

# M.A. Public Administration

Scheme and Syllabus



School of Distance Education  
Andhra University, Visakhapatnam, Andhra Pradesh

PREVIOUS

Sl.No.	Code No.	Name of the paper
		M.A. PUBLIC ADMINISTRATION (PREVIOUS) (Revised Model Question Paper w.e.f. 2014-15 admitted batch)
01.	SAPA - 330 A	Paper –I : Administrative Theory
02.	SAPA - 331 A	Paper II: Public Personal Administration
03.	SAPA - 332 A	Paper III: Indian Administration
04.	SAPA- 333 A	Paper –IV: Financial Administration
05.	SAPA - 334 A	Paper –V (a) : Rural Local Government
06.	SAPA - 335 A	Paper –V (b): Urban Local Government
07.	SAPA – 336 A	P –V (c): E-Governance in India (New Syllabus w.e.f. 2013-14 admitted batch)

FINAL

Sl.No.	Code No.	Name of the paper
		M.A. PUBLIC ADMINISTRATION (PREVIOUS) (Revised Model Question Paper w.e.f. 2014-15 admitted batch)
01.	SAPA - 330 A	Paper –I : Administrative Theory
02.	SAPA - 331 A	Paper II: Public Personal Administration
03.	SAPA - 332 A	Paper III: Indian Administration
04.	SAPA- 333 A	Paper –IV: Financial Administration
05.	SAPA - 334 A	Paper –V (a) : Rural Local Government
06.	SAPA - 335 A	Paper –V (b): Urban Local Government
07.	SAPA – 336 A	P –V (c): E-Governance in India (New Syllabus w.e.f. 2013-14 admitted batch)

## M.A (PUBLIC ADMINISTRATION)

The objectives of the M. A. Public Administration are:

- Provide students with learning experiences that develop broad knowledge and understanding of key concepts of Public Administration and equip them with advanced knowledge and understanding for analyzing and performing the tasks concerning Public Affairs and Public System;
- Nurture ability among students to apply the acquired knowledge and skills to find solutions to specific theoretical and applied problems in Public Administration settings;
- Develop abilities in students to come up with innovative prescriptions/solutions for the benefit of society by diligence, leadership, team work and lifelong learning;
- Provide students with skills that enable them to get employment in public, private and Non-governmental sectors pursue higher studies or research assignments.

### PROGRAMME OUT COME

- \*To understand the nature and scope of Public Administration;
- \*To appreciate the methodological pluralism and synthesizing nature of knowledge in Public Administration;
- \*To comprehend the changing paradigms of Public Administration;
- \*To acquaint with the theories, approaches, concepts and principles of Public Administration;
- \*To understand the administrative theories and concepts to make sense of administrative practices.
- \* To Understand public administration theory and concepts from multiple perspectives;

- \*To appreciate the nature, scope and changing paradigms of Public Administration;
  - \*To understand the synthesizing nature of knowledge of public administration from public Perspective.
  - \* Grasp the administrative theories, concepts and principles to make sense of administrative Practices with emerging trends.
  - \* Role of Public Services in the Emergence and Development of New State of Telangana
  - \*To appreciate the emerging issues in New State of Telangana in the context of changing role of state, market and civil society
  - \* understand the world of public administration from the public perspective and provide foundation for further studies in Public Administration
- To understand the historical evolution and socio-economic, political, cultural and global context of Indian Administration;
- \* Acquaint with India's development experience and changing role of administration
  - \*To identify the transformative role of Indian Administration;
  - \*To make out the multi-dimensionality of problems and processes of Indian Administration;
  - \*To understand the form and substance of Indian Administration;
  - \* Acquaint with the functioning of the Indian administration, at central levels and the responses of these systems in addressing the concerns of the people
  - \*To appreciate the emerging issues in Indian Administration in the context of changing role of state, market and civil society.
  - \* Discern the connects and disconnects between structure, purpose and process and results in Indian Administration;

- \* Understand the Indian Administration role as the main instrument of State to achieve its developmental goals;
- \* Acquaint with the functioning of the Indian administration, at State levels
- \* Appreciate the varying historical, socio-economic, political and other conditioning factors that gave Indian Administration its distinct nature to the learner
- \* Acquaint the learner with the required knowledge of administrative science and government in action and the contemporary issues in public affairs management
- \* Understand the role of Public Services in the new State of Telangana.
- \*To understand the role of public services in Redressal of Citizen Grievances:  
Transparency, Accountability and Right to Information Act
- \* Acquaint with the functioning of the Administrative Accountability: Legislative and Judicial Control.

