

**SEMESTER-I**  
**Skill Enhancement Course (SEC)**  
**(Commerce)**

<i>Course code</i>	<i>Course Title</i>	<i>Type</i>	<i>Marks</i>	<i>Credit</i>	<i>Lectures</i>
	<b>Modern Office Management</b>	SEC	60	3	40

**Course Objective:** *To impart knowledge about the modern office appliances and to communicate with different stakeholders using modern techniques.*

**Course Outcome:** *On successful completion of the course, the students will be able to learn the new methods of office management, day to day business communication techniques and also the uses of modern office appliances.*

**Course Contents:**

**Unit I: Introduction (Lectures: 8)**

Meaning and importance of modern office, Office Management–Concepts, Definition, Nature & Scope, Elements and Functions; Changing Office view – Past, Present & Future; Importance and Principles of office location & Lay-out; New Trends in office layout under modern office management context. Meaning, importance, factors of good office environment, Modern Office Manager - Functions, Duties and Responsibilities.

**Unit II: Modern Office Systems and Office Services (Lectures: 12)**

Meaning and objectives of office system, advantages of office system; Office Routine – Meaning and Importance; Flow of work – Meaning, Significance and difficulties; Planning and scheduling of office work; Measurement of office work – Meaning, Needs, advantages and difficulties; Centralization and decentralization of office service – Meaning, Advantages & Disadvantages; Mail Service – Management of mail, Inward & Outward mail routines.

**Unit III: Filing System, Office appliances and Office Manuals (Lectures: 12)**

Meaning and essentials of good filing system, classification of files; Management of office stationery – Need and principles of stationery control, storing & issuing stationery; Office Appliances -Importance of types of Office Appliances and Machines i.e. Computers, Printers, Laptop, Wifi System, Internet facility, Fax, Scanner, video conferencing equipment, Telephone facility, office furniture. Office Manuals - sources, types and advantages of office manuals; classification of reports and basic Principles of writing reports.

#### **Unit IV: Office Personnel Communication and welfare (Lectures: 8)**

Definition, objectives and principles of effective communication; audience analysis; formal and informal communication; modern forms of communication – fax, email, video conferencing and social media; barriers to business communication; role of AI in business communication. Staff welfare, health & safety arrangements in office and grievances handling system.

*Skill Development Activities:*

- Visit to any local office (Govt. or Private) of your area and prepare a report on overall office management procedure
- Analyze the nature of communication of any five companies of different sectors.
- Prepare a suitable plan for modern office system and suggest an effective communication method that can be followed.
- List out major office appliances used by any three different categories of business houses
- Visit to any nearest Bank or Financial institution of your area and prepare a report on the office filing procedure and mail management.
- Write a brief case study on the welfare activities followed by any organization of your choice (e.g. tea manufacturing industry or any other manufacturing and/or service industry)
- Any other activities, which are relevant to the course