



UNDER-GRADUATE SKILL ENHANCEMENT COURSE, COOCH BEHAR PANCHANAN BARMA UNIVERSITY

- **THE PREAMBLE:**

In this modern era of Market Economy, higher education plays a pivotal role in bridging the gap between what exists in nature, what is produced by mankind and people's access to what is required for survival and development. The under-graduate program curriculum, prepared in accordance to the National Education Policy 2020, provides ample scope to the students to adopt multi-dimensional skills, owing to the inter-disciplinary facet indicated in the NEP, the structural and content-based changes made in the Curriculum would certainly bring in an interface of the inventions and discoveries contributed by science disciplines, the social, cultural, ethical and economical theories and practices indicated by the arts and humanities, their market and commercial viability and implications for overall economic and ecological development.

- **INTRODUCTION:**

The introduction of the National Education Policy (NEP) 2020 has transformed the administrative structure of the educational system in India. It focuses on skill development in order to help students succeed in life. The University recommended an inclusive list of various skill development courses like Spoken English; Soft Skill; Basic Computing; Video & Photography Editing; Professional Ethics; Medical Pathology; Aquarium Fish Keeping and Management; Poultry Breeding; Tourism; Wild-life Conservation & Management; Bhawaiya; Folk & Creative Dance; Tailoring & Designing; Beauty & Wellness; Electronic Repairing; Baking; Gardening; Organic Farming; Proof-Reading (Bengali); Recitation; Theatre; Stress Counseling & Management; GST – Filling; Hospitality Management; Office Administration; Proof-Reading (English); Interior Designing; Green Chemistry for skill enhancement initiative of the students keeping in mind the demand of the market as well as to nurture the art and cultural potentials of the students.

Keeping in mind the NEP 2020, under-graduate programs with continuous revision of the curriculum will develop the creative potential of each individual and create new career growth opportunities. The Bachelor Degree programs of Cooch Behar Panchanan University adapted as per the recommendations of NEP 2020 is of either three or four-years duration with multiple entry/exit options within the period with appropriate certification/diploma/degree.

Introducing holistic and multi-disciplinary under-graduate education that would develop all capacities of human beings- intellectual, aesthetic, social, physical, emotional, ethical in an integrated manner.

COOCH BEHAR PANCHANAN BARMA UNIVERSITY, COOCH BEHAR- 736101,
WEST BENGAL, INDIA

Structure of Skill Enhancement Course on Office Management

Title of the Course: Office Administration & Management

| YEAR | SEMESTER | PAPER | TITLE | CREDIT |
|----------------------|-----------------|--------------|--|---------------|
| 1st Year | Semester 1 | SEC 1 | Office Management & Business Communication | 3 |
| 1st Year | Semester 2 | SEC 2 | Computer application in Office Management | 3 |
| 2 nd Year | Semester 3 | SEC 3 | Computerized Accounting and Banking Operations | 3 |

DETAILED SYLLABUS OF OFFICE MANAGEMENT 1ST SEMESTER

| | |
|------------------------------|---|
| Title of the Course: | Office Management & Business Communication |
| Course Code | : 03 |
| Nature of the Course | : SEC |
| Course Credit | : 03 Credits |
| Distribution of Marks | : |

Course Objective: -

The course is designed to aim at imparting the skill of managing a modern office, to create idea regarding handling of various office documents, introduction of a good filing system and to develop the skill of various business communications.

| UNITS | COURSE CONTENT | L | T | P | TOTAL HOURS |
|---|--|----|---|---|-------------|
| I : Office And Office Management | Meaning of office, function of office, primary and administrative functions, and importance of office. Relation of office with other departments of business Organization. Concept of paperless office, virtual office, back and front office, open and private office. Definition and elements of office management, Duties of an Office Manager. | 10 | | | 10 |
| II: Filing And Indexing | Meaning and importance of filing, essential of good filing system. Centralized and decentralized filing system. Meaning need and types of indexing used in the business organization. | 2 | | 8 | 10 |

| | | | | |
|---|--|----|----|----|
| III Communication Technology | Emergence of communication technology, Modern Forms of communication, Fax, Email, Video Conferencing etc. | 4 | 6 | 10 |
| IV Business Communication | Notice, Circular, Resolution & Minutes, Report, CV writing, Business letter writing- Offer letter, Quotation, Status enquiry, Confirmation, Execution, Refusal and cancellation of order, Recommendation, Credit collection, Claim, Bank loan | 5 | 10 | 15 |
| | TOTAL | 21 | 24 | 45 |

