SYLLABI AND SCHEME OF EXAMINATIONS
FOR
SKILL ENHANCEMENT/ VOCATIONAL COURSES FOR UNDER GRADUATE PROGRAMS (SINGLE MAJOR / MULTIDISCIPLINARY PROGRAMS) OFFERED BY THE DEPARTMENT OF PUBLIC ADMINISTRATION

(Based on Curriculum and Credit Framework for UG Programs under NEP)

WITH EFFECT FROM
THE
SESSION 2024-25

MAHARSHI DAYANAND UNIVERSITY
ROHTAK (HARYANA)

SYLLABI AND SCHEME OF EXAMINATIONS FOR SKILL ENHANCEMENT COURSES FOR UNDER GRADUATE SINGLE MAJOR/MULTIDISCIPLINARY PROGRAMS/ SINGLE MAJOR PROGRAM AFTER 2nd SEMESTER OF MULTIDISCIPLINARY PROGRAM

Skill Enhancement Course (SEC)	Nomenclature of Course	Course Code	Credits Distribution			Total Credits	Workload			Total Work load	Marks (Theory)		Total Marks
			L	T	P		L	T	P		Internal	External	
		SEMESTER 1											
SEC 1 @ 3 credits	Digital Technology in Governance	24PUB401SE01	2	1		3					25	50	75
		SEMESTER II											
SEC 2 @ 3 credits	Secretarial Practices	24PUB402SE01	2	1		3					25	50	75
		SEMESTER III											
SEC 3 @ 3 credits	Personality Development and Communication Skills	25PUB403SE01	2	1		3					25	50	75
		SEMESTER VI											
SEC 4 @ 2 credits (offered only in case of Single Major Programme)	Time & Stress Management	26PUB406SE01	1	1		2					15	35	50
		SEMESTER VII											
SEC 5 @ 4 credits (if offered as an option)	E-Governance	27PUB407SE01	3	1		4					30	70	100
		SEMESTER VIII (2025-26)											
SEC 6 @ 4 credits (if offered as an option)	Office Management & Secretarial Practices	27PUB408SE01	3	1		4					30	70	100

L: Lecture; T: Tutorial; P: Practical

Syllabi for Skill Enhancement Course in Public Administration

Semester I

Session 2024-25

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	**Digital Technology in Governance**	**Course Code**	**24PUB401SE01**
Maximum Marks	**Theory 50 Internal 25**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):

CLO 1: Gaining theoretical understanding about the concept, theory and models of E-governance

CLO 2: Learning practical application of e-governance in different walks of life

CLO 3: Awareness of various e-governance initiatives undertaken to deliver Public services to the stakeholders

CLO 4: Developing necessary skills to use and operate e-governance or digital service delivery

Unit 1:

Meaning, Definitions, Scope and Significance of E-Governance, Types of interactions: Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G).

Unit 2:

Evolution of e-Governance in India, Digital Governance, E- Public Service Delivery

Unit 3:

Information &Technology Act – 2000: Salient Features and its Importance, National e-Governance Plan, 2006.

Unit 4:

National E-Governance Policy, 2012, Ministry of Information & Technology: Structure and Functions, Issues & Challenges of E-governance.

Suggested Readings:

- Sumathy, M. (2021). A Handbook Of E-Governance in India. Abhijeet Publication.

- Trotta, Anthony (2018). E – Governance: Theory and application of Technology Initiatives. Routledge.
- Tripathi, V.K. (2016). E – Governance, Leadership and Citizen Administration.Omage.
- Miluwi, Joshua O. & Rashid,Hina (2013). E–Governance Democracy and Administration Strategy.Manglam.
- Islam, Muhammad Muinul& Ehsan, Mohammad (2012). From Government to E-Governance: Public Administration in the Digital Age. IGI Global.
- Milakovich, Michael E. (2011). Digital Governance: New Technologies for Improving Public Service and Participation. Routledge.
- Government of India (2008). Promoting E–Governance: The SMART Way forward, 11th Report of 2nd Administrative Reforms Report.
- Tripathi, Vishwas (2007). E–Governance: Perspective and Challenges. Anmol.
- Deva, Vasu (2005).E-Governance in India–A Reality. Commonwealth.
- Sharma,Pankaj (2004). E–Governance. APH.
- Singh, Uttam Kumar, Nayak, Akshya Kumar & Chiranjeev, Avinash (2011). E-Governance. Jnanada.

