C P PATEL AND F H SHAH COMMERCE COLLEGE, ANAND
(AUTONOMOUS)

(Managed by Sardar Patel Education Trust, Anand)

(Affiliated to Sardar Patel University, Vallabh Vidyanagar)

NAAC Reaccredited CGPA – 3.30 – Grade A+

Revised Syllabus as per NEP 2020 with effect from the Academic Year 2026-2027

Bachelor of Business Administration (BBA) (General)
Semester – I

Course Code	UM1SEBBA12	Title of the Course	OFFICE MANAGEMENT
Total Credits	02 Credits	Hours per Week	02 Hours / Week

Course Learning Outcomes (CLOs)	
CLO 1	Learners will be able to **define and identify** office and office management concepts, **explain and describe** their importance, functions, and activities, and **apply and analyze** office management practices for effective organizational administration.
CLO 2	**Recall and explain** the meaning, importance, types, and limitations of filing and computerized filing, **demonstrate** understanding of modern filing practices and digital record management, and **analyze** the role of filing systems in ensuring efficient office administration and information managements.

Course Content		
Unit No.	**Description**	**Weightage (%)**
1.	**(A) Modern Office** • Meaning of Modern Office • Functions of Modern Office • Activities of Modern Office • Importance of Modern Office **(B) Office Management** • Meaning of Office Management • Functions of Office Management • Importance Office Management **(C) Office Manager** • Qualities of a Manager • Functions of an Office Manger ✓ **Practical Aspects:** Visit to administrative office and prepare report on visit.	**50%**
2.	**Records Management** • Meaning & Importance Records Management **Filing** • Meaning & Definition • Essentials of Good Filing System **Computerized Filing** • Meaning • Types • Importance • Limitations	**50%**

	✓ **Practical Aspects:** Visit to Library and learn how to maintain files and prepare report on visit.	

Teaching – Learning Methodology
The course will be taught / learnt through ICT – enabled teaching methods, Case-based Learning, Experiential Learning and Project-based Learning. The teaching methodology will also include Lectures, Interactive Classroom Discussions, Group Activities, Assignments and Problem-Solving Exercises to enhance skills among learners.

Examination Evaluation Pattern		
Sr. No.	**Particulars**	**Weightage (%)**
01	Continuous and Comprehensive Evaluation (CCE) (Formative Assessment)	50%
02	Semester End Evaluation (SEE) (Summative Assessment)	50%
	Total	100%

Specifications for CCE, SEE			
Sr. No.	**Details of the Evaluation Pattern**		**Marks**
01	Continuous and Comprehensive Evaluation (CCE)		
	A	Assignments	10
	B	Active Learning Activities	05
	C	Attendance	05
	D	Written Examination (01 Hour)	30
		(A + B + C + D)	50 Marks
	Note: • For 02 Credit Courses, the Formative Assessment for students must be from 25 Marks. Thus, the total obtained marks from A + B + C + D (50 Marks) will be divided by 02.		**25 Marks**
02	Semester End Evaluation (SEE)		
	E	Written Examination (01 Hour)	**25 Marks**
		TOTAL (For 02 Credit Courses)	**50 Marks**

Rubrics – Based Assessment for Assignments (10 Marks)		
Excellent	09 – 10 Marks	Accurate, error-free, logically presented, timely submission
Good	07 – 08 Marks	Minor errors and good conceptual clarity
Average	05 – 06 Marks	Basic understanding or partially correct
Basic	03 – 04 Marks	Limited clarity, noticeable mistakes, incomplete content
Poor	01 – 02 Marks	Inadequate conceptual clarity, incorrect content
Below Poor	Zero Marks / NA	Content is irrelevant / Not Attempted / Not Submitted
Note: • Assignments may be taken in forms of written project, computerized and online suggested courses / certificates as per the decision made by the respective faculties of the courses.		

Rubrics – Based Assessment for Active Learning Activities (05 Marks)		
Excellent	05 Marks	Explanation is clear, detailed and covered all keys
Good	04 Marks	Good conceptual clarity, minor details may be missing
Average	03 Marks	Basic explanation or partially correct
Basic	02 Marks	Limited clarity, noticeable mistakes, lacks depth
Poor	01 Mark	Poorly presented or not understandable
Below Poor	Zero / NA	Content is irrelevant / Not Attempted / Not Submitted
Note: • Active Learning Activities may be taken in forms of classwork, viva, oral presentations, Power Point presentations, role play, collaborative problem solving, debates, group discussions, online tests, Q&A, case studies, etc. as per the decision made by the respective faculties of the courses.		