Where,

L: Lecture,

T: Tutorial,

P: Practical

Suggested Readings

- Office Management, B.R. Duggal, Kitab Mahal, New Delhi.
- Principles of Office Management, Dr. R.C. Bhatia, Lotus Press, Darya Ganj, New Delhi-110002
- Office Organisation and Management, S.P. Arora, Vikas Publishing House.
- Administrative Office Management by R.K. Chopra, Himalaya Publishing House.
- Office Management and Commercial Correspondence, B.R. Duggal, Kitab Mahal.
- Chhabra, T.N., Modern Business Organisation, New Delhi, Dhanpat Rai & Sons.
- Duggal, Balraj, Office Management and Commercial Correspondence, Kitab Mahal, New Delhi.
- P.K. Ghosh, "Office Management", Sultan Chand & Sons. New Delhi
- R.K. Chopra, Office Management, Himalaya Publishing House

DETAILED SYLLABUS OF OFFICE MANAGEMENT 2ND SEMESTER

Course Title : Computer application in Office Management

Course Code :

Nature of the Course : Skill Enhancement (SEC)

Course Credit : 03 Credits

Distribution of Marks :

Course Objective: -

The course is designed to aim at imparting a basic level knowledge about common office software for the students. After completing the course the incumbent will be able to use the computer for basic purposes of preparing his personnel/business letters, viewing information on Internet (the web), sending mails, using internet banking services etc. This helps students to maintain their small account using the computers and enjoy in the world of Information Technology and to prepare small business presentation.

| UNITS | COURSE CONTENTS | L | T | P | TOTAL HOURS |
|-------|--|----|---|----|-------------|
| I | Knowing computer: What is Computer, Basic Applications of Computer; Components of Computer System, Central Processing Unit (CPU), VDU, Keyboard and Mouse, Other input/output Devices, Computer Memory, Concepts of Hardware and Software; Concept of Computing, Data and Information; Applications of IECT; Connecting keyboard, mouse, monitor and printer to CPU and checking power supply. | 03 | | 03 | 06 |
| II | Operating Computer using GUI Based Operating System: What is an Operating System; Basics of Popular Operating Systems; The User Interface, Using Mouse; Using right Button of the Mouse and Moving Icons on the screen, Use of Common Icons, Status Bar, Using Menu and Menu-selection, Running an Application, Viewing of File, Folders and Directories, Creating and Renaming of files and folders, Opening and closing of different Windows; Using help; Creating Short cuts, Basics of O.S Setup; Common utilities. | 04 | | 04 | 08 |
| III | Understanding Word Processing: Word Processing Basics; Opening and Closing of | 05 | | 06 | 11 |

| | | | | | |
|-----------|---|-----------|--|-----------|-----------|
| | documents; Text creation and Manipulation; Formatting of text; Table handling; Spell check, language setting and thesaurus; Printing of word document. | | | | |
| IV | a. Using Spread Sheet: Basics of Spreadsheet; Manipulation of cells; Formulas and Functions; Editing of Spread Sheet, printing of Spread Sheet. b. Introduction to Internet, WWW and web browsers: Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet; Basics of internet connectivity related troubleshooting, World Wide Web; Web Browsing software, Search Engines; Understanding URL; Domain name; IP Address; Using e-governance website. | 07 | | 05 | 12 |
| V | Communications and Collaboration: Basics of electronic mail; Getting an email account; Sending and receiving emails; Accessing sent emails; Using Emails; Document collaboration; Instant Messaging; Netiquettes. | 02 | | 03 | 05 |
| VI | Making small presentation: Basics of presentation software; Creating Presentation; Preparation and Presentation of Slides; Slide Show; Taking printouts of presentation / handouts. | | | 03 | 03 |
| | Total | 21 | | 24 | 45 |

Where, L =Lecture, T =Tutorial, P =Practical

Suggested Software packages:

