

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

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.

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SECOND YEAR - SEMESTER – IV
(Skill Enhancement Course)

Paper: II: Banking and Insurance

Unit – I: Introduction

1. Origin, definition and importance of banking.
2. Banker and customer relationship.
3. Origin and growth of commercial banks in India.

Unit – II: Crossing and Endorsement

1. Meaning, definitions, types and rules of crossing.
2. Paying Banker, Duties, Statutory protection in due course.
3. Collecting bankers - duties, statutory protection for holder in due course.

Unit - III: Banking and Lending

1. Principles of sound lending.
2. Secured vs. unsecured advances.
3. Types of advances, Advances against various securities.

Unit – IV: E-Banking

1. Meaning and Importance of E-banking.
2. Types of Banking: Internet Banking, Home banking, Mobile banking, Virtual banking, E payments.

Unit – V: Insurance

1. Basic concept of risk.
2. Types of business risk.
3. Types of insurance: Life and Non-life.

Suggested Readings:

1. Agarwal, O.P., *Banking and Insurance*, Himalaya Publishing House
2. Satyadevi, C., *Financial Services Banking and Insurance*, S.Chand
3. Suneja, H.R., *Practical and Law of Banking*, Himalya Publishing House
4. Chabra, T.N., *Elements of Banking Law*, DhanpatRai and Sons
5. Arthur, C. and C. William Jr., *Risk Management and Insurance*, McGraw Hill
6. Saxena, G.S; *Legal Aspects of Banking Operations*, Sultan Chand and Sons
7. Varshney, P.N., *Banking Law and Practice*, Sultan Chand and Sons