



Gyanmanjari
Innovative University

Course Syllabus
Gyanmanjari Institute of Management Studies
Semester- 5 (BBA)

Subject: Office Management –BBAXX15213

Type of course: Skill Enhancement Courses (SEC)

Prerequisite:

Students should have basic understanding of management, business communication, and administrative processes. Familiarity with organizational structures and record-keeping is beneficial.

Rationale:

This course develops skills in managing office operations, communication, and records, ensuring efficiency and coordination in a business environment.

Teaching and Examination Scheme:

Teaching Scheme			Credits	Examination Marks			Total Marks
CI	T	P		C	SEE	CCE	
			MSE			ALA	
2	0	0	2	50	20	30	100

Legends: CI-Classroom Instructions; T – Tutorial; P - Practical; C – Credit; SEE - Semester End Evaluation; MSE- Mid Semester Examination; V – Viva; CCE-Continuous and Comprehensive Evaluation; ALA- Active Learning Activities.

2 Credits * 25 Marks = 50 Marks (each credit carries 25 Marks)

SEE 50 Marks will be converted in to 25 Marks

CCE 50 Marks will be converted in to 25 Marks

It is compulsory to pass in each individual component.



Course Content:

Sr. No	Course content	Hrs.	% Weightage
1	<p>Introduction to Office Management</p> <ul style="list-style-type: none"> • Introduction – Meaning – Definition – Nature - Functions of Office - Importance of office management <p>Office Manager</p> <ul style="list-style-type: none"> • Introduction - Functional manager - Role of the office manager - Essential Qualities of an efficient office manager 	15	25
2	<p>Office Manual</p> <ul style="list-style-type: none"> • Introduction - Qualities required of an office manual - Benefits of an office manual - Office systems <p>Office Layout</p> <ul style="list-style-type: none"> • Introduction - Need for office layout - Types of layouts - Office Accommodation - Location of office 	15	25
3	<p>Office Forms</p> <ul style="list-style-type: none"> • Introduction - Purposes of office forms - Importance of form management - Features of a well-designed form <p>Office Records</p> <ul style="list-style-type: none"> • Introduction - Objectives of office records management - Filing system 	15	25
4	<p>Office Correspondence</p> <ul style="list-style-type: none"> • Introduction - Purpose - Stages involved in drafting of correspondence-Maintenance of official correspondence <p>Communication Management in an Office</p> <ul style="list-style-type: none"> • Introduction - Communication loop - Barriers to communication - Benefits of technological advancement to business communication 	15	25



Continuous Assessment:

Sr. No	Active Learning Activities	Marks
1	Inside the Office Students will select a company of their choice and analyze its office management system, functions, and efficiency factors and prepare the report. Upload PDF file on GMIU Web Portal.	10
2	Design an Office Form Students will design any 2 types of well-structured sample office forms. Upload PDF file on GMIU Web Portal.	10
3	Office Manual Drafting Students will create a short office manual for a startup, covering policies, procedures, and best practices. Upload PDF file on GMIU Web Portal.	10
Total		30

Suggested Specification table with Marks (Theory): 50

Distribution of Theory Marks (Revised Bloom's Taxonomy)						
Level	Remembrance (R)	Understanding (U)	Application (A)	Analyze (N)	Evaluate (E)	Create (C)
Weightage	30%	40%	10%	10%	-	10%

Note: This specification table shall be treated as a general guideline for students and teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Course Outcome:

After learning the course, the students should be able to:	
CO1	Understand the fundamentals and importance of office management.
CO2	Develop and Analyze office manuals for efficient office operations.
CO3	Design office forms and record-keeping systems efficiently.
CO4	Manage efficient office systems, including forms, records, and correspondence.



Instructional Method:

The course delivery method will depend upon the requirement of content and the needs of students. The teacher, in addition to conventional teaching methods by black board, may also use any tools such as demonstration, role play, Quiz, brainstorming, MOOCs etc.

From the content 10% topics are suggested for flipped mode instruction. Students will use supplementary resources such as online videos, NPTEL/SWAYAM videos, e-courses. The internal evaluation will be done on the basis of Active Learning Assignment.

Practical/Viva examination will be conducted at the end of semester for evaluation of performance of students in the laboratory.

Reference Books:

- [1] Tripathi, P. C., & Reddy, P. N. (2012). Principles of Office Management (6th ed.). Tata McGraw-Hill.
- [2] Lesikar, R. V., Flatley, M. E., & Rentz, K. (2019). Business Communication: Making Connections in a Digital World (12th ed.). McGraw-Hill Education.
- [3] Miller, K. (2014). Organizational Communication: Approaches and Processes (7th ed.). Cengage Learning.
- [4] Gupta, C. B. (2014). Office Management (5th ed.). Sultan Chand & Sons.
- [5] Mukherjee, P. (2011). Office Organization and Management (2nd ed.). Tata McGraw-Hill.

