

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 divided into two 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 candidates 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

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Part 2 (70 marks) will consist of seven questions out of which candidates 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 outgoing 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.