

VOCATIONAL SUBJECT

Bachelor Of

OFFICE MANAGEMENT AND

SECRETARIAL PRACTICES(Hons)

Three-Year (6-Semester) CBCS Programme

Modalities and Examination Scheme:- Time-3 Hours (Per Paper)

Semester – I						
Course	Subject	Lectures	Marks Allotted		Full Marks	Credit
			Internal Assessment	University Examination		
1.1	Computer Typewriting	60		Theory-50 Practical-50	100	4
1.2	Shorthand	60		Theory-50 Practical-50	100	4
1.3	Office Management and Methods	75	20	80	100	4
1.4	Communication & Business Correspondence	75	20	80	100	4
Semester-II						
2.1	Computing Basics & Its Applications -I	60		Theory-50 Practical-50	100	4
2.2	Shorthand & E-Typewriting	60		Theory-50 Practical-50	100	4
2.3	Office practices	75	20	80	100	4
2.4	Secretarial Practice-I	75	20	80	100	4
Semester-III						
3.1	Shorthand	60		Theory-50 Practical-50	100	4
3.2	Banking and Insurance	75	20	80	100	4
3.3	Secretarial Practice-II	75	20	80	100	4
3.4	Business Communication and Personality Development	75	20	80	100	4
Semester-IV						
4.1	Stenography	60		Theory-50 Practical-50	100	4
4.2	Advanced Phonography (Practical) – I	75		Practical-100	100	4
4.3	Front Office Managerial Operation	75	20	80	100	4
4.4	Office Administration & Management	75	20	80	100	4
Semester-V						
5.1	Public Relationship Management	75	20	80	100	4
5.2	Human Resource Management	75	20	80	100	4
5.3	Advanced Phonography (Practical) - II	75		Practical -100	100	4
5.4	Computing Basics and its Applications – II	75		Practical-100	100	4
Semester-VI						
6.1	Organizational Behavior	75	20	80	100	4
6.2	MIS	75	20	80	100	4
6.3	On –the-Job Training –I (Project Report)	75		Desertation-100	100	4
6.4	Job Training –II (Project Report)	75		Desertation-100	100	4

	Total				2400	96
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SYLLABUS

**(Approved by the U.G.C , New Delhi and
Tilkamanjhi Bhagalpur University , Bhagalpur)**

Three-Year (6-Semester) CBCS Programme

Semester -I

Paper: I.I

Theory:- 50

Computer Typewriting (Theory)

Full marks:100 Practical :-50

Unit:-I Typewriting and its maintenances

- History of Typewriter
- Makes and categories of typewriters
- History of Computer

Unit-2 Keyboard operation

- Need for proper type and size of tables and chairs for use by Typist.
- Sitting postures
- Learning the second row(Home row) (guide keys and home keys)
- Learning the third row(upper row)

Unit-4 keyboard operations:

- Learning the first row (bottom row)
- Learning the fourth row(number row)
- Special signs and symbols in the keyboard and their uses.

Unit-5 Display in typewriting:-

- Paragraph- type and style,
- Styles of typing different kinds of letters.
- .Tabulation

Practical

Full Marks:- 50 Marks

Keyboard Operations

1. Practicing Second row, third row , first row and fourth row
2. Practicing words , sentences, paragraphs and passages
3. Use of shift keys and other non- character Keys
4. Typewriting of special symbols of the key Board and Punctuations marks

Speed Building

1. Different kinds of drills for computer typing
2. Graded speed test leading to accurate speed of about 20. W.p.m
3. E-Typing of passages each containing 200 words in ten minutes.

Teaching guidelines

1. Alternative hand words , balances hand words, same letters in different words, drills of common words, drills of alphabetical sentences and word division drills.

Paper:- I.2**Shorthand:-****Theory:- 50****Full Marks:-100****Practical:-50****Unit-I Introduction**

Origin of shorthand with particulars emphasis of pitman Shorthand, definition and importance of stenography, qualities of successful stenographer, writing techniques and material.

Unit-2 Consonants

Definition, Number, forms, Classes, Size, thinness, thickness, directions and joining strokes.

Unit-3 Vowels, Diphthongs

Vowels:- Definition, Number sounds, signs, places, position of outlines, intervening vowels .

Introduction of wards / downwards strokes in stenography.

Diphthongs – Definition, names, signs, placed, joined diphthong and tri phones,

Unit-4 Grammalogues and Pharseography:

Grammalogues and logogram, list of grammalogues, punctuation signs.

Pharseography- definition of phrase, how a phrase in written, qualifies of a good pharseogram, list of simple phrases.

Shorthand**Practical****Full marks. 50**

1. Repeated practice of consonants, writing each consonant from the text material with particular attention their formation, length , angel, size and direction .
2. Repeated practice of vowels , diphthongs, triphones by coping the text materials and other printed shorthand book and reading book the same,
3. Repeated practice of grammalogues and phrases,

Paper 1.3 Office Management and Methods

Duration: 3 hours

Marks: 100

lectures: 75

Objectives: To familiarize students with the activities in a modern office. Smooth functioning of any organization depends upon the way various activities are organized, the facilities provided to the staff working in the office, the working environment, tools and equipments used in office

Unit I

Office and office Management – meaning of office, function of office, primary and administrative functions, importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, duties of an Office Manager.

Unit II

Filing and Indexing – Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning, need and types of indexing used in the business organization.

Unit III

Office forms– Meaning and types of forms used in business organization, advantages, forms controls, objectives, form designing, principles of forms designing and specimens of forms used in office. Office Record Management – Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

Unit IV

Office Machines and equipments – Importance, objectives of office machines. Office Safety and Security – Meaning, importance of office Safety, safety hazards and steps to improve office safety. Security hazards and steps to improve office security.