## SYLLABUS

### M.A. PUBLIC ADMINISTRATION (Previous)

#### PAPER I : ADMINISTRATIVE THEORY

##### Objectives:

- Provide students with learning experiences that develop broad knowledge and understanding of key concepts of Public Administration and equip them with advanced knowledge and understanding for analyzing and performing the tasks concerning Public Affairs and Public System;
- Nurture ability among students to apply the acquired knowledge and skills to find solutions to specific theoretical and applied problems in Public Administration settings;

##### Unit 1: Fundamental Aspects

1. Kautilya's Contribution.
2. Politics - Administration Dichotomy Wilson & Goodnow.
3. Public Administration Vs Private Administration.
4. Evolution of Administrative Theory - I (Upto New Public Administration)
5. Evolution of Administrative Theory-II (After New Public Administration)

##### Unit II: Classical Theory

6. Theory of Administrative Management-Henry Fayol, Gullick and Urwick.
7. Scientific Management - F.W. Taylor
8. Bureaucracy - Max Weber
9. Critics of Bureaucracy
10. Representative Bureaucracy - Donald Kingsley
11. Other Related Contributions - Herman, Follet, etc.,

##### Unit III: Behaviour School

12. Emergence of Behaviouralism
13. Barnard's Contribution
14. Decision-Making Theory - Simon
15. Theory of Need Hierarchy - Maslow
16. Theory X and Theory Y-Me Gregor
17. Two Factor Theory - Herzberg
18. Aggrris' Contribution
19. Management Systems - Likert.

##### Unit IV: Development Administration

20. System Approach - F.W. Riggs
21. Contribution of Edward Weidner
22. Comparative Public Administration - Ferrel Heady
23. Politics and Development - Easman
24. Time Demension of Development - Haanbeenlee

##### Unit - V: Emerging Trends

25. New Public Administration
26. Policy Sciences Approach - Dror

- 27. Post-Modern Public Administration
- 28. Public Choice School - Vincent Ostram
- 29. Critical Theory
- 30. Discourse Theory - Fox & Miller
- 31. New Public Management
- 32. Public Administration in the context of Globalisation

# SYLLABUS

## PAPER-II:PUBLIC PERSONNEL ADMINISTRATION

Objectives: The objective of the paper is to understand in depth nature, scope, definition and etc., the students public and personnel administration

### Unit-I:Introduction

1. Nature,scopeandimportanceofPublicPersonnelAdministration
2. DifferenttypesofPersonnelSystems-Bureaucratic
3. DemocraticandRepresentativesystems.
4. GrowthofCivilServicesinIndia.
5. MeritSystem-Origin,DevelopmentandSignificance
6. EqualityofOpportunityVsReservationofAppointmentssofPosts.
7. RoleofCivilServicesinDevelopingSociety.

### Unit-2:Civil Services

8. GeneralistVsSpecialist
9. CivilServiceNeutrality,Anonymity,ImpartialityorCommitment
10. CivilServantsrelationswithPoliticalExecutive
11. CivilService'sRoyaltyandSecurityofService
12. Ethics,professionalStandards,MoraleandMotivation
13. IntegrityinAdministration,Corruption-causesandremedies.

### Unit-3:Staffing and WorkSituation

14. Recruitment,ExaminationandSelection;
15. PositionandRankClassification
16. Training,CareerDevelopment
17. PayScales,AllowancesandConditionsofService
18. PromotionandPerformanceEvaluation-ConfidentialReports,
19. SuperannulationandretirementBenefits.



#### Unit-4:CivilServicesinIndia.

- 20. CivilservicesinIndia-The UnionPublicServiceCommission-itstruefunctionsandpowers
- 21. StatePublicServiceCommissionforRecruitmentanditsworking.
- 22. StaffSelectionCommissionforRecruitmentanditsindependence,
- 23. AllIndiaservices:Creation,NatureandDistinctFeatures.
- 24. AllIndiaservices:ConditionsofServices,DisciplineandMorale.
- 25. AllIndiaservices -RecruitmentTraining PromotionandCareerDevelopment.

#### Unit-5:Employer-EmployeeRelationsandDiscipline

- 26. CivilServiceUnionism,RighttoStrikeandRighttoPoliticalActivity
- 27. WhitelycouncilinU.K.StaffcouncilandJ.C.M.inIndia.
- 28. CompulsoryArbitrationforcentralGovernmentemployeesinIndia.
- 29. CodeofConduct:Discipline-Dismissalandremoval
- 30. ParticipativeManagement.

