

4604 - ADMINISTRATIVE MANAGEMENT -II							
Teaching Schedule Per Week			Progressive Assessment	Examination Schedule (Marks)			
Lectures	Practical	Credits		Theory	Practical Ex.	Total	
5	-	5	25	100	-	125	
Pre-requisite		Source	Semester	Theory	Test	Total	Gr Total
4603		MOP		75	25	100	125

RATIONALE: Learners should be able to appreciate and understand some of the challenges faced in the domain of administrative and office management. It is an elective for those students opting Administration and Management Area as specialisation.

COURSE CONTENT	Hrs	Mks
1. OFFICE LAYOUT Importance, Objectives, Principles of layout, Steps in office layout, Space requirements, Common mistakes, Moving office to another place, Open Vs. Private Office, The front Officer/Reception Desk, Recent trends in office layout.	9	10
2. OFFICE ENVIROMENT Office lighting and its importance, Ingredients of good lighting systems, Ventilation, Temperature, and Humidity Control, Noise and Dust control, Interior Decoration and Colour Scheme, Cleanliness & Sanitation, Safety and Security, Drinking water and cloak rooms, Office Library.	10	10
3. OFFICE SYSTEM & PROCEDURE Office systems: Meaning and Definition, Systems, Procedures, and Methods, Planning of office System, Improvement of office procedures, Flow of office work, Problems encountered in smooth flow of work.	8	10
4. RECORD MANAGEMENT Meaning and purpose of records, Various types of record, Processing of records, Filing and its importance, Essentials of a good filing system, Benefits of filing, Filing Equipment & Methods, Modern filing methods, Indexing, Records retention and Disposal.	12	15
5. OFFICE FURNITURE Standardisation, of Office Furniture, Types of Furniture.	5	5
6. OFFICE FORMS DESIGN AND CONTROL Meaning of office forms, Importance and Benefits, Types of forms, Design of forms, Factors affecting design, Form set & Continuous Stationery, Purchase of office stationery and suppliers, Storage and issue.	12	15
7. OFFICE PERSONNEL ADMINISTRATION Meaning and objectives, Functions and role of personnel manager, Recruitment of staff, Selection, placement, and Induction, Methods of Training, Staff welfare.	15	25
8. WORK SIMPLIFICATION The concept and importance, Objectives of O & M., Steps in work simplification, resistance to change, The O & M Department.	9	10
Total	80	100

INSTRUCTION TO EXAMINERS:-

Questions must be set to obtain possible answers in brief. No essay type single question shall be asked in examinations. As far as possible, internal choice should be provided to the students.

REFERENCE BOOKS

1. Banerjee Mrityunjoy, Business Administration (ASIA).
2. Bernard Chester I, The functions of Executive (CAMBRIDGE).
3. Brech, EFL, Management: NATURE AND SIGNIFICANCE (PITMAN).
4. Brech, EFL, Principles & Practice of Management (LONGMAN).
5. Davar, Rustom S. The Management Process (PROGRESSIVE).
6. Drucker Peter, The Practice of Management (HARPER & ROW).
7. Fayol Henri, General & Industrial Management (PITMAN).
8. Jaeger Dieter, Handbook of Modern Office Management and Administrative Services, (McGraw Hill).
9. Kendall William, Personnel Testing (HEYEL).
10. Littlefield Rachel & Others, Management of Office Operations, (PHI).
11. Tead Ordway, the Art of Administration (McGraw Hill).
12. Urwick L. The Element of Administration (PITMAN).
13. Madon Khershed & McDowel, Administrative & Office Management. Scope & functions (VIKAS).
14. Rao Narayan, A Text-Book of Office- Management (TMH).
15. Mukerjee S.S. Modern Office Management (SUREJEET).
16. Charterjee S.S. Administrative Theory (SURJEET).