Unit V

Measurement of Office Work – Importance, purpose, difficulty in measuring office work. Different ways of measurement, setting of work standards, benefits of work standards. Techniques of setting standards. Office Manuals – Meaning, need, types of office manuals and steps in preparing of office manuals.

CBCS Suggested Readings

- Chhabra, T.N., Modern Business Organisation, New Delhi, Dhanpat Rai & Sons.
- Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.
- P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
- R.K. Chopra, Office Management, Himalaya Publishing Ho

Objectives: This paper will help students to develop verbal and non-verbal communication skills placing emphasis on the practical applications of both.

Unit I

Communication – Meaning, importance, process, of communication, objectives of effective communication. Forms of communication – oral, written, visual and audio-visual. Types of office communication internal and external. Barrier to communication and overcoming the barriers.

Unit II

Business Correspondence – Meaning, importance, qualities of good business correspondence. Structure and layout of business letters and types of business letters.

Unit III Letters of enquires and replies. Letters of status and credit enquiries. Letters placing orders. Confirmation, modification and non-acceptance of orders. Letters of complaints and adjustments. Circular letters.

Unit IV Dunning Letter Banking correspondence. Insurance letters. Employment related letters. Correspondence with public bodies/authorities.

Unit V Office meetings – Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes. Abbreviations and terms used in Business Correspondence.

Suggested Readings

- Sinha, K.K., Business Communication, Galgotia and Sons, New Delhi.
- P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
- Chawla, Shailesh K. Essential Business Communication, Mayur Paper Back.
- Campbell, Jeremy, Grammatical Man. Simon & Schuster.

Semester-II

Computing Basics & its Applications-I

Full Marks:-100

Paper 2.1

Theory: 50

Practical-50

Practical: 40 Viva-Voce: 10

Unit I

Unit-I World of Computers: Characteristics of Computers, Evolution and Generation of Computers, Hardware and Software Components, Operating System: types, functions and characteristics. Examples: Windows etc., Networking basics and Internet Concepts.

Unit II Advanced Concepts of Networks and Internet: Keywords: URL, IP address, Hyperlinks, Web pages, Home page, web sites, WWW, Dial-up, Broadband, Dedicated, ISP, Browser, DSL, DNS, Gateways, Chat rooms, Downloading and Uploading, Wifi. Working with Microsoft Internet Explorer: Opening a web page, opening multiple browser windows, opening multiple tabs in a single browser windows and their management, working offline, deleting temporary files, exploring Internet Options. Net Etiquettes, Searching the Web: Meaning of Search Engines, Keywords,

Unit III Database Management System (DBMS): Meaning and need of a database, Advantages, Limitations of databases, Applications of Database, Meaning and need of DBMS, Database Components: Tables, Rows, Columns, Attributes, Queries, Record, Primary Key, Foreign Key, Relationship between tables.

Unit IV E-Typewriting: Meaning and uses of Touch Method, The student is required to achieve proficiency in e-typewriting with touch method of typewriting, Method of speed calculation, The minimum accurate speed to be attained is 30 words per minute.

Unit V Word Processing: Meaning of Word Processor, Need and Uses of Word Processing, Advantages and Limitations of Word Processing, Software used for Word Processing, Why MS-Word and which version? Starting Word: MS-Word interface, opening a blank document, hiding and showing toolbars, templates. Working in Word: selecting text, editing text, finding and replacing text, formatting text, checking and correcting spellings, Justification CBCS and Alignment, Bullets and Numbering, Tabs, Paragraph formatting, Indent, Page Formatting, Header and Footer & Word Count. Working with a Document: Page Setup of a document, viewing a document, switching between documents, saving a document, print preview, printing a document. Finishing Touch to a document: Inserting date and time, Special effects such as Bold, Scripts, etc., Inserting and deleting a comment, Inserting Clip Arts.

Note : The relevant short cut keys of MS Word to be discussed.

Suggested Readings Absolute Beginner's Guide to Computer Basics,

Michael Miller. ♣ Fundamental of Computers, AkashSaxena, Kratika Gupta. ♣

Fundamentals of Information Technology, Alexis and Mathew. ♣

Computer Fundamentals, P.K. Sinha. ♣

Principles of Typewriting, D.P. Bhatia and S.S. Sangal. ♣

Microsoft Word 2010 Step by Step(Microsoft) by Joyce Cox and Joan Lambert. ♣

MS Word 2000 Thumb Rules and Details, Snigdha Banerjee. ♣

Word 2010 All-in-One For Dummies, Doug Lowe and Ryan C. Williams. ♣

GUIDELINES FOR THE CONDUCT OF PRACTICAL EXAMINATION

Computing Basics & Its Applications -I

Practicals

Time: 35 Minutes (Excluding Viva Voce)

Maximum Marks:50

Ques. No.	Description of Question	No. of Words	Marks	Time Allowed
1-	E-typewriting	200	20	05 minutes
2	A question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time.	160	20	30 minutes
3-	Total		40	35 minutes
	Viva-Voce		10	
	Total Marks		50	

NOTE:

1. There will be no Internal Assessment in the Practical component of this Paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical .
3. The examinees will have to produce hard copies of above questions for evaluation.

