Chand Publishing House
9. Chhabra, T.N., *Modern Business Organisation*, New Delhi, Dhanpat Rai & Sons.

**Note: Latest edition of the readings may be used.**

**Fundamentals of Secretarial Practice**  
**DSC 1.2-(MOM)**

**Course Objective:**

The main objective is to familiarize the students with the activities of a modern office, role of a private Secretary in offices. The course helps the students to acquire essential skills in handling various office processes and operations.

**Learning Outcomes:** After completion of the course, learners will be able to:

1. explain the role of private secretary in a business organisation.
2. apply acquired skills in handling public relations.
3. learn the process of developing organisational structure and will also understand to execute managerial functions performed in a business organisation.
4. The course will help the learner to manage travel arrangements and duties of the secretary before, during and after the meetings and handling inward and outward mail service.
5. learn to maintain petty cash account, doing basic banking services and other jobs in the business world as an effective and efficient private secretary.

Course Contents:

<b>Unit</b>	<b>Unit wise weightage of marks (in %)</b>	<b>C&amp;K*</b>	<b>A&amp;A**</b>
Unit 1: Secretary	25	√	√
Unit 2: Travel arrangements	25	√	√
Unit 3: Meetings and conferences	25	√	√
Unit 4: Handling of Mail, Petty cash and Bank Services	25	√	√

\*C&K- Comprehension & Knowledge

\*\*A&A – Analysis & Application

**Unit 1: Secretary**

Meaning of Secretary, types of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of a Secretary, changing profile of the Secretary.

Public relations- client facing roles, attending phone calls, management of appointments. Handling and screening visitors, visitors register.

**Unit 2: Travel arrangements-** Making itinerary, reservations -travel and hotel. Classification of hotels. Modes of travel, Travel outside the country. Selection of travel agencies. Booking sites.

**Unit 3: Meetings and conferences**

Meaning and purpose of meetings, types of meetings, preparation for meetings. Notice, Agenda, Quorum, Minutes of meetings, Duties of Secretary before, during and after a meeting. Additional terms used in meetings. Role of Chairman.

Use of multi-media, video conferencing, virtual meetings. Preparation of reports.

**Unit 4: Handling of Mail, Petty cash and Bank Services**

**Handling of Mail:** Meaning of Mail, E-mail and Physical Mail, Voice mail. Inward Mail and Outward Mail, Mail routines. Inter-Departmental Mail, Mechanizing of Mail Services, Services provided by Courier Companies. Use of Modern technology and Office Communication.

**Petty Cash and Bank Services**

Meaning of petty cash, handling petty cash, maintaining record of petty expenses.

Types of bank accounts, Opening and operation of bank account. Other bank services. Use of credit card, debit card and net banking.

**References**

1. Arora, S. P. *Office Organisation and Management*, Vikas Publishing House.
2. Austin, E. *Senior Secretarial Duties and Office Organisation*. Macdonald and Evans.
3. Austin, E. *Secretarial services*. Macdonald and Evans.
4. Bhatia, R. C. *Principles of Office Management*, Lotus Press, Darya Ganj, New Delhi.
5. Chopra, R.K. *Administrative Office Management*, Himalaya Publishing House.
6. Cook, F. S., & Forti, L. S. *Dartnell professional secretary's handbook*.
7. Duggal, B. R. *Office Management*, Kitab Mahal, New Delhi.
8. P.K Ghosh, “*Secretarial practices and office management*”.
9. Spencer, J., & Pruss, A. *The professional secretary*. Burns & Oates.

**Note: Latest edition of the readings may be used.**

## Business Organisation and Management

### DSC 1.3-(MOM) [BC: DSC- 1.1]

**Objective:** The course aims to develop an understanding about business organisations, functions and challenges of management and contemporary issues in management.