MS-Office Software

Reference Books:-

1. Microsoft Office 2016 A Beginner's Guide to Microsoft Office, Author: Matthew Conner
2. Microsoft Office 2019 Step by Step, Author: Joan Lambert, Curtis Frye
3. Office 365 All-in-One For Dummies, Author: Peter Weverka, Timothy L. Warner

Computer Lab Based on Office Automation:

Recommended Experiment:

1. Create a **telephone directory**.
 - The heading should be 16-point Arial Font in bold
 - The rest of the document should use 10-point font size
 - Other headings should use 10-point Courier New Font.
 - The footer should show the page number as well as the date last updated.
2. Design a time-table form for your college.
 - The first line should mention the name of the college in 16-point Arial Font and should be bold.
 - The second line should give the course name/teacher's name and the department in 14-point Arial.
 - Leave a gap of 12-points.
 - The rest of the document should use 10-point Times New Roman font.
 - The footer should contain your specifications as the designer and date of creation.
3. Create the following one page documents.
 - (a) Compose a note inviting friends to a get-together at your house, including a list of things to bring with them.
 - (b) Design a certificate in landscape orientation with a border around the document.
4. Create the following document: A newsletter with a headline and 2 columns in portrait orientation, including at least one image surrounded by text.
5. Convert following text to a table, using comma as delimiter

Type the following as shown (do not bold).

Color, Style, Item
Blue, A980, Van
Red, X023, Car

**Green, YL724,
Truck**

**Name, Age, Sex
Bob, 23,**

**M Linda, 46,
F Tom, 29,M**

6. Prepare a grocery list having four columns (Serial number, the name of the product, quantity and price) for the month of April, 06.
 - Font specifications for Title (Grocery List): 14-point Arial font in bold and italics.
 - The headings of the columns should be in 12-point and bold.
 - The rest of the document should be in 10-point Times New Roman.
 - Leave a gap of 12-points after the title.
7. XYZ Publications plans to release a new book designed as per your syllabus. Design the first page of the book as per the given specifications.
 - (a) The title of the book should appear in bold using 20-point Arial font.
 - (b) The name of the author and his qualifications should be in the center of the page in 16-point Arial font.
 - (c) At the bottom of the document should be the name of the publisher and address in 16-point Times New Roman.
 - (d) The details of the offices of the publisher (only location) should appear in the footer.
8. Create the following one page documents.
 - a) Design a Garage Sale sign.
 - b) Make a sign outlining your rules for your bedroom at home, using a numbered list.
9. Enter the following data into a table given on the next page.

| Salesperson | Dolls | Trucks | Puzzles |
|--------------------|--------------|---------------|----------------|
| Amit | 1327 | 1423 | 1193 |
| Shivi | 1421 | 3863 | 2934 |
| Om | 5214 | 3247 | 5467 |
| Ananya | 2190 | 1278 | 1928 |
| Anupama | 1201 | 2528 | 1203 |
| Maharshi | 4098 | 3079 | 2067 |

Add a column Region (values: S, N, N, S, S, S) between the Salesperson and Dolls columns to the given table Sort your table data by Region and within Region by Salesperson in ascending order:

Practical List for Spreadsheet

Q1. Create a student worksheet containing roll numbers, names and total marks. Open a document in Word and insert the excel worksheet using:-

- i) Copy/Paste
- ii) Embedding
- iii) Linking

Q2. The term wise marks for APS class of 20 students are stored in 3 separate sheets named term 1, term2 and term3. Create 4th worksheet that contains student names and their total and average marks for the entire year. Give proper headings using headers. Make the column headings bold and italic. The 4th worksheet should contain college name as the first line. Make it bold, italic and center it.

Q3. Using a simple pendulum, plot 1-T and 1-T² graph.

| I | t1 | t2 | t3 | Mean(t) | T=t/20 | T ₂ |
|-----|----|----|----|---------|--------|----------------|
| 70 | | | | | | |
| 80 | | | | | | |
| 90 | | | | | | |
| 100 | | | | | | |

Q4. Consider the following employee worksheet:-

| Full Name (First Last) | Grade 1/2/3 | Basic Salary | HRA | PF | Gross | Net | (VA) Vehicle Allowance |
|---------------------------|----------------|-----------------|-----|----|-------|-----|------------------------------|
| | | | | | | | |

HRA is calculated as follows:

| Grade | HRA % (of Basic) |
|-------|------------------|
| 1 | 40% |
| 2 | 35% |
| 3 | 30% |

Gross = Basic + HRA + VA

Net = Gross - PF PF is 8% for all Grades

VA is 15000, 10000 and 7000 for Grades 1, 2 and 3.