Full Marks:-100

Theory-50

Practical-50

Paper2.2**Shorthand & E-Typewriting****English Shorthand**Unit –1 **Circles and Loops**: Circle 'S' & 'Z',

use of small circles with straight and curved strokes, exceptions to the use of Circle 'S'/'Z',

Large Circles 'SW', 'SS or 'SZ', use of large circles with straight and curved strokes, Use of large circles in Phraseography,

2. Loops 'ST' and 'STR',

use of small and big loops with straight and curved strokes, medial use of loops, exceptions to the use of loops.

3.Initial and Final Hooks: Initial Hooks 'R' and 'L, use of initial hooks with straight and curved strokes, alternative forms for 'Fr', 'Vr' etc., use of circles and loops preceding initial hooks.**4.Small Final Hooks** 'N', 'F/V', use of final hooks with straight and curved strokes, medial use of small final hooks, use of small final hooks in Phraseography, Exceptions to the use of small final hooks, circles and looks to final hooks.**5. Large Final Hook** 'Shun Hook', use of Shun Hook with straight and curved strokes, medial use of Shun Hook, Use of Shun Hook after Circle 'S'**E-Typewriting****Unit 1: E- TYPEWRITERS****CORRESPONDENCE**

- Business
- Officials

Practical

Full Marks-50

1.Practical Repeated practice of the use of circles, loops and hook.

2.Transportation from shorthand into longhand.

25

3.Dictation from unseen passage.

4. Variety of drills: reading shorthand from black- board, copying shorthand from black board, cold , note reading, delayed, writing, students dictate to the class from shorthand book, two minute speeches by students , reading printed shorthand matter.

Ques. No.	Description of Question	No. of Words	Marks	Time Allowed
1-	E-typewriting	300	10	05 minutes
2	A question on MS-Word comprising of simple formatting of passage/letter e.g. bold, italics, etc. Generate mail merge for the letter so created to send it to multiple recipients at the same time.	160	10	30 minutes
3-	Total		20	35 minutes
	Viva-Voce		05	
	Total Marks		25	

Office Practices

Theroy-100

Paper - 2.3

Unit 1: mailing Department

Meaning and importance of mail, centralization of mail handing of work- its advantages mail room equipment, sorting tables and racks, letter openers, time and date stamps, postal franking machine, addressing machine , mailing scales, post office guide.

Unit2:- handling mail: inward receiving, shorting opening recording, marking, distributing.

Outward mail: Folding of letters, preparation of envelopes, sorting, weighting, stamping, entering in letter sent book or peon book. Dispatching, rail parcel service, Airmail service, courier service.

Unit 3 : Office correspondence:

1. Essentials of a good letter, drafting of business letter: enquiry, quotation, order, advice, making payment, trade reference, complaints, circular letters, follow up letters, officials letters, demi officials
2. **. Drafting of the following (on the basis of actual information)**
-Application for a job-Interview letter-Appointment letter-Letter of enquiry-Letter of order-Office notes-Office order- Issue of tenders

Unit 4 : Assisting visitors:

Office etiquette, effective use of language, preparation of appointment schedules and maintaining visitors diary, furnishing desired information, instructing co-workers.

Paper 2.4**Secretarial Practice-I**

Theory-

Full Marks:-100

Objectives: The main objective is to familiarize the students with the activities of a modern office, role of a Private Secretary in an office besides gaining essential skills in handling of various office operations.

Unit –I

Secretary: Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

Organizational Structure: Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and

Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

Unit –II

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

Unit-III:

Handling of Mail: Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail – E mail and Physical Mail,

Types of Mail – Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

Suggested Readings

- Office Management, B.R. Duggal, KitabMahal, New Delhi.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
- Office Organisation and Management, S.P. Arora, Vikas Publishing House.

- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.

Semester-III

Paper-3.1

Full Marks-100

Theory-50

Practical-50

Shorthand

Unit –I

The Aspirate: Tick 'H', Dot 'H', Additional Rules for Upward and Downward 'R', Upward and Downward 'L', Upward and Downward 'SH', Compound Consonants.

Halving Principle: Halving of strokes for 'T' or 'D', Half length 'H', Exceptions to the use of Halving Principle, Halving and Thickening of Strokes 'M', 'N', 'L', 'R', signs for 'RT' and 'LT', joining of strokes of unequal length, Use of Halving Principle for Past Tense, use of Halving Principle in Phraseography.

Unit –II

Doubling Principle: Doubling of straight and curved strokes, Doubling of Strokes 'MP/MB', alternative forms of 'MPR/MBR', Stroke 'NG', alternative forms of 'NG-KR and 'NG-GR', Doubling of Stroke 'L', Exceptions to the use of Doubling Principle, use of Doubling Principle in Phraseography.

Diphones: Use of Diphones, Medial Semi-Circle, Left Semi-Circle, Right Semicircle.

Prefixes.Suffixes&Terminations.

Contractions: omission of consonants.

Figures: Numerals in Shorthand, round numbers, monetary units.

Suggested Readings:

- Pitman Shorthand Instructor, New Era Edition (Old Course Book), A.H.Wheeler Publications.
- Pitman Shorthand, New Course Book, A.H. Wheeler Publications.
- Shorthand Made Easy for Beginners, O.P. Kuthiala, Pitman S.S. Publications
- Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Modern Phrase Book, N.V. Krishna Murty.

- Way to High Speed Writing, O.P. Kuthiala.
- Principles of Modern Phraseography, Edgar E. Thorpe.

