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FOR PUNJAB CLASS 11 PREPARATION

PSEB 11th Class Syllabus 2027 Modern Office Practices

EXAM	YEAR	TYPE
Punjab Class 11	2027	Syllabus

MODERN OFFICE PRACTICES

Session 2026-27

CLASS - XI

Time: 3 Hrs

Theory: 80 Marks
Practical: 15 Marks
INA: 05 Marks
Total: 100 Marks

SYLLABUS

Unit-I **Introduction of Office:** Meaning and Evolution of Modern Office, Functions of Office, Place of an Office in a Modern Business Organisation.

Unit-II **Office Management:** Concept of Office Management, Departments of a Large Office, Role and Qualities of a Modern Office Manager.

Unit-III **Automation:** Meaning and Relevance of Office Automation.

Unit-IV **Office Machines:,** Types of Machines used in Office with Special Emphasis on use of Computers in Office.

Unit-V **Hardware and Software** (MS-Office-MS Word, MS Excel, MS Power Point and MS Outlook), Types and use of Printers, Scanners, Copiers and other Appliances.

Unit-VI **Office Communications:** Meaning and importance of Effective Communication, Principles of Communication, Channels of Communication, Role of Manager in Effective Communication.

Unit-VII Business Letters Writing and E-mail Writing.

Unit-VIII Report Writing, Types of Phone Calls, Video Conferencing.

Unit-IX Office Record Management: Meaning and Features of Record Management, Filing: Characteristics of a good filing system, Classification of Records for Filing (Alphabetical, Numerical etc.),

Modern Methods-Vertical, Horizontal, lateral and suspensions, Equipments, Types of Files: Filing routine, Disposal of Obsolete Documents.

Unit-X Indexing: Importance, Types-Page Index Card Index, Strip Index, Rotary Index. Micro Filming: Merits and Demerits, Types-Roll Film, Fiche, Jackets etc. Meaning of Electronic Filing, Data Storage Management. E-office: Concept, history, Definition, purpose, Objective, Components, Features, Role & disadvantages of E-office, transforming traditional office into E-office.

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