

SYLLABUS & WEIGHTAGE FOR
ON-LINE EXAMINATION
ADVERTISEMENT No: 03/2023

JUNIOR ASSISTANT (OFFICE)

Total Marks: 120

Duration: Two hours

Part-A

General Knowledge, General Intelligence,
General Aptitude, English, etc.

Weightage 50%

Part-B

Questions on subjects relating to
Educational Qualifications

Weightage 50%

1. Office and Office Management:

- Meaning of office, function of office, primary and administrative functions and importance of office.
- Relation of office with other departments of business organization.
- Concept of paperless office, virtual office, back and front office, open and private office.
- Definition and elements of office management, duties of an Office Manager.
- Office routine, flow of work and office manual.

2. Filing and Indexing:

- Meaning and importance of filing, essentials of good filing system.
- Centralized and decentralized filing system.
- Meaning, need and types of indexing used in the business organization.
- Retention and weeding out of papers.

3. Office forms:

- Meaning and types of forms used in business organization, advantages, forms control, objectives, form designing, principle of forms designing and specimens of forms used in office.
- Office Record Management- Meaning, importance of record keeping management, principles of record management and types of records kept in a business organization.

4. Communication:

- Meaning, importance, process of communication, objectives of effective communication.
- Forms of communication- oral, written, visual and audio visual.
- Types of office communication internal and external.
- Barrier to communication and overcoming the barriers.

5. Office meetings:

- Notice, Agenda, Resolutions, Minutes and confirmation of the Minutes.
- Abbreviations and terms used in Business Correspondence.

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6. Behavioral Skills:

- Personality development, importance of good human relations, understanding organizational culture, management of time and stress, importance of ethics and values.

7. Office Accommodation and Environment:

- Record Maintenance/Management, Office Record Management, importance, filing essentials, classification and arrangement of files, modern methods of filing and modern filing devices

8. Office Correspondence and Mail Services:

- Form letters, meaning, Principles and factors to be considered in designing office forms writing, writing effective sentences, cohesive writing, clarity and conciseness in writing.

9. Main provisions of Official Language Act applicable to Govt. offices.