Practicals

Time: 1.5Hours (Excluding Viva Voce)

Maximum Marks:50

Shorthand

1. Practicing the use of halving and doubling principles, prefixes, suffixes from text book.
2. Repeated practice of contraction and intersection.
3. Taking dictation of passage for five minutes at a speed of 40 w.p.m and transcription of the same E-typewriter.
4. Taking dictation from Recording voices
5. Taking dictation from different voices
6. Recording class lecturers in shorthand

Banking and Insurance

Paper:-3.2

Duration: 3 hours

Marks: 100

Objectives: To impart knowledge about the basic principles of the banking and insurance

Unit I

Introduction: Origin of banking: definition, banker and customer relationship, General and special types of customers, Types of deposits, Origin and growth of commercial banks in India.

Unit II

Cheques: Crossing and endorsement - meaning, definitions, types and rules of crossing. Paying Banker: Duties, Statutory protection in due course, collecting bankers: duties, statutory protection for holder in due course, Concept of negligence.

Unit III

Banking Lending: Principles of sound lending, Secured vs. unsecured advances, Types of advances, Advances against various securities.

Unit IV

E- Banking: Meaning, Benefits, Internet Banking, Home banking, Mobile banking, Virtual banking, E payments, ATM Card/ Biometric card, Debit/Credit card, Smart card, EFT, ECS (credit/debit) E-money, Electronic purse, Digital cash. White level ATM.

Unit V

Insurance: Basic concept of risk, Types of business risk, Assessment and transfer, Basic principles of utmost good faith, Indemnity, Economic function, Proximate cause, Subrogation and contribution, Types of

insurance: Life and Non-life, Re-insurance, Risk and return relationship, Need for coordination. Underwriting, process of claim settlement.

Suggested readings

- Agarwal, O.P., Banking and Insurance, Himalaya Publishing House
- Satyadevi, C., Financial Services Banking and Insurance, S.Chand
- Suneja, H.R., Practical and Law of Banking, Himalaya Publishing House
- Chabra, T.N., Elements of Banking Law, Dhanpat Rai and Sons
- Arthur, C. and C. William Jr., Risk Management and Insurance, McGraw Hill
- Saxena, G.S; Legal Aspects of Banking Operations, Sultan Chand and Sons
- Varshney, P.N., Banking Law and Practice, Sultan Chand and Sons

Paper-3.3

Secretarial Practice-II

Duration: 3 hours

Marks: 100

lectures: 75

Unit –I

Office Automation: Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines – Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

Stationery: Need and importance of stationery, purchase of stationery, storage of stationery, issue and control of stationery.

Unit –II

Behavioural Skills: Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values.

Unit –III

Appointments and Travel Arrangements: Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

suggested Readings

- Office Organisation and Management, S.P. Arora, Vikas Publishing House.
- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.
- Office Management, B.R. Duggal, KitabMahal Distributors, 28 NetajiSubhashMarg, New Delhi-110002.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, 4263/3, Ansari Road. Darya Ganj, New Delhi-110002 • Secretarial Services by Evelyn Anstin, Macdonald &Evans.

- Personality Development by R.K. Mishra, Rupa Publications

Paper 3.4

Business Communication and Personality Development

Duration: 3 hours

Marks: 100

Objectives:- To equip students of the OMSP course to effectively acquire skills in reading, writing, comprehension and communication, as also to use electronic media for business communication.

Unit I

Nature of Communication Process of Communication, Types of Communication (verbal & Non Verbal), Importance of Communication, Different forms of Communication, Barriers to Communication Causes, Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers

Unit II

Business Correspondence: Letter Writing, presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence, Memorandum, Inter-office Memo, Notices, Agenda, Minutes, Job application letter, preparing the Resume. Unit III

Report Writing Business reports, Types, Characteristics, Importance, Elements of structure, Process of writing, Order of writing, the final draft, check lists for reports. Vocabulary Words often confused, Words often misspelt, common errors in English.

Unit IV Business Etiquettes, Business manners. Body language gestures, Etiquette of the written word, Etiquette of the telephone, Handling business meetings, Role play on selected topics with case analysis and real life experiences. Aids to correct Business writing, Practical Grammar (basic Fundamentals), Sentence errors-Punctuation, Vocabulary building.

Unit V

Oral Presentation, Importance, Characteristics, Presentation Plan, Power point presentation, Visual aids. How to make a presentation, the various presentation tools, along with guidelines of effective presentation, boredom factors in presentation and how to overcome them, interactive presentation & presentation as part of a job interview, art of effective listening.

Leadership – quality of a leader, leadership quiz with case study, knowing your skills and abilities. Introduction to group discussion techniques with debate and extempore, increase your professionalism. Audio Video recording and dialogue sessions on current topics, economy, education system, environment, politics.

Suggested Readings:

1. Lesikar, R.V. & Flatley, M.E.; Basic Business Communication Skills for Empowering the Internet Generation, Tata McGraw Hill Publishing Company Ltd. New Delhi.
2. Bovee, and Thill, Business Communication Today, Pearson Education
3. Shirley Taylor, Communication for Business, Pearson Education
4. Locker and Kaczmarek, Business Communication: Building Critical Skills, TMH
5. Sinha, K.K., Business Communication, Galgotia and Sons, New Delhi.
6. Reuben, Ray; Communication today – understanding creating skills, Himalaya Publishing House, 2001.
7. E. H. McGraw, S. J.; Basic Managerial Skills for All. Fourth Edition, Prentice Hall of India Pvt. Ltd., New Delhi.
8. Stephen R. Covey; The seven habits of highly effective people

Note: Latest edition of text books may be used.

Semester-IV

Paper4.1

Stenography

Full Marks-100

Theory -50

Practical-50

A . TYPING

Unit -1 Manuscript:

Proof Corrections – signs and their meaning, process of typing manuscripts, corrections of draft .