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Semester II

Session 2024-25

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	**Secretarial Practices**	**Course Code**	**24PUB402SE01**
Hours per Week	**03**	**Credits**	**3**
Maximum Marks	**Theory 50 Internal 25**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):
CLO 1: Developing an understanding of the basic concepts of office management
CLO 2: Acquiring quality skills and competencies in office management, official correspondence and time management.

Unit 1:

Secretary: Meaning, Types, Importance**;** Professional and Personal Qualities of a Secretary, Duties and Responsibilities of a Personal Secretary; Scheduling Appointments.

Unit 2:

Planning for Travel Arrangements for Officers on official duty; Organizing Meetings – Notice, Agenda, Quorum, Minutes; Handling of Mail; Use of Ready Reckoner, Office Manuals & Emergency Service.

Unit 3:

Time Management: Meaning, Definition, Importance of Time, Setting priorities. Communication: meaning, Definition, Importance, Kinds of Communication, Barriers to Effective Communication, Tools of Effective Communication.

Unit 4:

Correspondence: Business Correspondence, Enquiry Letter, Quotation, Order, Tender, Complaint letter, Adjustment Letter and their formats, Banking Correspondence; Government Correspondence; Un-official Notes

Suggested Readings:

- Balachandran, V. (2024). Office Management and Secretarial Practice. Vijay Nicole Imprints.
- Gupta, Sanjay (2024). Office Management (Hindi). SBPD Publications.
- Pillai, RSN (2023). Office Management. S. Chand Publishers.
- Government of Haryana (2022). Manual of Office Procedure. General Administration

Department.
- Government of India (2022). Central Secretariat Manual of Office Procedure.Ministry of Personnel, Public Grievances & Pensions.
- Munyua, Caroline (2021). A Text Book for Office Procedures, Office Administration & Management and Secretarial Duties. Virtue Book Publishers.
- Bhatiya, R. C. (2019). Principles of Office Management. Lotus Press.
- Sahai, I.M. (2019). Modern Office Management (Hindi).Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Modern Office Management. Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Office Management (Hindi). Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Office Management. Sahitya Bhavan Publications.
- Sharma, Divya & Rajni (2019). Office Management and Secretarial Practice. Galgotia Publishers.
- Bist, G D (2017) Officer Secretarial Practice. Shorthand House.
- Chopra, R.K. & Gauri, Priyanka (2017). Office Management. Himalaya Publication.

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Semester III

Session 2025-26

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	**Personality Development & Communication Skills**	**Course Code**	25PUB403SE01
Hours per Week	**03**	**Credits**	**03**
Maximum Marks	**Theory 50 Internal 25**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):

CLO1 Imparting theoretical knowledge of the concepts such as personality, skills, values, communication, motivation and leadership

CLO2 Developing necessary skill among students to understand themselves based on their theoretical understanding of personality, skills, values, communication, motivation and leadership

CLO3 Helping students in acquiring desired kinds of attitude, etiquettes, communication skills required for rational decision making.

CLO4 Developing the Soft Skills as well as the presentation skills among the students and preparing them for interview.

Unit 1:

Personality Development

Personality Development – Concept; Skills and Value Orientation of Personality Development; Stages of Personality Development; Factors Affecting Personality Development; Personality Traits; Concepts–Creativity: Attitudes and Etiquettes.

Unit 2:

Communication and its Dimensions, Decision Making

Communication- Meaning, Importance, and Communication Skills, Verbal & Non Verbal Communication. Barriers to Effective Communication: Semantic; Organizational; psychological, Superior-Subordinate Related & others; Decision Making –Meaning, Importance, Determinant Factors and Techniques.

Unit 3:

Managing Self-Mind and Motivation, Leadership and Conflict Resolution: Managing Self- Mind, Body and Soul; Motivation – meaning, theories and types. Leadership – meaning, types, functions and various theories. Conflict – meaning, reasons and consequences. Conflict Resolution: Need and various approaches and institutions

Unit 4:

Development of Soft Skills, Presentation and Interview

Soft Skills: Meaning & Characteristics, Misconception about Soft Skills, Development of Soft Skills; Presentation: Concept, Need of Presentation, Types of Presentation and Stages of Presentation; Difficulties in Presentation, How to make Presentation Effective, Salient Features of a Good Presentation: Interview: Meaning, Definition, Objectives Types, Techniques, Steps of Interview Process and limitations of Interview.

