

# **Office Assistant**

## **Organisation Theory:**

Nature and Concept of Organisation; External Environment of Organizations -Technological, Social, Political, Economical and Legal; Organizational Goals - Primary and Secondary goals, Single and Multiple Goals; Management by Objectives.

Evolution of Organisation Theory: Classical, Neo-classical and Systems Approach.  
Modern Concepts of Organisation Theory: Organizational Design, Organizational Structure and Organizational Culture.

Organizational Design–Basic Challenges; Differentiation and Integration Process; Centralization and Decentralization Process; Standardization / Formalization and Mutual Adjustment.  
Coordinating Formal and Informal Organizations. Mechanistic and Organic Structures

Designing Organizational structures–Authority and Control; Line and Staff Functions, Specialization and Coordination. Types of Organization Structure –Functional. Matrix Structure, Project Structure. Nature and Basis of Power, Sources of Power, Power Structure and Politics. Impact of Information Technology on Organizational Design and Structure. Managing Organizational Culture

## **Organisation Behaviour:**

Meaning and Concept; individual in organizations: Personality, Theories, and Determinants;  
Perception - Meaning and Process.

Motivation: Concepts, Theories and Applications. Leadership-Theories and Styles. Quality of Work Life (QWL): Meaning and its impact on Performance, Ways of its Enhancement. Quality Circles (QC)  
– Meaning and their Importance. Management of Conflicts in Organizations. Transactional Analysis, Organizational Effectiveness, Management of Change.

## **Human Resources Management (HRM) & DEVELOPMENT:**

Meaning, Nature and Scope of HRM, Human Resource Planning, Job Analysis, Job Description, Job Specification, Recruitment Process, Selection Process, Orientation and Placement, Training and Development Process, Performance Appraisal and 360° Feed Back, Salary and Wage Administration, Job Evaluation, Employee Welfare