

**PUBB1105T SEC-1: OFFICE MANAGEMENT-1**  
**CODE: BA126**

**Time: 3 Hours**  
**End Semester Exam: Theory: 50+20 Viva (Marks)**  
**Maximum Marks: 100**  
**Internal Evaluation: 30 Marks**  
**Credit: 3**

**Instructions:**

The question paper will consist of three sections: A, B and C. Sections A and B will have four questions each, carrying 10 marks each. Section C will be compulsory, consisting of 5 short-answer type questions, carrying 02 marks each which will cover the entire syllabus uniformly. Candidates are required to attempt five questions in all, selecting two questions from each of the Sections A and B, and the entire Section C

**Objectives**

To familiarize with the role of office manager and management  
To study the office organisation and communication  
To understand the delegation and decentralization of authority and responsibility relationship

**Section A**

Office Management - Concept, need and importance, functions of office management. Office manager - position, function and responsibility, administrative role. Office location and lay out, open office, private office merits and demerits  
Communication - Oral and written, Internal and External communication network

**Section B**

Office Organization - Meaning, principles of organization, types of organization  
Delegation and decentralization of authority and responsibility relationship  
Record Management - Purpose, Principle, Filing - characteristics of good filing, advantages and classification of files, methods of filing.  
Qualities of Company Secretary, Personal Secretary and Government Secretary in government offices

**Suggested Readings**

- 1) B.N.Tandon: Manual of office Management and correspondence S:chand&co
- 2) R.K.Chopra: Office Management, Himalaya Publishing House.
- 3) Richard H.Hall: Organizations -Structures, Process and out comes, person Education
- 4) Arias Ramachandra. A and Ramana Murthy. V.V: Industrial Organization management, Tata McGraw Hill
- 5) Office Organization and Management by R.K. Chopra
- 6) Fundamentals of office management - by J.P.Mahajan.
- 7) Office Management by S.P.Arrora
- 8) Office Management - R.S.N Pillai and Bagavath - S. Chand and co.
- 9) Commercial correspondence & Office Management - R.S.N.Pillai.
- 10) Manual of Office Management and Correspondence - B.N.Tanon. S. Chand and Co.
- 11) Company law and Secretarial practice - Baig N-Sterling Publication
- 12) Secretarial Practice - Bagaria, A.K.-Vikash

Seema Raini  
Dypt

Manoj  
Kumar

Darsh  
Sharma

**PUBB1205T SEC 2: OFFICE MANAGEMENT-2**  
**CODE: BA226**

**Time: 3 Hours**

**End Semester Exam: Theory: 50+20 Viva (Marks)**

**Maximum Marks: 100**

**Internal Evaluation: 30 Marks**

**Credit: 3**

**Instructions:**

The question paper will consist of three sections: A, B and C. Sections A and B will have four questions each, carrying 10 marks each. Section C will be compulsory, consisting of 5 short-answer type questions, carrying 02 marks each which will cover the entire syllabus uniformly. Candidates are required to attempt five questions in all, selecting two questions from each of the Sections A and B, and the entire Section C

**Objectives**

To familiarize with the modern office and management

To study the personnel management

To understand the time management, stress management and conflict management

**Section A**

1. Introduction of Modern Office, Lay Out and Management
2. Elements of the Office Management, Environment of an Office.
3. Planning of Office System and Routines, Work Flow, Need of Office System and Routine
4. Personnel Management- Definition and Importance, Selection of the Employees, Training, Remuneration, Supervisions & working environment

**Section B**

5. Employee welfare
6. Time Management- Definition, Importance of Time, setting priorities.
7. Stress Management- Definition, Causes of Stress, Positive and Negative stress, overcome of stress in the Office.
8. Conflict Management- Introduction, Causes and Cure.

**Suggested readings**

1. B.N. Tandon: Manual of office Management and correspondence S:Chand&co
2. R.K. Chopra: Office Management, Himalaya Publishing House.
3. Richard H Hall: Organizations -Structures, Process and out comes, person Education
4. Arias Ramachandra. A and Ramana Murthy.V.V: Industrial Organization management, Tata McGraw Hill
5. Office Organization and Management by R.K. Chopra
6. Fundamentals of office management - by J.P.Mahajan,
7. Office Management by S.P.Arora
8. Office Management - R.S.N Pillai and Bagavath - S. Chand and co.
9. Commercial correspondence & Office Management - R.S.N.Pillai.
10. Manual of Office Management and Correspondence - B.N.Tanon. S. Chand and Co.
11. Company law and Secretarial practice - Baig N-Sterling Publication
12. Secretarial Practice - Bagaria, A.K.-Vikash

*Seenu Bani Dyal*

*Shashi*

*Manoj Kumar*

*Ravi Dasi*