**Learning Outcomes:** After completion of the course, learners will be able to:

1. explain the dynamics of business organisations and recent management practices.
2. describe varied perspectives related to business environment and entrepreneurship.
3. analyse how the organisations adapt to an uncertain environment and decipher decision making techniques.
4. analyse the relationship amongst functions of management *i.e.* planning, organizing, directing and controlling.
5. analyse the change in working pattern of modern organisations.

#### Course Contents:

Unit	Unit wise weightage of marks (in %)	C&K*	A&A**
Unit 1: Introduction	20	√	√
Unit 2: Business Environment and Entrepreneurship	20	√	√
Unit 3: Planning and Organizing	20	√	√
Unit 4: Directing and Controlling	20	√	√
Unit 5: Salient Developments and Contemporary Issues in Management	20	√	√

\*C&K- Comprehension & Knowledge

\*\*A&A – Analysis & Application

#### Unit 1: Introduction

Role of organisations and management in our lives; Nature and Functions of Management (An overview); Managerial Competencies, Ownership forms; Business formats- Brick & Mortar; Click; Brick & Click; E-commerce; Franchising; Outsourcing

#### Unit 2: Business Environment and Entrepreneurship

Meaning and layers of Business Environment (micro/immediate, meso/intermediate, macro and international); Business ethics and social responsibility; Entrepreneurship and its

relevance, Business and social entrepreneurship as a process of opportunity/problem; Micro, small and medium Enterprises; Government Policy regarding MSMEs

### **Unit 3: Planning and Organizing**

Strategic Planning – Business and Corporate Level Strategies; Decision-making- process and techniques; Organizing, Formal and Informal Organisations, Centralisation and Decentralisation, Organisational structures – Divisional, Product, Matrix, Project and Virtual Organisation

### **Unit 4: Directing and Controlling**

Motivation- needs (including Maslow's theory), incentives, Equity and two factor theory (Herzberg); McGregor Theory X and Theory Y; Leadership – Leadership Styles, Transactional Vs. Transformational Leadership; Followership – meaning, importance and Kelley's Followership Model; Communication – New trends and directions (Role of IT and social media); Controlling –Techniques of Controlling Relationship between planning and controlling

### **Unit 5: Salient Developments and Contemporary Issues in Management**

Business Process Reengineering (BPR), Learning Organisation, Six Sigma, Supply Chain Management, Subaltern Management Ideas from India; Diversity & inclusion; Work life Balance; Freelancing; Flexi-time and work from home; Co-sharing/co-working.

### **Practical Exercises:**

The learners are required to:

1. complete the exercise wherein they are given different situations and scenarios to start their own business (in terms of capital, liability, scale of operations, etc.) and are asked to select the most suitable form of business and justify the same highlighting the advantages and disadvantages of their choice.
2. participate in role play activity for describing the various levels of Management and competencies.
3. each learner is required to identify various elements affecting the business environment and conduct SWOT analysis for the company identified.
4. participate in simulation activity wherein each learner is asked to prepare strategic plans with respect to increasing the effectiveness in their respective organisation.
5. present a role play on bounded rationality or on any aspect of decision making.
6. create a simulation exercise in class to demonstrate various types of authority, delegation, and decentralization of authority.
7. using Maslow's Need-Hierarchy Theory, analyse various needs and prepare a report.
8. demonstrate various types of Leadership Styles in the form of Role Play by identifying real life leaders from the corporate world.

### **Suggested Readings**

1. Basu, C. (2017). *Business Organisation and Management*. McGraw Hill Education.

2. Chhabra, T. N. *Business Organisation and Management*. Sun India Publications. New Delhi.
3. Drucker, P. F. (1954). *The Practice of Management*. Newyork: Harper & Row.
4. Kaul, V. K. (2012). *Business Organisation Management*. Pearson Education.
5. Koontz, H., & Weihrich, H. (2012). *Essentials of Management: An International and Leadership Perspective*. Paperback.
6. Singh, B. P., & Singh, A. K. *Essentials of Management*. New Delhi. Excel Books Pvt. Ltd.

**Note: Latest edition of the readings may be used.**