- i) Find max, min and average salary of employees in respective Grade
- ii) Count no. of people where $VA > HRA$
- iii) Find out most frequently occurring grade.
- iv) Extract records where employee name starts with "A" has $HRA > 10000$
- v) Print Grade wise report of all employees with subtotals of net salary and also grand totals. Use subtotal command.
- vi) Extract records where Grade is 1 or 2 and salary is between 10000 and 20000 both inclusive.

Q5. In a meeting of a marketing department of an organization it has been decided that price of selling an item is fixed at Rs40. It was resolved to increase the sell of more of more items and getting the profit of Rs40,000/. Use Goal Seek to find out how many items you will have to sell to meet your profit figure.

Q6. To study the variation in volume with pressure for a sample of an air at constant temperature by plotting a graph for P - V and P-I/V. Sample

observations are:-

| Pressure(P) | Volume (V) | I/V | PV | P/V |
|-------------|------------|-----|----|-----|
| 75 | 20 | | | |
| 78.9 | 19 | | | |
| 83.3 | 18 | | | |
| 88.2 | 17 | | | |

Q7. Plot the chart for marks obtained by the students (out of 5) vs. frequency (total number of students in class is 50).

Q8. Create the following worksheet(s) containing an year wise sale figure of five salesmen in Rs.

| Salesman | 2002 | 2003 | 2004 | 2005 |
|----------|-------|-------|--------|-------|
| MOHAN | 10000 | 12000 | 20000 | 50000 |
| MITRA | 15000 | 18000 | 50000 | 60000 |
| SHIKHA | 20000 | 22000 | 70000 | 70000 |
| ROHIT | 30000 | 30000 | 100000 | 80000 |
| MANGLA | 40000 | 45000 | 125000 | 90000 |

Apply the following Mathematical & Statistical functions:

- i) Calculate the commission for each salesman under the condition :-
 - a) If total sales is greater than Rs. 3, 00,000/-, then commission is 10% of total sale made by the salesman.
 - b) Otherwise, 4% of total sale.

- ii) Calculate the maximum sale made by each salesman.
- iii) Calculate the maximum sale made in each year.
- iv) Calculate the minimum sale made by each salesman.
- v) Calculate the minimum sale made in each year.
- vi) Count the no. of sales persons.
- vii) Calculate the cube of sales made by Mohan in the year 2002.
- viii) Find the difference in sales by salesman Mitra between the year 2002 and 2003.
Find the absolute value of difference.
- ix) Also calculate the Mode, Stddev, Variance, Median for the sale made by each salesman.
- ix) Calculate the year wise Correlation coefficient between the sales man Mohan and Mitra year wise

Q9. The following table gives an year wise sale figure of five salesmen in Rs.

| Salesman | 2000 | 2001 | 2002 | 2003 |
|----------|-------|-------|--------|-------|
| S1 | 10000 | 12000 | 20000 | 50000 |
| S2 | 15000 | 18000 | 50000 | 60000 |
| S3 | 20000 | 22000 | 70000 | 70000 |
| S4 | 30000 | 30000 | 100000 | 80000 |
| S5 | 40000 | 45000 | 125000 | 90000 |

- i) Calculate total sale year wise.
- ii) Calculate the net sales made by each salesman
- iii) Calculate the commission for each salesman under the condition :-
 - c) If total sales is greater than Rs. 4, 00,000/-, then commission is 5% of total sale made by the salesman.
 - d) Otherwise, 2% of total sale.
- iv) Calculate the maximum sale made by each salesman.
- v) Calculate the maximum sale made in each year.
- vi) Draw a bar graph representing the sale made by each salesman.
- vii) Draw a pie graph representing the sale made by salesmen in year 2001.

Q10. Consider the following worksheet for APS 1st year students:-

| S.No. | Name | PH | CH | BY | MT | CS | Total Marks | % | Grade |
|-------|------|----|----|----|----|----|-------------|---|-------|
| 1 | | | | | | | | | |

2

Grade is calculated as follows:-

- If % ≥ 90 If % Grade A
- ≥ 80 & < 90 If % Grade B
- ≥ 70 & < 80 If % Grade C
- ≥ 60 & < 70 Grade D
- Otherwise

students will be declared fail.

