

CURRICULUM IN MODERN OFFICE PRACTICE

(SECOND SEMESTER)

For Delhi State

**BHAI PARMANAND INSTITUTE OF BUSINESS STUDIES
(GOVERNMENT OF DELHI)**

OPP. MADHUBAN, SHAKARPUR (Ext.), DELHI-110092

Phone: 011-22543891 Fax: 011-22016134: Extn. 209 E-mail: bpibs.delhi@nic.in

Prepared by:

Curriculum Development Centre

TECHNICAL TEACHERS' TRAINING INSTITUTE

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SECTOR 26, CHANDIGARH 160019 (INDIA)

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Second Semester

S.No	Subject	Study Scheme		Evaluation Scheme						Total Marks
				Internal Assessment		External Assessment				
		L	P	Theory	Practical	Written Paper		Practical		
				Max Marks	Max. Marks	Max. Marks	Hrs	Max Marks	Hrs	
2.1	English and Communication Skills-II	5	-	25	--	75	3	-	-	100
2.2	Typing- II / Electronic (English)	2	8	-	25	25	2	50	2	100
2.3	Shorthand-II	2	4	-	25	25	2	50	3	100
2.4	Company Secretary-ship (SP-I)	5	-	25	-	75	3	-	-	100
2.5	Human Resource Management	5	-	25	-	75	3	-	-	100
2.6	Computer Applications-II	2	3	-	25	25	2	50	3	100
* Student Centred Activities		-	4	-	-	-	-	-	-	-
Total		21	19							600

* Student Centered Activities will include: field visits, extension lectures, seminars, debates, hobby clubs, library studies, environmental awareness, social service camps and other co-curricular activities including games. Advance planning for each semester has got to be made.

Note:-

Students from Hindi Stream shall study communication, typing, shorthand and business correspondence in Hindi for which the detailed contents are given in the report simultaneously.

2.1 English and Communication Skills – II

RATIONALE

Language is the most commonly used and most effective medium of self expression in all spheres of human life – personal, social or professional. The objective of this paper is to assist the diploma/degree holder to acquire proficiency both in spoken and written language.

DETAILED CONTENTS

1. Importance of vocabulary improvement and effectiveness of self expression.

Formation of words i.e. formation of Nouns, Adjectives, verbs and adverb
Prefixes and Suffixes
Homonyms

2. Sentences Structure

Change of transformation of sentences i.e. voice, affirmative to negative and vice versa
Assertive to interrogative and vice versa
Assertive to exclamatory and vice versa
Conditional sentences – Interchange of degree of comparison
Rearrangement of jumbled sentences

3. Punctuation

Practice in the use of all the punctuation marks with special emphasis on word punctuation and the use of capital letters

4. Role of letter writing in effective communication :

Different type of letters: practice in writing formal and informal letters
Rules regarding drafting of personal and social letters
Letters to Press, letter to introduction

5. Precise Writing: Definition and importance

Practice in doing: Precise at least 10 passages

LIST OF PRACTICALS/ASSIGNMENTS

1. To punctuate, the habit of consulting dictionary regularly
2. Multiple choice exercises in autonyms synonyms and homonyms
3. Practice in converting sentences from one form to another
4. Practice in punctuation
5. Self introduction by students

BOOKS RECOMMENDED

1. English grammar and Composition, by Pal and Suri (Sultan Chand and Sons)
2. A Book of English Grammar and Composition, by Ramji Lal, Vinod Kumar (R. Chand and Company)
3. A University Grammar of English, by Radolph Chirk, Sidney Greenhamm (Langman)
4. English Grammar Composition and Correspondence, by Pink and Thomas (S.Chand and Company)
5. Objective General English, by RS Aggarwal and Monika Aggarwal (S Chand and Company)
6. Essential of Business Communication, Pal and Korlahalli (Sultan Chand and Sons)
7. A Practical English Grammar by Thomson and Martinate (in three series)
8. Effective Business Communication – MV Rodriques; Concept Publishing Company, New Delhi- 59