Rubrics – Based Assessment for Attendance (05 Marks)		
As per the Rules and Regulations provided by the Academic Section of Sardar Patel University, Vallabh Vidyanagar, for the students studying in all departments and colleges. Reference No.: E – 3 / 3127; dated: 07-03-2024. https://www.spuvvn.edu/orbit-cdn/uploads/circulars/Circular-NEP-InternalExamMarks-March-April24.pdf		
Excellent	05 Marks	More than 90% (Minimum 27 Hours for 02 Credits Courses)
Good	04 Marks	80% - 89% (24 to 26 Hours for 02 Credit Courses)
Average	03 Marks	70% - 79% (21 to 23 Hours for 02 Credit Courses)
Poor	Zero / NA	Less than 70% (**NOT ELIGIBLE TO APPEAR FOR EXAM)**
Note: • Students with below 70% of attendance must submit their written application to their respective class coordinators with genuine reasons and evidence (in case of working or medical emergencies). Students must not pursue dual degree programmes that clash with the college's timings.		

Rubrics – Based Assessment for Mid-Semester Examination (30 Marks)		
ANY ONE UNIT OR 50% OF THE SYLLABUS - 15 Marks Each Question		
Excellent	13 – 15 Marks	Correct definitions, perfect classification, accurate rules applied.
Good	10 – 12 Marks	Good understanding with minor errors.
Average	07 – 09 Marks	Basic idea with limited clarity.
Basic	04 – 06 Marks	Very limited understanding; explanation lacks clarity and depth.
Poor	01 – 03 Marks	Incorrect or unclear explanation.
Below Poor	Zero Marks / NA	No attempt or completely irrelevant explanation.
Note: • Written Examination questions will be based on various levels of Revised Bloom's Taxonomy.		

Rubrics – Based Evaluation Pattern for End-Semester Examination (25 Marks)		
Multiple Choice Questions (05 Marks) – 01 Mark Each from all Units		
Excellent	01 Mark	The chosen option is correct, no errors in response
Below Poor	Zero Marks / NA	Chosen option is incorrect, completely irrelevant, multiple options chosen / Not Attempted
UNIT I - 10 Marks Each Question		
Excellent	09 – 10 Marks	Correct definitions, perfect classification, accurate rules applied.
Good	07 – 08 Marks	Good understanding with minor errors.
Average	05 – 06 Marks	Basic idea with limited clarity.
Basic	03 – 04 Marks	Very limited understanding; explanation lacks clarity and depth.
Poor	01 – 02 Marks	Incorrect or unclear explanation.
Below Poor	Zero Marks / NA	No attempt or completely irrelevant explanation.
UNIT II - 10 Marks Each Question		
Excellent	09 – 10 Marks	Complete conceptual clarity, correct terminology, proper examples, excellent presentation and analytical understanding.
Good	07 – 08 Marks	Good understanding of concepts with minor errors, proper explanation and suitable examples.
Average	05 – 06 Marks	Basic understanding with limited explanation and average presentation.
Basic	03 – 04 Marks	Limited knowledge, incomplete answer and weak presentation.
Poor	01 – 02 Marks	Very poor explanation with major conceptual mistakes.
Below Poor	Zero Marks / NA	No attempt or irrelevant answer.

Note:
- Multiple Choice Questions of 05 Marks will be based on Bloom's Taxonomy Level 1 & 2.
- Written Examination questions will be based on various levels of Revised Bloom's Taxonomy.

PLO – CLO Mapping										
	OFFICE MANAGEMENT									
	PLO 1	**PLO 2**	**PLO 3**	**PLO 4**	**PLO 5**	**PLO 6**	**PLO 7**	**PLO 8**	**PLO 9**	**PLO 10**
CLO 1	3	2	2	1	1	0	0	1	0	2
CLO 2	3	3	2	1	1	0	0	1	0	2

Note:
- High: **03**; Moderate: **02**; Low: **01**; No Mapping: **00**

Suggested References and E-Resources for Further Reading
• Ghosh, P. K. (2024). Office Management Principles and Practice (13th ed.). Sultan Chand & Sons. • Pillai, R.S.N., & Bagavathi (2011). Office Management, Sultan Chand & Sons. • Chopra, R. K., & Gauri, P. (2015). Office Management (17th ed.). Sultan Chand & Sons. • Vohra, H. G., & Vahora, S. G. (n.d.). Secretarial practice. Garg Publication. • Electronic Filing System for Computerized File Management [Ultimate Guide] - Computerized File. • Fundamentals of Modern Office Management : INTRODUCTION TO OFFICE MANAGEMENT - E – book • https://www.swayamprabha.gov.in/higheredu • https://epgp.inflibnet.ac.in/Home/Download

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