## SYLLABUS

M.A. PUBLIC ADMINISTRATION (PREVIOUS)

PAPER III

INDIAN ADMINISTRATION

Objective: The objective of the paper is to know about the systems of Indian Administration

UNIT-I: Context of Indian Administration

1. Historical context of administration
2. Socio-cultural context of administration
3. Political context of administration
4. Economic context of administration

UNIT-II: Organization of Government at

5. President and Prime Minister
6. Cabinet Secretariat
7. Prime Minister's Office (PMO)
8. Parliament Secretariat
9. Home Ministry
10. Ministry of HRD
- 11 Ministry of External Affairs

UNIT-III: Federal Structure

12. Planning Commission
13. National Development Council
14. Zonal Councils
15. National Integration Council
16. Center-State Administrative Relations
17. Inter-state Council

UNIT-IV: State and District Administration

18. General Administrative Department
19. Chief Secretary
20. Secretariat Vs Directorates
21. Administrative Reforms and Innovations in Andhra Pradesh
22. District Collector
- 23 Urban local Government
24. Rural Local Government

## UNIT-V : ISSUES OF ADMINISTRATION

- 25. Grievance and Redressal
- 26. Administrative Reforms
- 27. Minister-Civil Servant Relations
- 28. Corruption and Integrity
- 29. Public Participation
- 30. Liberalization and Role of Public Administration.

# SYLLABUS

## M.A. PUBLIC ADMINISTRATION (PREVIOUS)

### PAPER IV

### FINANCIAL ADMINISTRATION

Objective: The objective of the paper is to explore the financial administration in India at State and National Level.

#### Unit-1: Introduction

1. Nature and Scope of Financial Administration
2. Budget-concept, principles and Role
3. Approaches to Budgeting-Classical, Keynesian Approaches for open countries.
4. Revenue Vs Capital Budget
5. Budgetary Policy
6. Canons of Taxation and Tax Policy

#### Unit II: Budgetary process and design

7. Budget classification objectives. Budget classification-functional and organizational
8. Budget preparation 9. Budget approval.
10. Budget execution and review
11. Techniques of budgeting
12. Performance of budget - PPBS
13. Zero based budget

#### Unit-III: Accounting and auditing

14. Nature, purposes and objectives of accounting.
15. Separation of accounts from audit
16. Meaning, nature and types of audit
17. Audit department and its functions
18. Comptroller and auditor general (C & AG)

#### Unit - IV: Union financial control

19. Structure, functions and role of finance ministry
20. Delegation of financial powers
21. Financial advisors
22. Parliamentary financial control
23. Public accounts committee
24. Estimates committee

#### Unit-V: Union - States Financial Relations

25. Federal fiscal relations: constitutional position
26. Mechanisms for rectification of Fiscal imbalances.

- 27. Finance commission: Composition. Functions and role
- 28. Grants-in-aid under articles 275 and 282: Nature and scope
- 29. Treasury system. Banking of credit policy 30. Reserve bank of India.

## SYLLABUS

### M.A. PUBLIC ADMINISTRATION (PREVIOUS) RURAL GOVERNMENT

#### PAPER V(A)

Objective: To know the village administration in the rural governance.

#### UNIT 1: Conceptual & Historical Perspective

1. Nature, Scope & Importance of Local Governmetns.
2. Rural Local Government in Ancient Medieval India...
3. Rural Local Government during British Period.
4. CDP and National Extension Service.
5. Democratic Decentralisation - BalwantRai Mehta
6. Ashok Mehta and other committees of Panchayat Raj.
7. 73rd Constitutional Amendment Act.

#### UNIT-II: Patterns and Units of Panchayat Raj

8. Patterns of Panchayat Raj.
9. Village Level.
10. Intermediate Level.
11. District Level.
12. Panchayat Raj in Tribal Areas.
13. Panchayat Raj in Andhra Pradesh (1994 A.P. Panchayat Raj Act)
14. Panchayat Raj and Rural Development

#### UNIT-III: Personnel & Financial Administration in Panchayat Raj

15. Personnel system in Panchayat Raj.
16. Financial Resources in Panchayat Raj Institutions.
17. State Finance Commission.
18. Studies on Personnel in Panchayat Raj Institutions.
19. Studies on Panchayat Raj Finances in India.