2.1 हिन्दी एवं संप्रेषण-II

1. विषय – मौखिक एवं लिखित अभिव्यक्ति को निपुण बनाने की कला ।
 - (1) आत्म-अभिव्यक्ति को परीशुद्ध एवं प्रभावशाली बनाने में भाषा ज्ञान का महत्व ।
 - (2) शब्द निर्माण : संज्ञा, विशेषण, क्रिया एवं क्रिया विशेषण बनाने के साधन ।
 - (3) उपसर्ग एवं प्रत्यय ज्ञान ।
 - (4) भिन्नार्थक शब्द ।
2. वाक्य संरचना
 - (1) वाक्यों की स्वरूप संरचना में परिवर्तन
 - (2) वाक्य परिवर्तन
 - (3) विभिन्न मिश्रित वाक्यों के कमबद्ध रूप देना
 - (4) सामान्य वाक्य को प्रश्नवाचक और प्रश्नवाचक को सामान्य बनाना ।
3. विराम चिन्ह –
 - (1) शब्द विराम एवं वाक्य विराम चिन्हों का अभ्यास ।
4. संक्षेपण
 - (1) अर्थ, परिभाषा, उपयोगिता/महत्व
 - (2) अभ्यास कार्य

प्रस्तावित पुस्तकें

1. सुगम हिन्दी व्याकरण तथा रचना- प्रो. बंशीधर, धर्मपाल शास्त्री (राजपाल प्रकाशन)
2. हिन्दी व्याकरण विमर्श- तेजपाल चौधरी (वाणी प्रकाशन)
3. मानक व्यावहारिक हिन्दी- श्यामजी गोकुल वर्मा, हरीशचंद्र (आर्य बुक डिपो)

2.2 Typing –II/Electronic (English)

RATIONALE

Typewriter is used in the offices for typing letters, bills, invoices, forms, notices, reports, statements and other written forms of communication. The students of this programme must have the necessary skills to operate the key-board of manual, electronic and computer which is having similar key positions. The proficiency in typing will enable the students to perform in the written communication, necessary for modern offices, efficiently and effectively. Through the series of courses in typing the necessary skills shall be developed in the students of this diploma programme.

Detail contents

1. Upkeep and maintenance of typewriter
2. Typewriter eraser and their use (including correction fluids)
3. Sizes of paper, type of carbons and carbon manifolding
4. Change of ribbon
5. Stencil cutting and use of correction fluid
6. Advantages of electronic typewriter over manual typewriter

PRACTICALS

1. Speed development from exercises
2. attaining an accurate speed of 25 words per minute

Books Recommended

1. Typewriting Made Easy for Beginners (Book- I) OP Kuthiala; Pitman Publications
2. Typewriting speed and Accuracy (Book-II) OP Kuthiala, Pitman Publications

Theory :

1. A Handbook or type writing – Government of India Publication
2. English Typewriting Instructor by Dr. GD Bist ; published by Shorthand House
3. Typewriting Theory and Practice by RC Bhatia; Sterling Publishers Pvt. Ltd.

2.2 हिन्दी टंकण-II

1. परिच्छेद बनाना (पैराग्राफिंग), फ्लश, हैंगिंग पैरा ।
2. पाद टिप्पण (फुट नोट्स)
3. टाइपराईटर पर अशुद्धियों को सुधारना ।
4. प्रूफ पढ़ना (बुक रीडिंग करना)
5. हस्तलेख या पाण्डुलिपि टाइप करना ।
6. टाइपिस्टों के लिए कुछ उपयोगी परामर्श ।
7. टाइप गति परीक्षा 20 शब्द प्रति मिनट ।

2.3 Shorthand-II (English)

RATIONALE

The performance of the personnel working in modern offices depends, to a large extent, on the proficiency with which they can take dictation. Many of the confidential matters have to be written in shorthand before final communication is sent to different quarters/ parties. It is necessary that students acquire an accurate and good speed of shorthand so that they are able to perform in the modern offices effectively. Through a series of courses these skills can be provided to the students.

