

## BUSINESS STUDIES (859)

### Aims:

1. To enable candidates to know the basic structure of a business organisation.
2. To acquaint candidates with the various functions conducted therein.
3. To provide preliminary practice on the functional aspects of an office organisation.
4. To provide candidates with a preliminary idea of an office environment.

### CLASS XI

*There will be one paper of 3 hours duration of 100 marks and divided into 2 parts.*

**Part 1 (30 marks)** will consist of compulsory short answer questions testing knowledge, application and skills relating to elementary / fundamental aspects of the entire syllabus.

**Part 2 (70 marks)** will consist of **seven** questions out of which the candidate will be required to answer **five** questions, each carrying 14 marks.

#### 1. The Office

Specific Objectives - At the end of this section pupils should be able to -

- understand the process of evolution of the modern office.
- describe the functions of an office.
- enlist various services essential for the functioning of an office.
- differentiate between centralisation and decentralisation of office services.
- identify and define functions of various departments of a large office.

(i) Meaning and evolution of the modern office.

(ii) Functions of an office.

(iii) Office services - secretarial support, record management, distribution of mail, control of stationery, reception, operation of switchboards, duplicating and copying, etc.

(iv) Centralisation or decentralisation of office services.

(v) Departments in a large office: production; personnel; marketing; finance and accounting; secretarial.

(vi) Role of the office as an information processing centre.

(vii) Office Manager: functions and his qualities.

#### 2. Office Accommodation and Environment

Specific Objectives: At the end of this section pupils should be able to -

- explain the factors to be considered at the time of selecting an office accommodation.
- identify the principles and purposes of an office layout.
- describe the advantages and defects of open and private office layouts.
- describe the special features of landscaped office.
- state the environmental factors that affect the working in an office.

(i) Meaning of office accommodation.

(ii) Principles and factors involved in the selection of office site.

(iii) Office layout: meaning; purposes; principles; steps; types.

(iv) Physical factors: outline of the effects of - lighting, ventilation, noise, cleanliness, etc. on the office work.

### 3. Organising an Office

Specific Objectives: at the end of this section, pupils should be able to –

- *define the term organisation.*
- *explain the principles of organisation.*
- *state the steps in organising an office.*
- *explain the meaning of departmentalisation.*
- *identify the basis of methods of departmentalisation.*
- *identify the types of organisation and explain their features.*
- *compare and contrast the types of organisations.*

- (i) Meaning and importance of organisation.
- (ii) Steps in organisation of office.
- (iii) Principles of organisation.
- (iv) Types of organisations - line, functional, line and staff, committee.
- (v) Features of the above organisation structures.
- (vi) Meaning of departmentalisation.
- (vii) Methods of departmentalisation (function, territory, process, production or service).
- (viii) Visual presentation of - organisation; structure (organisation chart - meaning, purpose and type of organisation charts).

### 4. Authority and Responsibility

Specific Objectives: At the end of this section pupils should be able to -

- *define the terms Authority, Responsibility and Accountability.*
- *distinguish between the above terms.*
- *state the sources of authority.*
- *explain the meaning of and principles of delegation of authority.*
- *distinguish between the centralisation and decentralisation of authority.*
- *explain the meaning and purposes of office manuals.*

- (i) Meaning of - authority; responsibility; accountability and their inter-relationship.
- (ii) Sources of authority.
- (iii) Meaning of delegation.
- (iv) Principles/rules of delegation of authority.
- (v) Distinction between centralisation and decentralisation of authority.
- (vi) Office manuals.

### 5. Office Records Management

Specific Objectives: At the end of this section pupils should be able to -

- *identify the major features of a good records management.*
  - *identify and compare the different methods of main filing classification.*
  - *describe different types of filing and indexing equipment.*
  - *appreciate the concept of electronic filing.*
  - *describe the different types of micro form storage.*
  - *explain the main features of microfilm equipment.*
  - *outline a procedure for filing.*
  - *explain follow-up procedures and absent file records.*
  - *explain the need for retention and destruction policies for records.*
- (i) Meaning of Records Management and its essential features.
  - (ii) Filing - characteristics of a good filing system; classification of records for filing (alphabetical, numerical, etc.); modern methods - vertical, horizontal, lateral and suspension; equipment; types of files; filing routine; disposal of obsolete documents.
  - (iii) Indexing: importance; types - page index, card index, strip index, rotary index.
  - (iv) Micro-filing: merits and demerits; types - roll film, fiche, jackets, etc.
  - (v) Meaning of electronic filing.

## 6. Office Reprography

Specific Objectives: At the end of this section the pupils should be able to -

- *distinguish between different types of reprographic processes.*
- *describe different duplication processes.*
- *describe different types of copiers.*
- *suggest appropriate reprographic equipment for different tasks.*
- *explain the benefits of in-house printing.*
- *describe the features of different types of printing.*
- *explain the uses of carbon paper and other methods of carbon copying.*
- *explain the features and uses of printing typewriters.*
- (i) Methods of duplicating: spirits or hectograph; stencil or mimeograph/ink; offset lithography.
- (ii) Types of photocopying; reflex, diazo, electrostatic, dual spectrum etc.
- (iii) Printing: considerations for the choice between in-house and outside printing; offset-printing and letter press printing.

- (iv) Typewriters: manual; electric; automatic; electronic.