Unit – 2 Tabulation

Definition and Importance and tabulation, procedure for e- typing tabulation , Typing of Foot notes, Typing of balance sheet.

Unit – 4 Correspondence:

Typing with proper display

Typing of business letters,

Typing of official letters

B shorthand

Unit – 1 Advanced Phrasing,ography,

related to business ,banking , insurance and administration .

Unit – 2 Special list of words

Unit -3 Arrangement of Materials on typewriters – desk to facilities transcription .

Unit -4 Checking and proof Reading transcription .

Full marks:-50

PRACTICALS

TYPING

E-Typewriting of Manuscripts (Typed)

E-Typewriting of manuscripts (Hand written) Practice on carrying out correction of drafts.

Tabulations :-Typewriting of tabulations, Balance sheet, foot notes'

Typewriting exercise – Typing of characters not existing on key boards.

Correspondence

Typewriting un- arrangement , miss pelt and wrongly typed letters by observing the rules of display.

Typewriter of business , officials letters.

SHORTHAND

1. Taking information form other document in completion of shorthand notes.
2. Office style dictation with amendments.
3. Submitting transcribed materials for signature.
4. Marketing and filling of shorthand notice after completion transcription

Recommended

Throughout the course there should be a constant emphasis on :

- Fluency in shorthand . Special care should be taken on expose the students to variety of pronunciation.
- Formations of well construction shorthand outlines with the help of facilities drills .
- Auto mobilization of grammalogues and phrases.
- Daily practice in taking dictation starting at slow speed.
- Practices in transcribing the long hand .
- Dictation each day should on practice material to increase the speed and new matter to improve competence – It should be for timing of 1,3,5,7and 10 minutes.

Paper4.2

Advanced Phonography (Practical) – I

Fulll Marks-100

Practical : 90 Marks,

Viva-Voce : 10 Marks =100

(There will be no internal assessment in this paper)

Objectives: Once the basic principles of Phonography are learnt by the students, it is essential that the students build up speed-writing by practicing exercises and learning advanced phraseography from Pitman Shorthand Instructor. The practice of these exercises will strengthen the knowledge of phonography rules and help in gaining speed in writing. The speedy and accurate transcription of the shorthand notes is the ultimate aim of learning phonographic communication.

Unit –I

Note Taking, Transcription etc., Revision of Grammalogues and Simple Phrases, Special Contractions (Section 1 to Section 5).

Unit -II

Advanced Phraseography (Section 1 to Section 7).

Unit -III

Practice of seen dictation exercises (from Exercise nos. 121 to 183 of the Old Course Book) at the speed of 80 words per minute.

Unit -IV

Practice of unseen dictation exercises from other shorthand books and shorthand magazines at the speed of 60 words per minute.

Suggested Readings

- Way to High Speed Writing, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Principles of Modern Phraseography, Edgar E. Thorpe, Pitman S.S. Publications, New Delhi.
- Phono Phrase Book, O.P. Kuthiala, Pitman S.S. Publications, New Delhi.
- Modern Phrase Book, N.V. Krishna Murty, Pitman S.S. Publications, New Delhi.
- Shorthand Magazines..

Guidelines for the conduct of Practical Examination

Advanced Phonography- Practical-I

Time: 60 Minutes (Excluding Viva)

Maximum

Marks:100

Question No.	Description of Question	No. of Words	Marks	Time Allowed
1.	Seen Dictation from Pitman Shorthand Instructor (Old Course Book) from Exercise Numbers 121 to 183 @ 80	240 words	40	30 Minutes

	wpm.			
2.	Unseen Dictation @ 60 wpm	180 words	20	20 Minutes
3	Outline of words consisting of Grammalogues, Special Contractions and Advanced Phraseography	30 words	30	10 Minutes The Examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet
4	Viva-Voce	450 words	10	
	Total		100	

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation.

Paper 4.3

Theroy-100

Front Office Managerial Operation

Front Office Managerial Operation related with:

1. Marketing Manager—Marketing Objectives, Market Survey Designing, Research Planning, Customer Identification and Targeting, Product Planning, Promotion Planning, Resource Planning.
2. Sales Manager—Sales Territorial Planning, Recruitment-Selection-Induction of Sales Personnel, Distribution Network Development Planning.
3. Logistics and Supply Chain Manager—Product Management, Fleet Selection, Operation Planning
4. Hospitality Manager—Hospitality Marketing, Destination Management, Agent and Operation Management. Front Desk Operation and Customer Satisfaction.
5. Human Resource Development Manager—Recruitment, Selection, Training Module Development.
6. Finance Manager—Fund Management, Fund Allocation Planning, Budgeting. Cash Management.
7. Warehouse and Inventory Manager—Product Identification and Selection, Primary Coding, Inventory Register Management, Demand and Supply Co-ordination.
8. Retail Store Manager—Product Promotion and Display, Floor Operation Planning, Manpower deployment.
9. Public Relation and Communication Manager—Develop Public Relation System and Communication.
10. Counseling and Negotiation Manager—Primary Counseling, Persuasion Technique, Primary Negotiation and Situation Controlling.

