

**II B.A**  
**Semester –IV (Paper-IV)**

**Secretarial Practice and Basics Phonography-I**

**Objectives:**

The main objective is to familiarize the students with the activities of modern office, role of a Private Secretary in an office besides gaining essential skills in handling of various office operations. As it is very important for an Executive Assistant to write rapidly and accurately, the knowledge of art of writing spoken sounds with the help of principles of Sir Isaac Pitman would help the students to take notes and carry out office work speedily.

**Unit –I**

**Secretary:** Meaning of Secretary, Types/Kinds of Secretaries, importance of Secretary, qualifications and qualities of Secretary, duties of Secretary, changing profile of the Secretary.

**Organizational Structure:** Definition, meaning and process, level and functions (Operational Functions- Office, Production, Financial, Marketing, Personnel etc. and Managerial Functions- Planning, Organizing, Staffing, Directing, Coordinating, Controlling. Delegation and Decentralization of Authority.

**Unit –II**

**Meetings:** Meaning and purpose of meetings, types of meetings, preparation for meetings: Notice, Agenda, Quorum, Role of Chairman, Minutes of meetings, duties of Secretary before, during and after a meeting, additional terms used in meetings.

**Unit-III:**

**Handling of Mail:** Meaning of Mail, Need for establishing inward and outward mail routines, Nature of Mail ñ E mail and Physical Mail, Types of Mail ñ Inward Mail, Outward Mail and Inter-departmental Mail, Handling of Inward and Outward Mail, Mechanizing of Mail Services, Services provided by Courier Companies.

**Unit –IV**

**Office Automation:** Meaning of Mechanization, factors for selection of office machines, advantages and disadvantages of mechanization, Types of Machines ñ Communication Equipment, Copying Machines, Accounting, Tabulating and Computing Machines and Miscellaneous Machines.

**Stationery:** Need and importance of stationery, purchase of stationery, storage of Stationery, issue and control of stationery.

**Unit –V**

**Appointments and Travel Arrangements:** Scheduling appointments, duties of Secretary before, during and after appointment. Preparation of itinerary, role and selection of travel agency, reservations.

**Suggested Readings**

1. Office Management, B.R. Duggal, KitabMahal, New Delhi.
2. Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, NewDelhi-110002
3. Office Organization and Management, S.P. Arora, Vikas Publishing House.
4. Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
5. Office Management and Commercial Correspondence, B.R. Duggal, KitabMahal.