

## 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.