- i) Calculate Grade using if function
- ii) Sort the data according to total marks
- iii) Apply filter to display the marks of the students having more than 65% marks.
- iv) Draw a pie chart showing % marks scored in each subject by the topper of the class.
- v) Draw the doughnut chart of the data as in (iv)
- vi) Enter the S.No. of a student and find out the Grade of the student using VLOOKUP.
- vii) Extract all records where name
 - a) Begins with “A”
 - b) Contains “A”
 - c) Ends with “A”

Practical List for presentation:

1. Create five Power point slides. Each slide should support different format. In these slides explain areas of applications of IT. Make slide transition time as 10 seconds.
2. Create five Power Point slides to give advantages/disadvantages of computer, application of computers and logical structure of computer.
3. Create five Power Point slides detailing the process of internal assessment. It should be a self running demo.

DETAILED SYLLABUS OF OFFICE MANAGEMENT 3RD SEMESTER

Title of the Course : Computerized Accounting and Banking Operations

Course Code:

Nature of the Course: SEC

Course Credit: 03 Credits

Distribution of Marks:

Course Objective:

To enhance the skills needed for computerized accounting system and to enable the students to develop simple accounting applications using common accounting software like Tally Prime. The course also includes fundamental ideas regarding normal banking transactions of an office

| Units | COURSE CONTENT | L | T | P | TOTAL HOURS | |
|-------|--|---|---|---|-------------|----|
| I | Computerized Accounting Package: Using Generic Software | Company creation, ledger creation, order processing, accounting voucher, inventory voucher, memorandum voucher, invoicing, multiple godown handling, Transfer of materials across god owns, Bank Reconciliation; Cost Centre, Cost Category, Bill of Material (BoM), Budget and Controls; Payroll Accounting; TDS, GST; Back up & Restore, Export and Import data. | 2 | | 8 | 10 |
| II | Using Accounting Software | Accounting Entries in Software: For students' learning, free versions of Accounting Software Packages are available on the internet. For example Tally (free student version), GNUCASH (open source) or any other equivalent. A student is expected to learn the following by using any reputed Accounting Software Package: Understanding the facilities provided by the Accounting Software Package. Understanding user interface. Customizing software features to suit the users' requirements. Creating a new company for the purpose of starting computerized accounting. Modifying an existing company. Creating the required accounts and linking them to appropriate class, viz., Assets, Liabilities, Revenues, Gains, Expenses, and Losses. Passing accounting entries for different types of business transactions. Correcting incorrect accounting. | 5 | | 10 | 15 |

| | | | | | | |
|-----|-----------------------------|---|----|--|----|----|
| III | Report Generation | Report Generation: Generating and understanding various reports, viz., Cash Book, Ledger Accounts, Trial Balance, Profit & Loss Account, and Balance Sheet. | 5 | | 5 | 10 |
| IV | Banking Applications | Financial Literacy for banking Scheme and Applications: Why savings are needed, Why save in a bank, Banking products-ATM card, Banking Instruments-Cheque, Demand Draft (DD), Banking Services Delivery Channels, Know Your Customer (KYC), Opening of bank account and documents required, Types of bank accounts, Bank's services including remittances, loan, mobile banking, Overdraft, Pension etc., Pradhan Mantri Jan Dhan Yojana (PMJDY), password security and ATM withdrawal, Insurance, Social Security Schemes-Atal Pension Yojana (APY), Pradhan Mantri Suraksha Bima Yojana (PMSBY), Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), Pradhan Mantri Mudra Yojana (PMMY). | 3 | | 7 | 10 |
| | | Total | 15 | | 30 | 45 |

Suggested Readings:

1. Wallec Wang: Absolute Beginners guide to Computing. Goyal & Tiwari: Financial Accounting. Taxmann Publication. New Delhi
2. Goe, Anita: Computer Fundamentals. Pearson
3. Ram,B: Computer Fundamentals: Architecture & Organization. 4th ed New Age
4. Sinha, P. K.: Computer Fundamentals: Concepts, Systems & Applications. BPB