## 7. Office Automation

Specific Objectives: At the end of this section pupils should be able to -

- *explain the difference between office automation and office mechanisation.*
- *explain the benefits and difficulties of office automation.*
- *explain the use of computers, calculators, adding machines in office automation.*
- *appreciate the terms used in automation.*
- (i) Meaning of office automation.
- (ii) Merits and demerits of office automation.
- (iii) Uses of - adding and listing machines; calculators; cash registers; computers.
- (iv) Components of computers for processing data: input units; central processing unit; output units; backing store.
- (v) Elementary knowledge of the types of computers: main frame, mini, micro.

## CLASS XII

*There will be one paper of 3 hours duration of 100 marks and divided into 2 parts.*

**Part 1 (30 marks)** will consist of compulsory short answer questions testing knowledge, application and skills relating to elementary / fundamental aspects of the entire syllabus.

**Part 2 (70 marks)** will consist of **seven** questions out of which the candidate will be required to answer **five** questions, each carrying 14 marks.

### 1. Staff

Specific Objectives - At the end of this section pupils should be able to-

- *explain staff selection procedures.*
- *state the importance and methods of staff training.*

- *describe the indicators of low morale and the methods of raising morale.*
- *describe different types of staff remuneration methods.*
- *distinguish between different leadership styles.*
- *identify the purpose, merits and methods of staff appraisal.*
- *explain the need for promotion policy for staff.*
- *understand the meaning and importance of staff promotion and transfer.*
- *enlist the grounds for staff dismissal.*
- (i) Staff recruitment: meaning; sources - internal, external.
- (ii) Staff selection procedures.

- (iii) Staff training: importance; methods - on the job, off the job; preparation of the training programme.
- (iv) Staff morale: meaning; importance of morale; factors affecting morale; methods of raising morale; indicators of low morale; importance of team work.
- (v) Staff remuneration: methods - time rate, wage rate, incentive methods (Halsey, Rowan plan), wage records (time card, attendance book, pay slip, pay roll, etc.).
- (vi) Staff motivation: meaning and importance; factors of motivation; Maslow's theory of the hierarchy of human needs.
- (vii) Staff leadership: leadership qualities; leadership styles.
- (viii) Staff appraisal: purpose; merits; methods - merit grading, interviewing, reporting.
- (ix) Staff promotion and transfer: meaning and importance; basis (seniority vs. ability); need for promotion policy; process for selection; types of transfer.
- (x) Staff dismissal: grounds for dismissal; procedure.

## 2. Office Communication

Specific Objectives: At the end of this section pupils should be able to -

- *explain the need for efficient communication.*
- *state the barriers to effective communication.*
- *identify the oral and written methods of communication.*
- *describe the procedures of handling people at the Reception.*
- *identify the appropriate use of internal and external communication methods in given circumstances.*
- *explain the post office service for mail and telecommunication services for telephone, telex, telegram, tele-fax etc.*
- *describe the procedures of incoming and out going mail.*
- *list and describe mail room machines and equipment.*

- *compose relevant correspondence from available data - letters, memos, etc.*
  - *describe the standard telephone and switchboard equipment.*
  - *outline recent advances in telephone services.*
  - *explain the arrangements to be made by a secretary for a meeting.*
  - *state the essentials of a meeting.*
  - *identify the different kinds of meetings from given details.*
  - *prepare reports and minutes of a meeting from given notes.*
  - *explain the role of the chairman.*
  - *explain the procedures and common terms used in meetings.*
  - *explain the use of graphic methods of communication.*
  - *construct a table, graph, from given data.*
  - *interpret the graphs or diagrams.*
- (i) Meaning and importance of communication and essentials of effective communication.
  - (ii) Methods: oral, written and visual - face to face communication; reception - qualities of a receptionist, procedure of reception, organisation of reception area; interviewing types - appraisal, disciplinary, recruitment, telephone - qualities of an efficient telephone operator, procedure rules for internal and external services, types of calls, modern developments in telephone communication, telephone switch board equipment, others - telex, fax, tele-write, video conferencing, cellular phones, cordless phones, loudspeaking, tele-text, staff locating systems - public address systems, bells and buzzers, lighted signals, wireless signals; written correspondence - essentials of a good business letter, structure of a letter, types of letters (only the following types: application for job, enquiry, quotation, order, complaints, drafting of interview letter, offer of appointment), letter for quick communication (standard letters, blitz reply, monogram, D.O. letters, return memo set), -internal written

communication (memos, circulars, office orders), telegrams (types of telegrams, telegraphic addresses, essentials of a telegram, drafting a telegram); report writing - essentials of a good reporter, format simple informal reports (exclude company reports); meetings - meaning, requisites of a valid meeting, types (statutory, annual, extraordinary, board), secretary's duties, preparation of notices, agenda, chairman's role and power, preparation of minutes from given data only, terms used and procedures of meetings;

motions; resolutions; adjournment; postponement; voting; proxy; point of order, etc.

- (iii) Visual communication and its importance: graphs - nature and types (Z-graph, line-graph, bar graphs); diagrams - nature and types (pictogram, pie, histogram); tables - nature and types, presentation of specific data in tabular form.
- (iv) Organisation of mailroom in a large office: handling of incoming and outgoing mail; mechanical aids used; post office services used.