

**ST. JOSEPH'S COLLEGE FOR WOMEN (AUTONOMOUS), VISAKHAPATNAM**

II SEMESTER **OFFICE MANAGEMENT** Time: 5 Hrs/Week  
OFF 2401(4) **OFFICE ORGANIZATION & CORRESPONDENCE** Max. Marks : 100  
w.e.f 2017 – 2018 (AE Batch) **SYLLABUS**

**Learning Objectives:** The students will be able to –

- know and understand the meaning of various terms used in offices.
- See and experience the working of offices through visits to firms.
- Apply the aspects of filing and records keeping practically

**Learning Outcomes:** Upon completing this course the students should be able to:

1. Recognize and understand the role of offices in modern organizations
2. Look for opportunities to work with and better understand diversity in people and situations
3. Analyse the importance of administrative functions for the success of the organization.
4. Apply the principles and skills in case analysis of flow of work and systems.

**MODULE I Meaning of office:** Modern concept of office; functions of office – Basic and Secondary; Relationship with other departments, importance of the office in the present scenario; Virtual Office, Paperless Office, elements and functions of Office Management, Office Manager – Role, responsibilities and relationship with others

**MODULE II Office Space and Environment Management:** Principles of location; office layout – principles and factors. Office building – open and private offices ;office lighting ; interior decoration and colour, ventilation, noise, sanitation and hygiene, cleanliness and physical hazards, selection of furniture, Vaasthu and Feng shui for offices, Case studies.

**MODULE III Office Automation & Systems :** Office Automation, Criteria for selection, types of machines, Internal and external devices for oral, written and mechanical Communication, Mail Routines and Equipment, Office procedures & Systems - Guides and Common charts of Office work simplification - Planning for improving office procedures, Case review.

**MODULE IV Forms and Records management:** Office forms, Designing and control, Records Management – Purposes, Types of records, Filing equipment and methods, indexing, types and application, e Files and e Records, , Office stationery, Exercises and Case Studies. 4

**MODULE V Office Correspondence** - Organizing correspondence, 7 C's of Correspondence, Layout of Letters, Form letters, Kinds of Office and Business Letters, Office Reports and Kinds, Exercises and Case Review

**Books for study:**

1. Chopra R.K., Office Management – Himalaya Publishing House, New Delhi, 2003

**Recommended References for Reading:**

Bhatia, R.C., Principles of Office Management, Lotus Press, New Delhi

Denyer J.C. – Office Management – Tata Mc Grow hill , Delhi – 2000.

Duggal, B: Office Management and Commercial Correspondence, Kitab Mahal Mahajan,

J.P: Fundamentals of Office Management, Ane Books Pvt. Ltd.

Terry, George R., Office Management and Control, R.D. Irwin