DETAILED CONTENTS

1. Double consonants
2. 'N' and 'F' hooks
3. 'shun' hook
4. Compound consonants, tick and dot 'H'
5. Halving and Doubling
6. Prefixes and suffixes
7. Diphones, medial 'W', 'Sh', 'R' and 'S'
8. Figures, compound words, intersections

(From New Course Pitman Shorthand)

Attainment

At the end of II semester the student should be able to complete 140 exercises (from 61 to 140) from New Course Book.

Text Book

1. Pitman Shorthand New Course AG wheeler and sons
2. Pitman Shorthand Instructor

2.3 हिन्दी आशुलिपि : सिद्धांत एवं व्यावहारिक –II

1. प्रारंभिक हुक 'र-ल' तथा 'ल' । फर, भर आदि के अतिरिक्त संकेत ।
2. अंतिम हुक 'न-ण' तथा 'व', 'य' हुक का मध्य में प्रयोग, 'न' और अनुस्वार की ध्वनि, फेजोग्राफी में 'न' हुक का प्रयोग 'नहीं', 'दिन' और 'पूर्ण' के लिए ।
3. हुक और वृत्त का मेल तथा 'शन' हुक ।
4. 'ह' का प्रयोग टिक तथा डाट द्वारा 'ह' का संकेत । 'सह-शह' का प्रयोग ।
5. ऊपर और नीचे वाले 'र' का प्रयोग ।
6. ऊपर और नीचे के 'ल' तथा ऊपर के 'श' का प्रयोग ।
7. यौगिक व्यंजन : ग्य, ग्व, ख्य, क्य, स्य, श्य, श्व, ष्य, म्प, म्व, म्म तथा व्य ।
8. स्वर संकेत तथा आवश्यक स्वर ।
9. द्विध्वनिक मात्रा, त्रिमात्रा तथा बहुवचन ।
10. डबलिंग का नियम ।
11. हार्विंग का नियम ।
12. शब्द-खंड प्रारंभिक तथा अंतिम खंड 'कम' डाट का प्रयोग ।
13. संक्षिप्त संकेत, संख्या तथा शब्दों की विशेष सूची ।
14. दिए गए अनुच्छेद को आशुलिपि में लिखना/आशुलिपि से हिन्दी में लिखना ।

केवल सैद्धांतिक (थ्योरी) पेपर ।

2.4 Company Secretary-ship (SP-I)

RATIONALE

For a person working in the modern offices, to be successful and efficient, it is essential that he/she understands his/her job, its dimensions and techniques to handle the jobs. Through this subject students will be exposed to their roles and principles involved in modern business world. The inputs of managing the meetings and other information flow in the companies shall be provided in this subject.

DETAILED CONTENTS

1. Company Secretary

- 1.1 Duties, qualifications and appointments
- 1.2 Rights and liabilities of a company Secretary
- 1.3 Scope of secretarial work
- 1.4 Role of company secretary

2. Joint Stock Companies

- 2.1 Meaning features and types of companies
- 2.2 Differences between private and public limited companies, joint stock company and partnership

3. Formation of company

- 3.1 Promotions
- 3.2 Incorporation
- 3.3 Commencement of business
- 3.4 Subscription of capital

4. Documentation

- 4.1 MOA
- 4.2 AOA
- 4.3 Prospectus

5 Capital of company

- 5.1 Shares-types
- 5.2 Debentures- types
- 5.3 Own/borrowed

6. Company meeting

- 6.1 Definition types of meetings
- 6.2 Requisites of valid meetings convening authority, notice of meetings
- 6.3 Quorum, agenda and meetings
- 6.4 Chairman- power and duties
- 6.5 Discussions, debate, amendments, motions, resolution previous questions closure voting, proxies, privileges in speeches, presentation of order of meetings
- 6.6 Minutes of meetings, duties related to meeting i.e. before, during and after the meeting

ASSIGNMENTS

Framing of resolutions, minutes, proximity, checklist agenda

BOOKDS RECOMMENDED

1. Text Book of Company Secretarial Practice by PK Ghosh, Sultan Chand Publications
2. Secretarial Practice in India by S.D. Singh Chavhan and N. K. Sharma- Sahitya Bhawan Publication
3. A New Approach to Secretarial Practice by Jain VK and Saiwal PM: S. Chand Publications

2.5 Human Resource Management

RATIONALE

One of the main activity of the personnel working in the offices is to manage human resources. Through this subject the basic elements of human resource management are taught to the students so that they are able to perform in the world of work effectively.

