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PAPER 3: OFFICE MANAGEMENT AND COMMUNICATION

1. **INTRODUCTION:** - Meaning of office-office work-office activities-The purpose of an office-office functions-Importance of office-The changing scene of office.
2. **OFFICE ORGANISATION:** -Principle of organisations-formal and informal organisation-organisation chart and manuals-office manuals.
3. **OFFICE ACCOMMODATION:**-Location of office-Office building-Office layout-Open and private offices-New trends in office layout.
4. **OFFICE ENVIRONMENT:** Office lighting -Ventilations-Interior decorations-Furniture-Freedom from noise and dust -Physical hazards-Sanitary requirements-Cleanliness- security-Secrecy.
5. **OFFICE MACHINES AND EQUIPMENTS:**-objects of mechanization- the criteria for selection-types of office machines- Computers, Role of computers in modern office working.
6. **OFFICE FORMS:-** Forms & control: -forms designing -form sets; continuous stationary-importance of stationery-proper selection of stationery; purchasing supplies-centralised and decentralized purchasing-purchasing procedure; storage-principles of storage applicable to supplies-Control and issue of stationery and supplies.
7. **RECORDS MANAGEMENT:**-importance of records; Filing -essentials of good filing system-classification and arrangement of files-filing equipment-methods of filing-modern filing devices-centralised Vs. decentralised filing; Indexing -types of indexing-types of indexing system; The filing manual; Records retention; Modern tendencies in record making.
8. **OFFICE COMMUNICATION:**-importance of communication-Objectives of Communication; Functions and Types of communication-Communication in organisation-internal and external communication network and structure- Barriers to communication-Overcoming barriers to Communication- Modern Communication devices.

9. **FEATURES AND PARTS OF BUSINESS LETTERS:** –Personal letter, Calling for interview, Appointment letters, Memos, Termination order.
10. **PRECISE WRITING:** -Business reports –Parts of a report, Steps and style of writing reports. Preparation of Press notes.

REFERENCES:

1. P.K. Ghosh : Office Management
2. Avora : “ “
3. Laffing Well : “ “
4. Denyar : Office Management and Administration