

## **Paper I: Fundamentals of Office Management**

General office services: Communication and Telecommunication Services, Filing and Indexing, Reprography, Data Processing: Fundamental of Data Processing, Computer Components and Programs, Miscellaneous equipment, Financial & Accounting Services: Sales Invoicing, Sales Accounting, Purchases, Cash Control, Stock Control, Production Records, Wages & Salary, Management Information and Insurance, Environment: Furniture & layout, Physical conditions, Personnel: Staffing, Rewards, Training, Planning & Control: Methods, Day-to-Day Controls, Audit, reports, Committee Procedure.

### **Books Recommended**

1. Mills & Standingford - Office Organization & Method – A Manual of Administrative Management, Pitman Publishing Limited, London
2. Management, Pitman Publishing Limited, London

## **Paper II: Business Communication Skills**

Business Communication: Meaning, Importance & Objectives; Process of Communication, Effective Communication. Media of Communication, 7 C's of Communication, Types of Communication-Oral, Written, Non-Verbal, Formal & Informal. Barriers of Communication-on the part of sender, receiver & organization; Overcoming barriers, Effective Listening, Public Speaking; Seminar; Presentation; Interview; Group Discussion. Business Letters: Layout, Kinds-Interview, Appointment, Acknowledgement, Promotion, Inquiries, Replies, Orders, Sales, Circulars, Complaints, Report Writing. Resume Writing: Preparing the Resume, Do's & Don'ts of Resume.

### **Books Recommended**

1. Mathew, M.J - Business Communication, RBSA Publication, Jaipur
2. Chaturvedi & Chaturvedi- Business Communication, Pearson Education, Delhi.
3. Diwan, Parag - Communication Management, Deep Publication Pvt. Ltd, Delhi.

## **Paper III: Modern Technology & Communication**

Globalisation of Business and role of Information Technology, Telecommunication, Internet, E-mail, Facsimile Transmission, Scanners, Groupware, Telephone, Mobile or cellular Phone, Voice Mail, Tele conferencing, Video conferencing, Multimedia, E-commerce, M-commerce, Guidelines for smart e-mail, Global e-mail

### **Books Recommended**

1. Mathew, M.J - Business Communication, RBSA Publication, Jaipur
2. Chabra, T.N., Communication for Management, Sun India Publications
3. Essentials of Business Communication, RBSA Publication

## **Paper IV: Personality Development**

Introduction- Definition of Personality, Perception and Personality, Factors affecting Personality  
Factors of Association, Personality Formation Structure – Mind Mapping, Competence Mapping  
and 360 Assessment and development, Types of Person: Extrovert, Introvert, Ambivert Person,  
Understanding Human Nature- Basis of Human – Influence of Environment and Heredity,  
Concept of Attitude, Concept of Self. Effective Thinking- Thinking Skills, Thinking Styles,  
Concept of Six Thinking Hats. Individual Interaction and Skills- Basis of Interaction Skills  
Personal and interpersonal, Inter-Personal Skills- Concept, Definition, Meaning of Skills,  
Conceptual, Supervising, Technical, Managerial and Decision Making Skills, Group Influence on  
Interaction Skills

### **Books Recommended**

1. Sudha G.S.-Personality Development and Human Resources, Malik & Company, Jaipur
2. Covey; Stephen- 8 Habits, -Simon & Schuster, U.K.
3. Mehta Anil & Chouhan, Bhumija- Organizational Behavior, RBD, Jaipur.