

SARDAR PATEL UNIVERSITY
VALLABH VIDYANAGAR, GUJARAT
(Reaccredited with 'A' Grade by NAAC (CGPA 3.25)
Syllabus with effect from the Academic Year 2022-23
(B.A.) (Arts)

(B.A.) (Programme Name) Semester-I

Course Code	UA01GOMS52	Title of the Course	Office Communication -I
Total Credits of the	4	Hours per Week	2 Theory + 2 Practical per Batch

Course Object	1.The objective of this course to provide knowledge about office Communication 2. To learn the basic concept of Communication
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Course Content		
Unit	Description	Weigh age* %
1	Communication: Office communication, importance of effective communication in business, objective of communication, communication process, principles of communication, characteristics of a good system of communication, types of communication, barriers to effective communication, mechanical communication.	25%
2	Need, functions and kinds of Business letters: Need of a business letters, kinds of business letter, importance of an effective business letter, skills to write and effective business letter, lay-out-physical appearance, mechanical structure of parts of a letter, style of form and punctuation.	25%
3	Inquires and Replies: Inquires, replies, offers and quotation, important terms used in offers and quotations	25%
4	Computer Components: Introduction, importance, input and output device, computer software and hardware, importance of internet and use of email, advantages and disadvantages of computerization of office.	25%

Teaching-Learning Methodology	Theory (50%) + Practical (50%) Practical: Practical are based on above cited units. Two hours practical work per week per batch.
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Evaluation Pattern		
Sr. No	Details of Evolution	Weightage
1	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2	Internal Continuous Assessment in the form of Practical, Viva-voce Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3	University Examination	70%

Course Outcomes : Having completed this course, the learner will be able to	
1.	<ul style="list-style-type: none"> ✓ Understand the fundament of Communication ✓ Understand the office Communication ✓ Understand the oral Communication & Verbal Communication
2.	<ul style="list-style-type: none"> ✓ Indentify and Understand the Communication Components ✓ Indentify the E- Communication
3	✓ Identify and understand the function of various Input Output Devices
4	<ul style="list-style-type: none"> ✓ Understand the concept of word processor. •Understand the use of word processor. •Typing, editing, paragraph formatting. 4 • Understand the concept of word processor

Suggested References:	
1.	Modern Business Org. and Management by Y.K.Bhushan, Sultanchand & Sons
2	Essentials of Business Communication by Rajendra Pal, J.S.Korahali
3	Business Correspondence and report writing By R.C.Sharma
4	Modern Business Org. and Management by Y.K.Bhushan, Sultanchand & Sons

On line resources to be used if available as reference material
On-line Resources
https://resources.owlabs.com/blog/office-management
https://blog.vantagecircle.com/importance-of-office-communication/
https://www.tinypulse.com/blog/more-effective-office-communication
https://www.youtube.com/results?search_query=office+communication