Suggested Readings:

- Pease, Allan and Pease, Barbara (2017) The Definitive Book of Body Language. Sudha Publications: Delhi
- Baron, Robert A and Misra, Girishwar (2015) Psychology (Indian Sub-continent Edition). Pearson: New Delhi
- Carmine, Gallo (2014) Talk like Ted: The Public Speaking Secrets of the World's Top Minds. Pan MacMillan: London
- Khan, S R (2014) Personality Development. Ramesh Publishing House: Delhi.
- Morgan, Chifford T; King, Richard A; Weisz, John R and Scopler, John (2014)
- Adair, John (2009) Effective Communication (Revised Edition). Pan MacMillan: London Ajmani, J C (2012) Good English: Getting it Right
- Becker, Ethan F. and Wortmann, Jon (2009) Mastering Communication at Work: How to Lead, Manage, and Influence? McGraw Hill: New Delhi
- Jain, Shashi (2007) Introduction to Psychology (4th Revised Edition). Kalyani Publishers: New Delhi
- Hurlock, E B (2006) Personality Development (28th Reprint). Tata McGraw Hill: New Delhi
- Kumar, Pravesh (2005) All About Self-Motivation. Goodwill Publishing House: New Delhi
- D J (2004) Power of Positive Thinking. Rohan Book Company: Delhi
- Rupa Publications: New Delhi Andrews, Sudhir (1988) How to Succeed at Interviews (21st Reprint). Tata McGraw Hill: New Delhi
- Heller, Robert (2002) Effective Leadership. D K Publishing: New Delhi.
- Lucas, Stephen (2001) Art of Public Speaking. Tata McGraw Hill: New Delhi Mile,
- Introduction to Psychology (7thEdition). McGraw Hill: New Delh

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Semester- VI

Session 2026-27

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	Time & Stress Management	**Course Code**	26PUB406SE01
Hours per Week	**02**	**Credits**	**02**
Maximum Marks	**Theory 35 Internal 15**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):

CLO 1: Imparting theoretical knowledge of the concepts such as stress, its approaches and sources of stress.

CLO 2: Understanding the relationship of stress with health and workplace**.**

CLO 3: Developing an understanding of the basic concepts of time, its significance, skills & techniques of time management.

CLO 4: To acquaint with the role of administrator in time management.

Unit 1:

Stress: Nature & Concept, Approaches , Types, Symptoms, and Sources of Stress
Stress Management: Meaning, Approaches & Techniques

Unit 2:

Stress and Health: Effects on Health, Job Performance and Relationship
Workplace Stress: Major Causes
Models of Stress

Unit 3:

Time Management: Concept, Significance, Skills of Time Management
Techniques of time management

Unit 4:

Approaches of Time Management
Poor Time Management: Effects on Job Performance
Role of Administrator in Time Management.

Suggested Readings:

- Dixit, S. (2018). Time Management: 20 Principles for the Best Utilization of Your Time. New Delhi, India: Manjul Publishing House.
- Bly, R. (2017). Time Management: Make Every Second Count. Mumbai, India: Jaico Publishing House.
- Rowan, J. (2015). Time Matters: Making the Most of Your Day. New Delhi, India: Viva

Books.
- Harvard Business Essentials. (2005). Time Management: Increase Your Personal Productivity and Effectiveness. Boston: Harvard Business School Publishing Corporation.
- Ferner, J.D. (1995). Successful Time Management. New York: John Wiley & Sons, Inc.
- Cambridge Dictionary. Retrieved from https://dictionary.cambridge.org/dictionary/english/time-management
- Covey, S. (1989). The Seven Habits of Highly Effective People: Powerful Lessons for Personal Change. New York. Free Press.
- Management Study Guide. Retrieved from https://www.managementstudyguide.com/time-management-benefits.html

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Semester- VII

Session:2027--28

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	**E-Governance**	**Course Code**	27PUB407SE01
Hours per Week	**04**	**Credits**	**04**
Maximum Marks	**Theory 70 Internal 30**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):

CLO 1: Understand the Fundamentals of E-Governance–Explain concepts, frameworks, and policies related to e-Governance.

CLO 2: Use Digital Platforms for Governance–Operate and navigate government e-portals, online services, and databases.

CLO 3: Apply ICT Tools in Public Service Delivery–Utilize digital tools for secure and efficient service delivery.

CLO 4: Develop Digital Literacy for Governance–Assist in digital service facilitation, grievance redressal, and e-office management.

