GOM S6 02
Exam Code: OM

OFFICE MANAGEMENT

SEMESTER - VI

BLOCK - 1

KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY

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OFFICE MANAGEMENT
Block 1

DETAILED SYLLABUS

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UNIT 4:	**Office Environment**: lighting, ventilation, safety from physical hazards, sanitary requirements, cleanliness, security and Temperature and interior decoration	**41-47**
UNIT 5:	**Office services:** Centralization versus decentralization of office services, departmentation of office, departments of a modern office	**48-60**
UNIT 6:	**Workflow in Office**: Workflow in Office, Concept of work-flow and flow charts, Difficulties in work flow.	**61-73**
UNIT 7:	**Office Organization**: Office Organization Principles, Types - line, line and staff and services Organization, Office charts and manuals.	**74-88**
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COURSE INTRODUCTION

This course “Front Office Management” of degree 6th semester will focus on the different aspects of office. The course is meant to create interest in learners to focus on working environment of an office. This course presents specific reasons for growing importance of Office Management. This course will help the learner in enhancing their knowledge in this field.

This course consists of six units :

The first unit explains basic concept of office management.

The second unit is about office administration.

The third unit describes the layout and location of an office.

The fourth unit explains about office environment.

The fifth unit explains about the office service.

The sixth unit explains about workflow in office organisation.

The seventh unit explains about office organisation

The eight unit explains how office communication takes place.

While going through this course, you may also notice some text boxes, which have been included to help you know some of the difficult terms and concepts. You will also read about some relevant ideas and concepts in “LET US KNOW” along with the text. We have kept “CHECK YOUR PROGRESS” questions in each unit. These have been designed to self-check your progress of study. The hints for the answers to these questions are given at the end of the unit. We strongly advise that you answer the questions immediately after you finish reading the section in which these questions occur. We have also included a few books in the “FURTHER READINGS” which will be helpful for your further consultation. The books referred to in the preparation of the units have been added at the end.

BLOCK INTRODUCTION:

This is the first block of the course 'Office Management". The Block is divided into 8 units and is primarily a learner oriented Self learning material, as it satisfies the requirements of the learners in the filed of office management. The block consists of the following units:

UNIT 1: Introduction to Office Management
UNIT 2: Office Administration
UNIT 3: Office Layout
UNIT 4: Office Environment
UNIT 5: Office services
UNIT 6: Workflow in Office
UNIT 7: Office Organization
UNIT 8: Office Communication