Recommended Books:

1. Retail Marketing Management—David Gilbert
2. Warehouse Management & Inventory Control—J. P. Saxena
3. Logistics Management—S. K. Bhattacharya
4. Financial Management Policy—James C. Van Horne
5. Human Resources Management and Human Relations—V. P. Michael
6. Principles of Auditing—A. Pandu
7. Sales Management—Still, Cundiff & Govoni
8. Marketing Management—Philip Kotler
9. Logistics Management—S. K. Bhattacharya
10. Front Office Operations—Colin Dix & Chris Baird
11. Counseling & Guidance—S. Narayana Rao
12. Travel and Tourism Management—V. V. Vara Prasad & V. B. T. Sundari
13. Public Relations—Shrutika Kaso

Paper-4.4**Theory-100****Office Administration & Management**

1. Introduction to Office Organization and Management.
2. Nature and Types of Organization.
3. Principles and Process of Planning.
4. Departmentalization and Span of Control
5. Delegation and Decentralization
6. Office Staff Motivation & Morale
7. Direction & Leadership
8. Office Supervision & Controlling
9. Office System, Routines and Manual.
10. Office Accommodation and Layout
11. Office Record Management
12. Office Furniture, Equipment and Machine
13. Office Communication, Correspondence and Mail
14. Office Stationary and Control
15. Standardization, Standard and Work Measurement.
16. Production Control and Quality Control.
17. Business Reports. Recommended Books: 1. Office Procedures—M.N. Mishra 2. Office Management—Bajaj & Tuli 3. Office Management—R.S.N. Pillai & Bagavat 4. Office Organization and Management—S. P. Aro

Semester-V**Paper 5.1****Theory-100****Public Relationship Management**

1. Introduction to Public Relation
2. Corporate interest in Public Relation.
3. Crisis Management Needs.
4. Public Relation Agencies—Growth and Challenges.
5. Process and Practice of Public Relation—Environment Scanning, Target Publics, Right to Information, Create a communication Plan, Communication and Media Strategies, Communication Message and Transmission Strategies, Resistance to Change, Mass Communication, Evaluation the impact of PR Plan and its Process, Public Relation Audit.
6. Negotiation Skills and Public Relation—Process and Conflict.
7. Marketing PR and Integrated Marketing Communication.
8. Customer Relation—Public Relation and Customer satisfaction.
9. Dealer Relations—Objectives of Good Relationship and Communication.
10. Vendor Relations—Objectives and Importance of PR for Vendor.
11. Employee Public Relations—Characteristics and Management Objectives.
12. Media Relations—Networking, Assistance and Norms, Press Conference.
13. CSR and Community Relations—Objectives, Community Networking and Media.
14. Corporate Image & Identity Management—Definition, PR Role and Image Management Process, Identity Mix, Identity and Image Relationship, Legal aspects of Corporate
15. Investors Relations—Introduction, Objective, Role, Responsibility and Communication
16. Event Management—Objective, Types, Classification, Public Relation application in organizing an Event.
17. Crisis Management—Definition, Kinds, Ten Commandants and PR application.
18. Government and PR—Objectives, Agencies, Private and Public Sector, PR problem related with Government.
19. PR and Lobbying—Definition and Nature of Lobbyists, Pressure Group and PR role in lobbying.
20. Corporate Advertising—Advertising Credibility, Objectives, Types, Media Management.
21. Ethics in Public Relation—Legal aspects, Ethical Code, IPR Code for PR, ASCI Code.
22. Public Relation Agency—Definition, Functions, Selection, Structure and Audit

Recommended Books 1. Management of Public Relation & Communication—Sailash Sengupta
 2. Public Relations—Shrutika Kasor 3. Public Relations-Principles and Practices—Iqbal S. Sachdeva

Paper-5.2**Theory-100****Human Resource Management**

1. Introduction to Human Resource Management—Similarities and differences between Personnel Management and Human Resource Management.
2. Evolution of Human Resource Management—Human Relation and Industrial Relation Movements, emergence of Contemporary HR, Strategic Focus Era and Functions of HRM.

3. Job Design and Motivation—Job enrichment and rotation, shorter workweek and Flexitime, New Trends.
4. Empowerment—Types, Elements, Importance, Characteristics of Labour market
5. Recruitment and Selection—Process, Selection, Interviewing.
6. Placement and Induction—Introduction, Transfer, Promotion and Demotion, Success and Career System.
7. Performance Appraisal—Evolution, Merit Rating, Motivation Process, Motivation and Human Behavior.
8. Leadership—Definition, Importance, Nature, Levels, Types, Managerial Grid, Reddin's 3D Models of Leadership, Power and Politics.
9. Training and Development—Introduction, Induction, Methods, Management Development Programme.
10. Organizational Culture and Employee Behaviour—Introduction, Evolution, Maintaining uniform Culture.
11. Compensation Administration—General and Executive Compensation, Pricing Evaluated Job, Merit Rating in Wage Programme.
12. Conflict Management—Introduction, Process and Types.
13. Discipline and Grievance Procedure—Concept, Importance, Objectives, Approach, Steps, Principles, Role of Union, Statutory Law.
14. Collective Bargaining—Introduction, Features, Classification, Technique, Process.
15. Quality of Human Life—Introduction, Humanisation of Work.
16. Human Resource Information System—Introduction, Job Information, Job Families, Competence, Organizing HR department.
17. Human Resource Accounting—Introduction, Nature and Objectives, Models of HR Accounting, Prospects.
18. Industrial and Physical Safety—Industrial Accidents and Legal Provisions.
19. Social Security—Definition, Evolution, International Standards, Social Security Legislation, Integrated Social Security.

Recommended Books: 1. Human Resource Development and Management—Biswanath Ghosh 2. Human Resource Management-Principle and Practice—P. G. Aquinas

Paper 5.3

Advanced Phonography (Practical) - II

Full Marks-100

Practical : 90 Marks, Viva-Voce : 10 Marks

(There will be no internal assessment in this paper)

Objectives: The aim of Advanced Phonography – II is to write seen and unseen dictations on varied subject matters and transcribe the same speedily and accurately on computer.

