

**FACULTY OF ARTS**  
**BANARAS HINDU UNIVERSITY**

**2-YEAR DIPLOMA COURSE IN OFFICE MANAGEMENT  
& BUSINESS COMMUNICATIONS**

2-Year Diploma Course in Office Management and Business Communications will be open to all those who have passed +2 (Intermediate) or equivalent examinations. The number of seats available in this course will be 60 (30 for Faculty of Arts and 30 for South Campus, Barkachha). The course shall be of two year's duration.

The course is aimed at meeting the growing demand from various companies and industries for people trained in Office Management and Secretarial Courses.

The course will be of two levels : Diploma level-I and Diploma level-II. At the end of each year, there will be a University examination. If a student completes the Diploma Course Level-I and Level-II, marksheet shall be issued to him/her, taking both years' marks together. In case, a student leaves the course after completion of the Diploma Level-I, he/she shall be given a certificate only. After completion of the whole diploma course, i.e. after passing Diploma Level-II, student shall be given a Diploma in office management and business communications.

To pass the Diploma Examination, the candidate must secure at least 45% of the aggregate marks in the written papers and viva-voce.

First Division :                      60% and above

Second Division :                    45% and above but below 60%

If a candidate secures 75% or above aggregate marks, he/she will be declared to have passed Diploma Course with distinction.

Wherever possible, questions will be set on the model of the exercises in the prescribed text. All courses will be compulsory. The questions will be so distributed as to cover the entire course.

**FEE STRUCTURE : Rs. 5000/- per annum will be charged apart from the usual fees including examination fee as approved for the Diploma courses by Prof. S.N. Thakur Committee.**

## **DIPLOMA COURSE IN OFFICE MANAGEMENT & BUSINESS COMMUNICATIONS**

<b>Level – I :</b>	Paper I "English Language & Business Communication"	100 marks
	Paper II "Shorthand and Computer"	100 marks
	Viva-voce	50 marks

### **Paper I : English Language & Business Communication :**

**Part I : English Language :** The aim of this course is to make the learner acquire knowledge of basic structures of English and vocabulary for communication. The emphasis will be on spoken and written expressions as well as on developing the elementary skills – listening, speaking, reading and writing. This course will be of one year's duration. At the end of the year, there will be a University examination. Marks obtained by the candidate both in theory and viva-voce will be considered for the purpose of determining the final results.

**Note:** Question under English language will be based on "A Remedial English Grammar by F.T. Wood". The following items are prescribed:

- a) The Articles
- b) Agreement of verb and subject
- c) Confusion of Adjectives and Adverbs
- d) Fairly and Rather
- e) Adverbial use of 'no', 'not' or 'none'
- f) Active and Passive voice
- g) The infinitives
- h) Tag Questions

### **Part II Business Communication :**

**Unit I :** Introduction : Concept, Definition and Process of communication; significance and objectives of communication in organizations. Principles of Communication.

**Unit II :** Channels and Media of Communication: concept of channel and Media; written communication; oral communication; face to face communication; visual communication; audio-visual communication; silence – as communication media.

**Unit III :** Type of Communication : Organizational structure and patterns; downward communication; upward communication; horizontal communication; grapevine; consensus and group communication committee, conference, listening, public speech and seminar.

**Unit IV :** Barriers to effective communication: concept of barriers; types of barriers – Media barrier, physical barrier, semantic barrier, situation barrier, socio-psychological barrier.

**Books Prescribed : Part I :**

1. B.K. Das and A. David : "A Remedial Course in English", Book 1 CIEFL (OUP) 1980
2. F.T. Wood: "A Remedial English Grammar" (Macmillan)
3. T. Balasubramanian: "A Text book of English Phonetics for India Students"
4. A.S. Hornby: "Oxford Advanced Learner's Dictionary of Current English"

**Part II :**

Bala Subrahnam, Business Communications

**Paper II : Shorthand and Computer:**

**Shorthand :** From exercise 1 to 82 based on Pitman's Shorthand

**Computer :** Basic Computer Applications

**Book Prescribed :**

1. Rajaraman, V : Fundamentals of Computers.
2. Pitmans : Shorthand Instructors & Key.
3. Sinha, K. Pradeep & Sinha, Preeti : Computer Fundamentals.

<b>Level II :</b>	Paper III "Business Organization and Office Management"	100 marks
	Paper IV "Shorthand and Computer"	100 marks
	Viva-voce	50 marks

**Paper – III : Business Organization and Office Management:**

**Part I : Business Organization :**

**Unit I:** Concept, scope and significance of business organization. Entrepreneurship – Functions of Entrepreneur.

Modern concept of management. Nature, functions and significance of management

**Unit II:** Nature and significance of Planning. Elements and Process of Plannings. Types of plans and the problem of Flexibility in planning. Concept and significance of organizing function. Types of Organization structure. Delegation of authority. Centralization Vs Decentralization. Span of Management.

**Unit III :** Staffing: Recruitment, selection and training of employees. Leadership – concept and leadership styles. Control – objectives, process and important techniques.

## **Part II : Office Management :**

**Unit – I :** Introduction: Meaning, functions and importance of office, relation of office with other department; meaning and processes of office management; scientific office management, office Manager and his job, Office systems and procedures, Planning for improving office procedures, works simplification, and work charts.

**Unit II :** Office systems: Office procedures, Office work simplification-guides for office work simplification. Common charts of office work simplification.

**Unit III :** Procedures, methods of improvement and manuals: Objectives of procedures and methods improvement, barriers to improvement, organization for procedures and methods improvement, general approach to procedures and methods improvement. Written procedures, procedures manuals and their uses, effective presentation of procedures, audit for the maintenance of procedures.

**Unit IV :** Forms design, control and office reproduction services: Nature of forms, design, forms control, reproduction of forms. Growth, advantages, organization and determination of office reproduction services. Basic reproduction processes. The problem of choice. Administration of office reproduction service.

**Unit V :** Records storage and retrieval: Management of files and records storage, basic purposes of records control programme. Organization of records management and filing. Filing systems, equipment, and supplies Records retention.

### **Books Prescribed :**

1. James, A.F. Stoner et. al : Management
2. Mahajan, J.P. : Fundamentals of Office Management.
3. Prasad, L.M. : Principles & Practices of Management.

### **Paper IV : Shorthand and Computer:**

**Shorthand :** From exercise 83 to end based on Pitman's Shorthand

**Computer :** Basic Computer applications (level 2).

### **Books Prescribed :**

1. Rajaraman, V. : Fundamentals of Computers.
2. Sinha, Pradeep & Sinha, Preeti : Computer Fundamentals.
3. Pitmans : Shorthand Instructor & Key.

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