#### UNIT-IV: State - Panchayat Raj Relations

- 20. Autonomy for Panchayat Raj Institutions - Concept and Need.
- 21. Control over Panchayat Raj Institution - Legislative & Judicial.
- 22. Control over Panchayat Raj Institution - Administration & Financial
- 23. District Collector & Panchayat Raj Institution 24. Changing status of Panchayat Raj Institution.

#### UNIT-V: Panchayat Raj Politics

- 25. Panchayat Raj Elections & State Election Commission
- 26. Panchayat Raj and Disadvantaged sections
- 27. Panchayat Raj Leadership
- 28. Political Parties & Panchayat Raj
- 29. Women empowerment and Panchayat Raj Institution.
- 30. Studies on Panchayat Raj Politics

# SYLLABUS

## M.A. PUBLIC ADMINISTRATION (PREVIOUS) PAPER V(B) URBAN LOCAL GOVERNMENT

Objectives: To understand the urban local government in India.

### UNIT I : Instruction:

- 1 Nature, Scope and Importance of Urban Local Governments
2. Urbanisation, causes and consequences
3. Evolution of Urban Local Governments in India.
4. Urban Local Governments in UK and U.S.A
5. Demographic profile of urban areas
6. Urban Local Bodies in India - an overview.

### Unit II: Urban Local Bodies in India

7. 74th Constitutional Amendment Act
8. Municipalities and structure of Municipal Corporations.
9. Hyderabad Municipal Corporation
10. Calcutta Municipal Corporation
- 11 Bombay Municipal Corporation
12. New Delhi Municipal Corporation

### Unit-III: Administration of Local Bodies in Andhra Pradesh.

13. Municipal Act in Andhra Pradesh
14. Committee system in Municipalities
- 15 Role of Commissioner
16. Local Finances
17. State control over Local Bodies
- 18 Relations between Urban Local Bodies and other agencies

### Unit-IV: Metropolitan Administration

19. Concept of Metropolitan Administration
20. Urban Development Authorities
21. HUDA
22. CMDA
23. DDA
24. Problems of Metropolitan Cities

### Unit-V: Problems of Urbanisation

- |                            |                              |                     |
|----------------------------|------------------------------|---------------------|
| 25. Problems of migration: | 26. Urban Housing            | 27. Urban Pollution |
| 28. Urban Crime            | 29. Slums & Slums Clearances | 30 Crime Control    |
| 31 Urban Water Supply      |                              |                     |



# SYLLABUS

## M.A. PUBLIC ADMINISTRATION (PREVIOUS) GOVERNANCE IN INDIA

### PAPER V(C)

Objective: To know about the governance in India.

#### UNIT-1: E-Governance and Related Concepts

1. Concept of Governance; Meaning
2. Governance versus Administration and Management
3. Evolution and Scope of E-Governance
4. Digital Technology and Services Delivery
5. E-Governance and Challenges

#### UNIT-2: E-Governance and Theoretical Aspects

6. E Governance Theories
7. Public-Private Partnership
8. Right to Information Act
9. Information Technology Act
10. Organization of Government Information  
(Study of the Information & Broadcasting Ministry)

#### UNIT-3: E-Governance in India

11. E-Governance in Agricultural & Rural Development
12. E-Governance in Urban Administration
13. E-Governance in Social Welfare Administration
14. E-Governance in Higher Education
15. E-Governance in Health Administration

#### UNIT--Governance in Andhra Pradesh

16. E-Seva
17. Mee-Seva
18. CARD
19. E-procurement
20. E-Learning

#### UNIT-5: E-Governance Issues

21. Public Participation
22. Administrative Reforms
23. IT Security
24. Grievance and Redressal
25. Accountability and Transparency

## M.A. (Final) - Public Administration

### PAPER -I: Behavioral Science Methodology

Objectives: To learn behavioural science methodology in public administration and also it moulds the individual and societal behavior in the governance.