Unit I Intersections, Business Phrases, Political Phrases, Banking Phrases.

Unit -II Insurance and Shipping Phrases, Technical and Railway Phrases, Special List of Words.

Unit -III 25 Practice of seen dictation exercises from Units 1 and 2 of Old Course Book at the speed of 100 words per minute.

Unit IV 20 Practice of unseen dictation exercises from shorthand books and magazines at the speed of 80 words per minute.

Suggested Readings

- 2000 Common Words Reading and Dictation Exercises, Edgar Thorpe, Pitman S.S. Publications, New Delhi.

- 700 Common Words Reading and Dictation Exercises, A.H. Wheeler Publications.
- Shorthand Magazines.

Guidelines for the conduct of Practical Examination

Advanced Phonography-

Practical-II Time: 70 Minutes (Excluding Viva) Maximum Marks:100

Question No.	Description of Question	No. of Words	Marks	Time Allowed
1.	Seen Dictation from Pitman Shorthand Instructor from Exercise listed in Unit 1 and 2 of the syllabus (Old Course Book @ 100 wpm.)	300 words	40	40 Minutes
2	Unseen Dictation @ 80 wpm	160 words	20	20 Minutes
3	Outline of words consisting of Intersections, Business Phrases, Political Phrases, Insurance and Shipping Phrases, Technical and Railway Phrases and Special List of Words	30 words	30	10 Minutes The examinees will have to write the Shorthand Outlines of the words on the Printed Sheet which would be the Question Paper as well as the Answer Sheet
	Viva-Voce	490 words	10	
	Total		100	

Note: 1. There will be no Internal Assessment in this paper.

2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.

3. The examinees will have to produce hard copies of the above question for evaluation

Paper 5.4

Computing Basics and its Applications – II

Marks: 100

There will be no internal assessment in this paper

Objectives: to familiarize students with the different segments of MS Office and internet.

Unit I Advanced Word Processing: Tables: Creating a new table, entering text in a table, adding and inserting rows/columns to a table, deleting rows/column from a table, resizing rows and columns, merging cells, adding

borders and shading, deleting a table. Mail Merge: creating a document with mail-merge, creating database for addresses, generating multiple letters for mail merge.

Unit II Spreadsheet: What is a Spreadsheet?, Need and uses of Spreadsheets, advantages and limitations of using Spreadsheets, software used for working with Spreadsheets. Why MS Excel and which version?, Keywords: cell, row, column, label, value, cell address, workbook, worksheet, cell range.

Unit III Starting Excel: Excel interface, creating a workbook, saving a workbook, editing a workbook, inserting/deleting worksheets, entering data in a cell, selecting cells, moving data from selected cells, rearranging worksheets, imports to spreadsheets, resizing rows/columns. Working with Excel: creating a series, use of basic formulae in Excel, use of functions in Excel, formatting different types of data in Excel, using cell references in a formula, copying/moving a formula, sorting data. Creating simple charts: Pie, Line, Bar-chart, using chart wizard. Using statistical formulas with Excel

Unit IV PowerPoint Presentation : Meaning of PowerPoint presentation, extension of PowerPoint document, Need and use of presentation in office administration, Software available in the market for presentations, Widely used software: PowerPoint by Microsoft and its advantages, PowerPoint interface: title bar, menu bar, toolbars, status bar, task pane., Components of a presentation: slides, outlines, speaker notes, handouts, Creating a simple presentation in PowerPoint, Add-ons to a presentation: images, videos, audio files

Unit V Working with Slides in PowerPoint: Power Point formatting basics: Slide layouts, changing the background of the slides, applying design templates, changing the color schemes, font and formatting. Viewing a presentation: Normal view, Slide Sorter view, Notes page view, Slide Show view, Adding transition between slides, and adding animation in a slide, automatic slideshow. Working with Slides: Changing layout, duplicating a slide, hiding a slide, moving a slide, deleting a slide, inserting pictures into a slide, inserting word art into a slide, inserting auto shapes. Note: The relevant short cut keys for MS Excel and MS Power Point to be discussed.

Suggested Readings

Absolute Beginner's Guide to Computer Basics, Michael Miller.

Microsoft Word 2010 Step by Step(Microsoft) by Curtis Frye.

♣ Excel 2010 For Dummies, Greg Harvey.

♣ Teach Yourself VISUALLY Excel 2010, Paul McFedries.

♣ PowerPoint 2010 All-in-One For Dummies, Peter Weverka.

♣ Microsoft Office PowerPoint 2010 Step by Step(Microsoft) by Joyce Cox and Joan

♣ Preppernau.

Guidelines for the conduct of Practical Examination

Computing Basics and its Applications-II

\Time: 120 Minutes (Excluding Viva)

Maximum Marks:100

Question No.	Description of Question	Marks	Time Allowed
1.	A question on MS-Excel to calculate the required quantity using various functions and formulas. Draw a simple chart from the above mentioned content. (One or more question can be given to test the concepts of MS-Excel. However, the total of these questions should not exceed 35 marks)	35	40 Minutes
2	A Power Point presentation with 5-7 slides. The student should automate the slide show wherein the slide transition timer should be set for 7 seconds.	20	20 Minutes
3	A Power Point presentation with a minimum of 10 slides and a maximum of 15 slides. The presentation should also include animation effects, slide transition effects, etc. (One or more question can be given to test the concepts of MS-Power Point. However, the total of these questions should not exceed 35 marks)	35	60 Minutes
	Total	90	120 Minutes
	Viva-Voce	10	
	Total	100	

Note:

1. There will be no Internal Assessment in this paper.
2. 10 minutes time may be given to the examinees for adjustment of computers before the practical.
3. The examinees will have to produce hard copies of the above question for evaluation. However, in the question(s) of Power Point presentation the examinees may modify Printer properties to a maximum of 4 slides per page.

