

## **SEC-II (4<sup>TH</sup> SEMESTER) FOR ARTS & SCIENCE (PASS & HONS.)**

### **MODERN OFFICE MANAGEMENT**

Full marks – 100

Mid Term-20

End Term-80

#### **Unit- I: Office**

What is a Business Enterprise? What is an Office? Who are Office Staff? What are the most Common Forms of Business Organization? What are the Advantages of Office Work? What are the Categories of Office Career and Job Classifications under Each Category? What are the Specific Skill Requirements for Office Jobs? Duties and Responsibilities of Office Staff

#### **Unit-II: Records Management**

Objectives of Record Keeping; What is Filing? What are the Different Kinds of Filing System? Steps in Filing; Indexing; Selecting the Appropriate Filing System; How to handle Incoming & Outgoing Mails

#### **Unit –III: Document/Report Writing**

Key points to write a document: The 5w-h plan for writing; Steps in writing workplace documents; Important things to remember when editing seven layout mistakes to avoid; Quick tips for report Writing; Basics of Meetings

#### **Unit-IV: Supervisory Skills**

What are the Skills of the Supervisor and How to Acquire Them? Functions of Supervisor

##### **Communication**

Meaning; Process; Communicating Tools; Types, Barriers

#### **Unit-V: Leadership & Motivation**

Meaning and Concept; Importance of Leadership; Qualities of a Leader; Relationship & Differences Leadership and Motivation; Organizational Leadership; Leadership Ethics - Traits of an Ethical Leader; Leadership Styles - Important Leadership Styles- Situational Leadership – Emotional Intelligence of Leader; Which Leadership Style to Follow? Influence of Situational Leadership Styles on Subordinate Development;

References:–

1. Office Management  
By Ankita Bhatia  
Dr. R. K. Chopra
2. Office Management  
By Dr. P. Rizwan Ahmed
3. Office Management  
By R S N Pillai

