



SYLLABUS FOR UNDERGRADUATE PROGRAMME

OFFICE PROCEDURE & PRACTICE

(Skill Enhancement Course)

[Semester I, II & III]

Under National Education Policy – 2020

(Effective from the Academic Session 2023-2024)

**MAHARAJA BIR BIKRAM UNIVERSITY
AGARTALA, TRIPURA: 799004**

Office Procedure and Practice

Course 1 - OPP 1

(SEM 1)

Unit I: Introduction:

Meaning- Definition, Importance of Office, Back Office and Front Office.

Functions of Office - Primary & Administrative Management Functions.

Paperless Office - Concept, Utility and Feasibility.

Office Work- Office Activities & Its Purpose.

Unit II: Office Organizations:

Meaning- Principles of Office Organization.

Formal and Informal Organization, Centralization and Decentralization of Office.

Departmentation of Modern Office.

Unit III: Office Management:

Meaning- Elements of Office Management.

Functions and Importance of Office Management

Office Manager- Position, Function & Duties.

Unit IV: Office Environment

Meaning and Nature of Office Environment.

Office Lighting- Types, Benefits, Designing a Good Lighting System.

Ventilation, Interior Decoration, Sanitary Requirements.

Security of Office, Knowledge of Stationery Items and Maintenance.

Suggested Readings:

Office Management, Chopra, R.K. & Gauri, Priyanka, 2023. Himalaya Publications, New Delhi.

Office Organization and Management, Arora, S.P., Vikas Publications, New Dehi, 2009.

Office Management, Sahai, I.M, Sahitya Bhawan Publication, Agra, 2006.

Modern Office management and Commercial Correspondence, Bhatia, R. C, Sterling Publications, 2015.

Modern Office Management, Pillai, R.S.N & Bhagawati, S Chand & Company, New Delhi, 2010.

UG PROGRAM AS PER NEP 2020

Office Procedure and Practice

Course 2 - OPP 2

(SEM 2)

Unit I: Office System and Work Measurement:

Office System: Definition of Office System, Procedures; Flow of Work-Analysis; Planning and Designing of Office System; Objectives –Advantages of Designing System; Essentials of Good Office System.

Work Measurement: Meaning-Steps Involved Advantages; Work Measurement-Principles and Procedures.

Unit 2: Record Management and Indexing:

Record management: Importance of Records and Record management; Filing and Essentials of Good Filing System; Classification and Arrangement of Files; Methods of Filing.

Indexing: Types of Indexing; Selection of a Suitable Indexing System; Filing Manual.

Unit: 3: Mail services in Office:

15 hours

Meaning and Importance of Mail; Need for Centralized Mail Service in an Office; Handling Incoming and Outgoing Mail-Steps Involved; Mechanized Mail Service; Indian Postal Services-Main and Ancillary services.

Unit: 4: Skills, Responsibilities, and Etiquette:

15 hours

Skills and responsibilities of Office Executive: Multiplexing; Preparation of Appointments and Schedules; Maintaining Visitors Diary.

Office Etiquette: Understanding the Office Culture-hierarchical, formal and informal and Government office; Office Decorum; Management of Front Office; Personal Grooming.

Suggested Readings:

Office Management, Chopra, R.K. & Gauri, Priyanka, 2023. Himalaya Publications, New Delhi.

Office Organization and Management, Arora, S.P., Vikas Publications, New Dehi, 2009.

Office Management, Sahai, I.M, Sahitya Bhawan Publication, Agra, 2006.

Modern Office management and Commercial Correspondence, Bhatia, R. C, Sterling Publications, 2015.

Modern Office Management, Pillai, R.S.N & Bhagawati, S Chand & Company, New Delhi, 2010.

Course 3 - OPP 3

(SEM 3)

Unit I: Office Location and Layout

Introduction- Principles, Location of Office.

Office Building- Factors to be considered for location of an Office.

Office Layout- Principles.

Importance and Need for a Good Layout.

Open and Private Office- New trends in Office Layout.

Unit II: Communication Management in Office

Meaning and Importance of Verbal and non-verbal Communication.

Types of Verbal and Non-verbal Communication.

Formal and Informal Communications.

Keys to Better Listening.

Barriers to Communication.

Unit III: Office Machines and Equipments

Objectives of Mechanization- Criteria for Selection.

Types of Office Machines- Fax, Telephone including PABX (Private Automated Branch Exchange), PBX (Private Branch Exchange) Systems, Printers, Address Machines, Franking Machines, Scanners, Shredders, Laminating Machines, Billing Machines, Payroll Machines, Biometrics etc.

Role of Computers in Modern Office.

Unit IV: Office Forms- Management, Control & Meeting and Conferences

Office Forms- Importance and Advantages.

Forms in Control of an Office- Guidelines, Form Designing.

Management of Forms in an Office- Control.

Planning the Meeting- Purpose, Procedure.

Recording the Proceedings of Meeting Using Audio-Visual Aids.

Suggested Readings:

Office Management, Chopra, R.K. & Gauri, Priyanka, 2023. Himalaya Publications, New Delhi.

Office Organization and Management, Arora, S.P., Vikas Publications, New Dehi, 2009.

Office Management, Sahai, I.M, Sahitya Bhawan Publication, Agra, 2006.

Modern Office management and Commercial Correspondence, Bhatia, R. C, Sterling Publications, 2015.

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