Semester-VI**Paper-6.1**

Theory-100

Organizational Behaviour

1. Introduction to Organizational Behaviour.
2. Basic Human Process—Perception and learning, Understanding and adapting to the work Environment, Individual differences, Personality and abilities, Emotions stress on the job.
3. The Individual in the Organization—Work related attitudes, Feeling about jobs, Organizations and people, Motivations in organizations, Career dynamics.
4. Group Dynamics—Group processes and work teams, Interpersonal Behaviour, Working with and against others.
5. Influencing Others—Influence, Power and politics in the organizations, Leaderships in the organizations, Organizational culture, Creativity and Innovations.
6. Organizational Processes—Organizational structures and design, Managing organizational change, Strategic planning and organizational change, Strategic planning and organizational development.

Recommended Books

1. Organizational Behaviour—M. N. Mishra
2. Organizational Development—Dr. Vasu Deva
3. Organizational Behaviour—Jit S Chandan
4. Organizational Behaviour—Dr. Vipin B. Kumar & Dr. S. Gopinandan

Paper 6.2**MIS**

Duration: 3 hours

Marks: 100

Objective: To provide the understanding and use of management information systems in an office and organization.

Unit I Management Information Systems - Need, Purpose and Objectives - Contemporary Approaches to MIS - Information as a strategic resource - Use of information for competitive advantage - MIS as an instrument for the organizational change Information, Management and Decision Making - Models of Decision Making Classical, Administrative and Herbert Simon's Models - Attributes of information and its relevance to Decision Making - Types of information

Unit II Information Technology - Definition, IT Capabilities and their organizational impact - Telecommunication and Networks - Types and Topologies of Networks - IT enabled services such as Call Centers, Geographical Information Systems etc. Data Base Management Systems - Data Warehousing and Data Mining, Systems Analysis and Design - Systems Development Life Cycle - Alternative System Building Approaches - Prototyping - Rapid Development Tools - CASE .

Unit III Tools – Object Oriented Systems (Only introduction to these tools & techniques), Decision Support Systems - Group Decision Support Systems - Executive Information Systems - Executive Support Systems - Expert Systems and Knowledge Based Expert Systems - Artificial Intelligence.

Unit IV Management Issues in MIS - Information Security and Control - Quality Assurance -Ethical and Social Dimensions - Intellectual Property Rights as related to IT Services / IT Products - Managing Global Information Systems .

Unit V Applications of MIS in functional areas as well as in the service sector should be covered with the help of minimum 5 case studies. Emphasis should be given on management

Paper :-6.3

ON –THE –JOB TRAINING -I

Probably work-sities where on –the – job training may be organized

- Government / Departments Offices
- Business / Commercial Organisation
- Industrial Establishments
- Hospitals
- Educational – Institution
- Railway, Airlines and other transport undertakings
- Banking and Insurance organization
- Parliament and State Assemblies
- Job works centers.

This is a tentative list. Principal may be given the complete freedom to select any organization . However , while selecting the instituting care should be taken to select such institution who show willingness to accept the trainees and have the scope for providing verity of experience in office practice and stenography area.

Objectives: to provide basic and hand on understanding of the industry.

Note: Each student of Vocational Courses shall undergo Practical Internship of four weeks for paper-6.3 &four week paper-6.4 during the summer /Any long vacations in an approved Business/Industrial/Govt./Service organization. The objective of this training is to make the student acquainted with the industrial / business working environment. After completion of the training they will have to submit a training report in vi Semester. The internship/project reports will carry 100 marks . It will be evaluated by two examiners (one internal and one external). The training report is part of the sixth semester. It is to be submitted by the date fixed by the College. The students will also have to submit a performance certificate from the company where he/she undertook the training. report by examiners.

Paper –6.4

On the Job Training -II

Practical Full Mark: 100

Suggested Department / section for on the job training-I at the end of first year.

Syllabus	<u>Department /section</u>	<u>No .of weeks</u>
1. Reception/ Inward and outward mail		1

2. Office establishment /filing /office	1
Equipment and production	
3. Stenography work and typing with Various executives and section	1
4. Sales, Advertising and publicity, Stores and Accounts	<u>1</u>
	<hr style="width: 100px; margin-left: auto; margin-right: 0;"/> 4 Weeks
	<hr style="width: 100px; margin-left: auto; margin-right: 0;"/>

6.4 Job Training -II

Paper-6.4 Practical Full Marks:- 100

Suggested / Department /Section for on-the-Job Training at the end of 2nd year

Department /section	No .of weeks
1. Private Secretary of various Executive in different Dept. of the Organisation	1
2. Office establishment /Company Secretary / Share Department	1
3. Accounts Department /Time office/ Reception	1
4. Typing pool/ Advertising and publicity,	<u>1</u>
	<hr style="width: 100px; margin-left: auto; margin-right: 0;"/> 4 Weeks
	<hr style="width: 100px; margin-left: auto; margin-right: 0;"/>

Note:- The Purpose of the on-the-job training is to expose the student to the world of work and provide professional experience in real situation. The students shall have to maintain a diary and submit a detailed report of his activities. Which shall be certified by a responsible officer of the establishment. However, the Teaching will also supervise on –the-job training Programme.
