

Department of Public Administration & HRM

Kakatiya University, Warangal
B.A. OFFICE MANAGEMENT
SECOND YEAR - SEMESTER – IV
(Discipline Specific Course)

Paper - IV: Technology and Office Administration

Unit - 1: Introduction to technology:

1. Introduction to ICT
2. Management by office computerization
3. Internet and intranet

Unit - 2: Trends in office administration.

1. Importance of Office automation
2. Concept of paperless office, virtual office
3. Back office operations and front office delivery

Unit - 3: Techniques of Office administration

1. Office supervision
2. Management by objectives (MBO)
3. Programme evolution review technique (PERT)

Unit - 4: Issues in Office Administration

1. Social system and public office administration
2. Staff welfare
3. IT and modern office management

Unit - 5: Measurement office work:

1. Importance and purpose of measurement office work
2. Setting of work standards, benefits of work standards
3. Techniques of setting standards

Suggested Readings:

1. Dr. R.C. Bhatia; Principles of Office Management, Lotus Press Publishers & Distributors
2. Tripathi; Principles of Management; Tata Mc Graw Hill Publications
3. R.K. Chopra; Office Management.
4. J.C. Denyer; Office Management.
5. Michael Miller; Absolute Beginner's Guide to Computer Basics.
6. Curtis Frye; Microsoft Word 2010 Step by Step (Microsoft)
7. Paul McFedries; Teach Yourself VISUALLY Excel 2010.
8. S.P. Arora, Office Organization and Management, Vikas Publishing House, New Delhi, 1993.