Unit 1:Introduction to E-Governance

- Definition, Scope, and Importance of E-Governance
- Evolution and Growth of E-Governance in India
- Key E-Governance Policies and National Digital Initiatives
- Benefits and Challenges of E-Governance

Unit 2:E-Governance Infrastructure and Digital Platforms

- E-Governance Models (G2C, G2B, G2G, G2E)
- Digital Infrastructure (Aadhaar, DigiLocker, NPCI)
- Major Government Portals (UMANG, e-District, RTI, CSC)
- E-Governance in Sectors: Education, Healthcare, Agriculture, Finance

Unit 3:Cybersecurity and Legal Frameworks in E-Governance

- Cyber Laws and IT Act, 2000
- Digital Identity, Privacy, and Data Protection Frameworks
- Cyber Threats, Risks, and Best Practices for Secure Governance
- Role of AI and Block chain in E-Governance

Unit 4:Practical Applications and Case Studies in E-Governance

- Implementation of E-Governance in India: Case Studies (Aadhaar, e-NAM, e-Courts)
- Global Best Practices in E-Governance (Estonia, Singapore, UK)
- E-Governance for Rural Development and Smart Cities
- Citizen Engagement and Digital Inclusion Strategies

Suggested Readings:

- Sumathy, M. (2021). A Handbook of E-Governance in India. Abhijeet Publication.
- Trotta, Anthony (2018). E – Governance: Theory and application of Technology Initiatives. Routledge.
- Tripathi, V.K. (2016). E – Governance, Leadership and Citizen Administration.Omage.
- Miluwi, Joshua O. & Rashid,Hina (2013). E–Governance Democracy and Administration Strategy.Manglam.
- Islam, Muhammad Muinul& Ehsan, Mohammad (2012). From Government to E-Governance: Public Administration in the Digital Age. IGI Global.
- Milakovich, Michael E. (2011). Digital Governance: New Technologies for Improving Public Service and Participation. Routledge.
- Singh, Uttam Kumar, Nayak, Akshya Kumar & Chiranjeev, Avinash (2011).
- Government of India (2008). Promoting E–Governance: The SMART Way forward, 11th Report of 2nd Administrative Reforms Report.
- Tripathi, Vishwas (2007). E–Governance: Perspective and Challenges. Anmol.
- E-Governance. Jnanada. Deva, Vasu (2005).E-Governance in India–A Reality. Commonwealth.
- Sharma,Pankaj (2004). E–Governance. APH.

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Semester- VIII

Session:2027--28

Name of Program	**(Single Major / Multidisciplinary Programs)**	**Program Code**	UMBA4
Name of the Course	**Office Management & Secretarial Practices**	**Course Code**	27PUB408SE01
Hours per Week	**04**	**Credits**	**04**
Maximum Marks	**Theory 70 Internal 30**	**Time of Examinations**	**3 Hours**

Note:
Examiner will set nine questions and the candidates will be required to attempt five questions in all. Question number one will be compulsory containing short answer type questions from all units. Further, examiner will set two questions from each unit and the candidates will be required to attempt one question from each Unit. All questions will carry equal marks.

Course Learning Outcomes (CLO):

CLO1:Understand Office Administration–Explain office structure, functions, and workflow.
CLO 2:Develop Secretarial Skills–Manage correspondence, filing, and documentation.
CLO 3:Use Office Automation Tools–Operate MS Office and Google Workspace.
CLO4:Organize Meetings and Schedules–Prepare agendas, minutes, and schedules.

Unit 1:Fundamentals of Office Management

- Office Management and Administration: Structure and Functions
- Office Layout, Workflow, and Ergonomics
- Role and Responsibilities of Office Personnel
- Time and Work Management

Unit 2:Secretarial Practices and Administrative Communication

- Role of a Secretary in Office Administration
- Administrative Correspondence: Letters, Memos, Emails
- Report Writing, Noting, and Drafting Techniques
- Telephone and Virtual Communication Etiquette
- Record Management and Filing Systems

Unit 3:Office Technology and Digital Tools

- Office Automation: MS Word, Excel, PowerPoint, Google Workspace
- Digital Filing and E-Governance Practices
- Data Security and Confidentiality in Office Work
- Online Meetings: Scheduling, Video Conferencing Tools (Zoom, MS Teams)

Unit 4:Office Management in Practice

- Planning and Organizing Meetings: Notices, Agendas, Minutes
- Professional Ethics, Teamwork, and Interpersonal Skills
- Customer Handling and Public Relations
- Office Exposure

Suggested Readings:

- Balachandran, V. (2024). Office Management and Secretarial Practice. Vijay Nicole Imprints.
- Gupta, Sanjay (2024). