

(2024-2025, 2025-2026, 2026-2027 & 2027-28)

**B.A. PART-I**  
**OFFICE MANAGEMENT-I**  
Semester-I

Time allowed : 1.5 hours  
Pass Marks : 35%

Max Marks : 50  
External assessment : 35  
Internal Assessment: 15

**Instructions for Paper Setter/Examiners**

The question paper will consist of three sections. Section A and B (consist of Unit I and II of the syllabi respectively) will have four questions each from respective units and candidates are required to attempt two questions each from section A and B. Each question in section A and B shall carry 6 marks. Section C will be compulsory with 11 short-answer type questions of 01 mark each, which will cover the entire syllabus.

**UNIT - I**

Office organization, relation of office to general business, modern office, concept of office management, functions, organization and control of office routine, Centralized and decentralized office, office accommodation and layout, office environment, Departments of modern office.

**UNIT - I**

Official Correspondence: Styles of Typing Letters: Business Letters, Official Letters: official letters, Demi official letters, Office Memorandum, U.O.Note, Office Order, Notification, Endorsement, Private or Personal Letters, addressing envelopes. Correspondence Business Officials

**Suggested Readings:**

1. R.K. Chopra, Office Organisation and Management
2. Stewart R Clegg, Managing and Organizations: An Introduction to Theory and Practice Sixth Edition
3. S. A. Sherlekar & V. S. Sherlekar, Modern Business Organisation & Management - System Approach
4. Anday R Kraus Business Correspondence: How To Write A Business Letter
5. J.N. Jain, P.P. Singh Modern Business Communication: Principles and Techniques

*Rajinder P.*

(2024-2025, 2025-2026 , 2026-2027& 2027-28)

**B.A. PART-I**  
**OFFICE MANAGEMENT-II**  
Semester-II

Time allowed : 1.5 hours  
Pass Marks : 35%

Max Marks : 50  
External assessment :35  
Internal Assessment: 15

**Instructions for Paper Setter/Examiners**

The question paper will consist of three sections. Section A and B (consist of Unit I and II of the syllabi respectively) will have four questions each from respective units and candidates are required to attempt two questions each from section A and B. Each question in section A and B shall carry 6 marks. Section C will be compulsory with 11 short-answer type questions of 01 mark each, which will cover the entire syllabus.

**UNIT - II**

Introduction: Concept, nature, process and significance of management; an overview of functions of Management. Planning: Concept, process and types; Decision making: Concept and process. Management by objectives. Authority and responsibility relationships. Staffing: Nature, Scope and Process.

**UNIT - II**

Introduction to MS Word: Basic Features, Starting and exiting word, Creating Editing and Saving a Word document, Inserting Pictures and Symbols, Working with text, creating a Table, Formatting Documents, Previewing and Printing Documents.

**Suggested Readings:**

1. Koontz O' Donnel : Management
2. LM Prasad: Principles & Practices of Management
3. R.K. Chopra, Office Organisation and Management,
4. Content Development Group, Working with MS-OFFICE 2000, TMH.
5. Microsoft Office 2000 Complete: BPB Publication

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