

TRIPURA (CENTRAL) UNIVERSITY
SYLLABUS FOR UNDER GRADUATE PROGRAMME UNDER NEP 2020
OFFICE PROCEDURE AND PRACTICE (Vocational Course)
Total Credit- 3

Total Marks-100

Total hours – 60 hours (15 hours for each unit)

Unit-I

Office Management: - Meaning of Office, Functions and Importance. Paperless Office and Virtual Office, Forms and Types of organization, Centralization and Decentralization of office services - advantages and disadvantages.

Objectives and Principles of office Management, Functions of office Manager, Qualities required for Office Manager. Duties of the office manager.

Office Operations: - Handling of MAIL (inward and outward) – Maintenance of Records –Filing and Indexing – objectives and importance. Office forms and Stationery: - Meaning, importance and advantages of Office forms and Stationery

Unit-II

Office Machines and Labour-Saving Devices: - Meaning, advantages and disadvantages of Mechanisation, Factors in selection of office machines, Kinds of modern Office Equipment/Machines. Meetings: definition-lawful and unlawful meeting-Notice, Agenda, quorum of the meetings, different kind of company meetings, minutes and resolutions, secretary's duty regarding different kind of company meetings.

Unit-III

Office communication: Nature- Process and Importance of Communication, Types of Communication (verbal & Non Verbal), Different forms of Communication. Barriers to Communication: Linguistic Barriers, Psychological Barriers, Interpersonal Barriers, Cultural Barriers, Physical Barriers, Organizational Barriers.

Process of communication, Role, effects and advantages of technology in Business Communication like email, text messaging, instant Messaging and modern techniques like video conferencing, social networking. Strategic

Importance of e-communication.

Unit-IV

Business Correspondence : Essentials of business letter, letter Writing, presentation, Inviting quotations, Sending quotations, Placing orders, Inviting tenders, Sales letters, claim & adjustment letters and social correspondence, Memorandum, Inter -office Memo, Notices, Agenda, Minutes, Job application letter.

Drafting of Reports : preparation and drafting of reports, minutes, Resolutions.

Suggested Readings:

1. Bovee, and Thill: Business Communication Today, Pearson Education: New Delhi.
2. Shirley Taylor, Communication for Business, Pearson Education: New Delhi.
3. Locker & Kaczmarek: Business Communication: Building Critical Skills, McGraw Hill Education: New Delhi.
4. Ghosh, P. K.: Office Management, Sultan Chand & Sons: New Dehi