#### Unit-I: Concepts & Concerns

1. Nature of Research in Behavioural Sciences
2. Scope of Research in Behavioural Sciences
3. Objectives & Values of Research in Behavioural Sciences
4. Need for Concept formulation and Importance of Concepts
5. Sources and Requirements of Hypothesis
6. Principles of Operationalism: Validity
7. Principles of Operationalism: Reliability

#### Unit -II: Research Designs

8. Research Designs: Experimental Design
9. Non-Experimental Research-Field studies
10. Survey Research
11. Case Studies
12. Ethnographic Studies

#### Unit -III: Research Design & Modeling

13. Problem Formulation & Modeling
14. Types of Variables & Problems of Measurement
15. Methods of Sampling: Probability
16. Methods of Sampling Non-Probability
17. Linear Programming
18. Dynamic Programming
19. Inventory Planning & Control
20. Queuing Theory/waiting line Analysis

#### Unit - IV: Data Collection

21. Observation
22. Interview
23. Questionnaires
24. Rating Scales
25. Electronic Methods
26. Graphic Analysis

## Unit -V: Data Analysis & Interpretation

- 27. Measures of Variability
- 28. Co-Relational Techniques
- 29. Problems of Interpretation
- 30. Report writing

## PAPER -II: (Readings) in Public policy Analysis

Objective: To study the public policy analysis in Public Administration.

### Unit-I: Public Policy -Study and Relevance:

- 1. Meaning, Nature and Scope of Public Policy
- 2. Public Policy as Inter - Disciplinary Science
- 3. Relevance of Public Policy for the Study of Political Science
- 4. Relevance of Public Policy for the Study of Public Administration
- 5. Determinants of Public policy
  - a)Economy b) Political Culture c) Leadership
- 6. Concepts- Meta Policy, Mega Policy and Micro Policy
- 7. Process of Policy Formulation of Alternative Choices

### Unit -II: Models/ Approaches for the study of Public Policy.

- 8. Decision making Theory (Lasswell)
- 9. Rational-Comprehensive Approach
- 10. Incremental model
- 11. Elite Theory
- 12. Group Theory
- 13. Muddling-Through Process (Charles Lindblom)
- 14. Systems Model

### Unit-III: Policy Formulation and Institutional Framework

- 15. Organization Theory for Policy Analysis.
- 16. Role of Legislature in Policy Making.
- 17. Role of Political Executive in Policy Making
- 18. Role of Judiciary in Policy Making
- 19. Role of Civil Service/Bureaucracy in Policy Making
- 20. Political Parties
- 21. Pressure Groups
- 22. Media and Public Opinion

### Unit -IV: Evaluation and Implementation of Public Policy

- 23. Nature of Policy Evaluation
- 24. Cost-Benefit Analysis
- 25. P.P.B.S
- 26. Program me Evaluation
- 27. Monitoring of Policy Implementation

Unit - V: Review of the Policies

- 28. Reservation Policy
- 29. Fiscal Policy
- 30. Welfare Policies in India
- 31. Agriculture and Irrigation Policies
- 32. Land Reforms

PAPER - III: Local Administration in Asia & West

Objective: To understand about the local administration all over the world.

Unit - I:

- 1. Need and Significance of Local Government
- 2. Evolution of Local Government and their Significance
- 3. Personnel Systems Local Government
- 4. Salient Features of Rural Local Government
- 5. Salient Features of Urban Local Government
- 6. Recent Trends in Local Government

Unit - II:

- 7. Organization of Local Government in Japan
- 8. Functions of Local Government in Japan
- 9. Organization of Local Government in China
- 10. Functions of Local government in China
- 11. Local Government in Singapore
- 12. Functions of Local Government in Singapore

Unit - III:

- 13. Evolution of English Local Government
- 14. Structure of Local Government in Greater London
- 15. Council- Composition Power and Functions
- 16. Committee Systems in England Local Government
- 17. Local Finance and Grants –in-aid in England
- 18. Central Government and Local Authorities

Unit -IV:

- 19. Local Government in America.
- 20. Different forms of Urban Local Government and their merits
- 21. Local Finance
- 22. State - Local Relations
- 23. Distinguishing Features of Local Government-devices of Direct Legislation
- 24. Administrative Controls
- 25. Finances for Local Government
- 26. Official, non-official relations in the Local Government
- 27. Local Government in Relation to Higher Governments

28. Nature of Public Participation in the Local Governments
29. Problems & Challenges to Local Governments.

#### PAPER -IV: Development Administration

Objectives: To know the importance of development in the Public Administration in under developed countries.

##### Unit-I: Introduction

1. Evolution of the Concept of Development Administration
2. Definition, Significance and Scope of Development Administration
3. Bureaucratic Approach to Development.
4. General Systems Approach to Development
5. Structural Fictional Approach of Development.
6. Administrative Ecology and Models.

