



GOVERNMENT OF TAMIL NADU

HIGHER SECONDARY SECOND YEAR
VOCATIONAL EDUCATION

**OFFICE MANAGEMENT AND
SECRETARYSHIP
&
TYPOGRAPHY AND
COMPUTER APPLICATIONS**
Theory & Practical

A publication under Free Textbook Programme of Government of Tamil Nadu

Department of School Education

Untouchability is Inhuman and a Crime

Government of Tamil Nadu

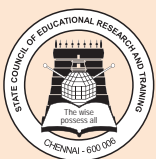
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PREFACE

In the view of the changing business environment and suggestions received from experts, this book has been thoroughly planned and updated. This book provides a comprehensive and balanced coverage of the subject. In addition to usual topics, the book presents contemporary topics also. High quality and quantity of topics is maintained for application in global set up. The student and faculty will find the contents of the book are short, precise and explanations are given in understandable language with a sufficient support from real business information. I also have great pleasure in presenting the book titled Office Management and Secretarial Practice.

This volume is an attempt to provide the students with thorough understanding of office management and secretarial practice concepts and methods. This book presents the subject in a systematic manner with liberal use of figures applicable.

This book will prove extremely useful to students and teachers alike. It can be adopted and used successfully. This book is even suited for self study.

This book covers following areas: Management its Meaning and Definition, Characteristics and importance of Management, Manager, Role of Manager, Planning, Nature of Planning, Importance and Limitation of Planning, Steps in Planning, Nature of Organisation, Steps in organisation, Process, formal Organisation, Informal Organisation, Organisation chart, Decision Making – Meaning, characteristics, Factors affecting Decision Making, Types of Managerial Decision, Coordination, Principles, Nature and Importance of Coordination, Direction, Techniques of Direction, Delegation, Supervision, Delegation of Authority. Centralisation and Decentralisation, Departmentation, Leadership, kinds of Leadership Style, Qualities of Successful Leader, Communication, Purpose and Principles of Communication, Barriers of Communication, Motivation, Theories of Motivation, Controlling, Process of Controlling, Techniques of Controlling, Secretary, Types, Qualification of Company Secretary, Appointment and Duties of Company Secretary.

It's sure that this book will be more useful for the student fraternity, teachers, executives and other professionals. Suggestions and comments for the improvement of the books are welcomed.



HOW TO USE THE BOOK

Career Guidance

List of job opportunities on successful completion of course



Learning Objectives

Learning objectives briefly describe the contents of the unit. It also outlines the knowledge gained by the students.



Interesting facts to motivate students to gain more information regarding the unit.

Infographics

Visual representations of the unit for better understanding.

Concept Figures

Conceptual diagrams that potrays the technique of drafting and sewing.



To facilitate reading at anytime, anywhere.

Activity

Skill oriented activities based on the units for better understanding.

Evaluation

Access students under the category of understanding, reproducing and application oriented.

Glossary

Explanation of significant terms.

Model Question Paper

A model question paper to help students to face examinations.

References

List of related books for further reading.

CARRIER GUIDANCE

After completion of Higher Secondary (+2) Vocational Engineering (EE) course, students can pursue the following courses / Jobs / Self-employment as detailed below:

Vocational Stream

The Vocational Engineering students are blessed with two major opportunities after completing their +2.

Educational Guidance	Job Opportunities
BBA in Management	Assistant to Company Secretary
B.Com. Office Management	Member in Company Secretary Team
B.Sc Management	Assistant to Executives in Office
BA Management	Executive Assistant
B.Com Corporate Secretaryship	Administration Executive
B.Com E-Commerce	Front Desk Executive
B.A. (Vocational Studies) Office Management & Secretarial Practice	Office Administrator
Diploma in Modern Office Management	Company Secretary
Diploma in Modern Office Management and Secretarial Practices	
Diploma in Modern Office Practices	
Diploma in Modern Office Management and Computer Application Engineering	
Diploma in Modern Office Management and Secretarial Practices	
ACS – Secretary Course	
Certificate course in Management	

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E-book



Assessment

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