

Department of Public Administration & HRM
Kakatiya University, Warangal
Model Scheme of Instruction and Examination
B.A OFFICE-MANAGEMENT
Choice Based Credit System (CBCS) Syllabus - w.e.f. 2017-2018

Year	Semester	DSC/GE/ DSE/SEC	Paper	Title	Credits	Hours	Exam Duration	Internal Marks	External Marks	Max. Marks
I	I	DSC	Paper - I	Office Management	5	5	3 Hrs	20	80	100
	II	DSC	Paper - II	Principles and Practice of Management	5	5	3 Hrs	20	80	100
II	III	DSC	Paper-III	Secretarial Practice	5	5	3 Hrs	20	80	100
		SEC	<i>Paper - I</i>	<i>Communication Skills in English</i>	2	2	<i>2 Hrs</i>	<i>10</i>	<i>40</i>	<i>50</i>
	IV	DSC	Paper - IV	Technology and Office Administration	5	5	3 Hrs	20	80	100
		SEC	<i>Paper-II</i>	<i>Banking and Insurance</i>	2	2	<i>2 Hrs</i>	<i>10</i>	<i>40</i>	<i>50</i>
III	V	DSC	Paper - V	Business Communication	4	4	3 Hrs	20	80	100
		DSE	Paper - I A	Human Resource Management	4	4	3 Hrs	20	80	100
		DSE	Paper - I B	Business Organization and Management						
		DSE	Paper - I C	Entrepreneurship Development						
		GE	Paper - I	Fundamentals of Office Management	5+1	6	3 Hrs	20	80	100
		SEC	<i>Paper-III</i>	<i>Telangana Heritage and Culture</i>	2	2	<i>2 Hrs</i>	<i>10</i>	<i>40</i>	<i>50</i>
	VI	DSC	Paper - VI	Materials Management	4	4	3 Hrs	20	80	100
		DSE	Paper - IIA	Organizational Behaviour	4	4	3 Hrs	20	80	100
		DSE	Paper - II B	Industrial Relations						
		DSE	Paper - II C	Financial Management						
		GE	Paper - II	Management	5+1	6	3 Hrs	20	80	100
		SEC	<i>Paper - IV</i>	<i>Personality Development and Soft Skills</i>	2	2	<i>2 Hrs</i>	<i>10</i>	<i>40</i>	<i>50</i>

DSC- (Discipline Specific Course), SEC -(Skill Enhancement Course) & DSE -(Discipline Specific Elective) for Students of History.

GE- (Generic Elective) or Inter-Disciplinary Course for Students of Social Sciences other than office Management (5 Credits + 1 Tutorial)

Prof.T. Yadagiri Rao

Chairperson, BoS Dept of Public Administration & HRM

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B.A. OFFICE MANAGEMENT
SECOND YEAR - SEMESTER – III
(Discipline Specific Course)

Paper - III: Secretarial Practice

Unit – 1: Introduction

1. Meaning and Importance of Secretarial Practice.
2. Company formation and incorporation.
3. Company and Association, memorandum and articles.

Unit – 2: Secretary

1. Definition, need and importance of Secretary.
2. Secretary, work, duties, rights and liabilities.
3. Memorandum of association and secretary.

Unit – 3: Secretarial Practice and Postal Services

1. Functions and Qualifications of Secretary.
2. Office Correspondence; Types of Correspondence.
3. Procedure for handling inward mail and outward mail.

Unit - 4: Company Management and Administration

1. Definition and importance of company management and administration.
2. Directors: Qualification and number, appointment, removal, powers, duties and liabilities.
3. Prevention of oppression and mismanagement.

Unit - 5: Finance

1. Share and debentures, application and allotment.
2. Dividend and interest.
3. Account and audit, taxes

Suggested Readings:

1. M.C. Kuchhal; Secretarial Practice, Vikas Publishing.
2. Arun Kumar and Rachana Sharma; Secretarial Practice and Company Law, Atlantic Publishers.
3. Chakraborty, S.K.; Board of Directors in India – Their Status and Dynamics: All India Management Association, New Delhi.
4. Sen Gupta, B.K.; Company Meetings, Law and Procedure, Eastern Law House, Calcutta.

Department of Public Administration & HRM
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B.A Office Management
B.A II Year – III Semester, Paper-I
Communication Skills in English
(Skill Enhancement Course)

Max. Marks: 40

Unit I: Communicative English: Meaning – Significance – Learning English through Listening, Speaking, Reading and Writing (LSRW). Listening skills: Factors influencing – Barriers in listening – Effective listening - Practice of interpersonal listening. Meaning and significance of Oral and Written Communication – Principles of oral communication –Preparing for oral communication – Practice of oral communication with pre-announced topics – Extempore. Tenets of written communication – Practice of written communication with displayed text - Practice of written communication with pre-announced topics and extempore.

Unit II: Business and Corporate Correspondence: Meaning – Significance – Types of Business Letters - Principles of letter writing – Formats – Practice of letter writing in different situations. Corporate correspondence: Types of Meetings -Notice and Agenda – Practice of preparing notice and agenda for different meetings – Writing press releases – advertisements – Circulars – Memos – Enquires – Replies – Writing minutes and resolutions of different meetings. E-mails – Writing e-mails.

Suggested books:

1. Sarma V V S, Muralidhar D and Saritha M, LOTUS: Interactive Communication, Camel Published, 2016.
2. Aruna Koneru, Professional Communication, Tata McGraw Hill, New Delhi, 2008.
3. Sehgal M K and Khetarpal Vandana, Business Communication, Excel Books, New Delhi, 2008.
4. Varinder Kumar and Bodh Raj, Business Communication, Kalyani Publishers, Ludhiyana, 1998.