##### Unit-II: Development of Administration

7. Organizational Development- Bennis Warns
8. Communications Theory - Karl Deutesch
9. Leadership and Leadership Environment
10. Civil Service Reforms
11. Training
12. Motivation
13. Performance Appraisal

##### Unit-III: Administration for Development

14. Development and Society
15. Development and Political System
16. Development and Economic System
17. Development and Culture
18. Administration and Environment Ecological System.

##### Unit-IV: Development of Select Departments

19. Agricultural Administration in India
20. Health Administration in India
21. Educational Administration in India
22. Industrial Development Administration in India
23. Welfare Administration in India
24. Human resource Development Administration in India
25. Development of Local Administration in India

##### Unit-V: Development administration - Some Issues

26. Globalization and Problems of development
27. Regionalism and Problems of Development
28. Problems of Planning and Development
29. Science and Technology versus Development
30. Social Problems (Terrorism) and Development
31. Problems of Evaluation and Development.

#### PAPER-V(A) SOCIAL WELFARE ADMINISTRATION

Objectives: To know about the social welfare measures for the different sections including weaker sections in India in Social Welfare Administration.

##### Unit-I: Introduction

1. Basic Concepts
2. Welfare State in India
3. Constitutional Provisions on Welfare
4. Principles of Social welfare Administration
5. Approaches to Social Welfare Administration

##### Unit-II: Social welfare Policy and Legislation

6. Social Policy
7. Economic Policy
8. Educational Policy
9. Labour Policy
10. Reservation Policy

##### Unit-III: Social welfare programmes and implementation

11. Women and Child welfare
12. Welfare Programmes of the Senior Citizens.
13. Welfare of Religion Minorities
14. Welfare of Scheduled Castes
15. Tribal Welfare
16. Welfare of other Backward Classes
17. Welfare of Physically and Mentally challenged Persons
18. Welfare of Industrial Labour
19. Welfare of Agricultural Labour

##### Unit-IV: Social Welfare Administration

20. Central Social Welfare Board
21. State Social Welfare Board
22. International Welfare Agencies
23. Non-Governmental Organizations
24. Co-Ordination and Linkages

## 25. Social Welfare Personnel

### Unit-V: Issues

- 26. Liberalisation
- 27. Consumerism
- 28. Politics of Social Welfare
- 29. Funding for the Social Welfare
- 30. Studies on Social Welfare

## PAPER –V(B):Management of Public Enterprises

Objectives: To know about the management skills in the public enterprises.

### Unit -I: Introduction

- 1. Meaning, History, Objectives and importance of Public Enterprises in India
- 2. Nationalisation
- 3. Rationale and Objectives of Public Enterprises
- 4. Organisational patterns: Departmental form
- 5. Public Corporation form
- 6. Company form –Government Companies
- 7. Holding Company

### Unit - II: Government Control and Public Accountability

- 8. Public Enterprises Relationship with Government.
- 9. Ministerial control Over Public Enterprises
- 10. Public Accountability
- 11. Parliament control Over Public Enterprises
- 12. Committee on Public Undertakings
- 13. Autonomy of Public Enterprises

### Unit - III: Board of Management and Policy making

- 14. Functions of Board of Director
- 15. Types of Governing Boards – Composition and Features
- 16. Chairman of the Board
- 17. Chief Executive /Managing Director

### Unit - IV: Human Resource Management

- 18. Introduction to Human Resource Management
- 19. Personnel Planning
- 20. Recruitment
- 21. Training
- 22. Morale and Motivation

23. Workers participation in Management
24. Industrial Relations
25. Employees Welfare and Social Security
26. Consumer Protection
27. Pricing policies
28. Measurement of Efficiency
29. Performance Appraisal
30. Public Enterprises and Public Relations

#### PAPER-V©: Office Planning & Management

Objectives: To study about the office organization, office accommodation etc., in office planning and management.

##### Unit-I: Office Organization

1. Office Planning
2. Office Layout
3. Office environment
4. Principle of office organization
5. Issues in office planning

##### Unit-II

6. Nature & Scope
7. Significance of office management
8. Forms management
9. Filing system
10. Forms control

##### Unit-III

11. Office communication
12. Office correspondence
13. Periodical reports
14. Management of office records
15. Office inventory management

##### Unit-IV

16. Office stationery
17. Work study
18. Work measurement
19. Work simplification
20. Management by objectives

##### Unit-V

21. Office supervisors training
22. Staff welfare (statutory & voluntary)
23. Office automation
24. Paperless office
25. Back-office operation

##### Unit-VI



- 26. Front-office delivery
- 27. Social system & Public office Administration
- 28. Issues in office management
- 29. Trends in office management