DETAILED CONTENTS

1. Introduction

- 1.1 Meaning and objectives of human resources management
- 1.2 Organization of personnel department

2. Personnel Functions

- 2.1 Manpower planning
- 2.2 Task analysis : job specifications and job requirements
- 2.3 Recruitment, sources of recruitment
- 2.4 Selection-process, tests and supervises methods of T and D
- 2.5 Staff training and development : importance and assessment of training needs
- 2.6 Performance appraisal

3. Human Resource Enrichment

- 3.1 Motivation and productivity
- 3.2 Employee motivation, moral and job enrichment

4. Human Resources Development

- 4.1 Concept and Goals of philosophy
- 4.2 Mechanism and tools
- 4.3 Practices in India

ASSINGNMENTS

1. To analyses the job profile of couple of positions for which a candidate is applying for
2. To discuss a given case study
3. To study, develop and design the structure of personnel department of a company
4. To analyses cause-wise industrial disputes in India during the past five years

BOOKS RECOMMENDED

- 1.Human resource Management by CB Gupta, S. Chand Publications
- 2.Human Resource Management by George Milkovich; Tata McGraw Hill Publication
- 3.Personnel Management by RS Davar; U B Publication
- 4.Human Resource Management by Pc Tripathi ; S. Chand Publications

2.6 Computer Application –II

RATIONALE

After having the awareness about computers and knowledge of word processing, the students will be given exposure to various tools, their utilities and in depth knowledge of spreadsheet. They will also be given hand on experience on computers in this course.

DETAILED CONTENTS

1. Tools and Utilities

- 1.1 Utilities for taking back-ups, disk diagnosis, disk formatting
- 1.2 Using tools for recovering of lost files
- 1.3 Files management utilities
- 1.4 Activities related to antivirus utilities for virus prevention, detection and removal

2. Spread Sheet (MICRO-SOFT EXCEL)

- 2.1 **Worksheet Basics:** Data entry into cells, (number, text and formula) moving data in a worksheet, moving around in a worksheet, selecting data range, using the interface (menu, toolbars) editing, working with workbooks, saving, quitting and cell referencing.
- 2.2 **Formatting and calculation:** Calculations and worksheets (Auto fill) working with formula, data display with data formatting (number, date, etc) working with ranges, printing worksheet.
- 2.3 **Working with graphs and charts:** Adding and formatting text and data with auto format, creating embedded user's chart wizard, sizing and moving parts, updating charts, changing chart types, creating separate chart sheets, adding titles, legends and gridlines, printing charts
- 2.4 **Database management:** Finding records with data form, adding and deleting records, filtering records in worksheet
- 2.5 **Functions and Macros:** Worksheet with worksheet using function – wizard, creating macros, records and running macros, assigning macros to button and defining macros from scratch.

LIST OF PRACTICALS

1. Creating the following worksheet

No.	Student Name	Marks I	Marks 2	Marks 3	Total
1.	Amit	45	80	35	
2.	Lalit	75	76	82	
3.	Anuj	34	45	38	
4.	Nitin	62	58	70	
5.	Ajay	65	35	48	

Save the above sheet

- Find the total of each student
- Find the percentage of each student for the above said problem
- Filter the records whose total is greater than 180
- Sort the above records on the basis of total, marks1, marks2,
- Take the printout of the above worksheet
- Create a macro to find the percentage of marks for each student of the Exercise 1
- Inserting/deleting rows and columns
- Working with multiple worksheet

2. Product of wheat during 1994-98 (in tones)

1994	568.5
1995	635.8
1996	550.3
1997	457.8
1998	980.3

Draw the bar diagram/chart for the above said problem. Add title legend and data value to your chart. Save the chart in a file and take the print out of the chart and the worksheet

3. Printing reports using headers and footers

Notes: Teachers may give more exercises to students on all the chapters mentioned above.

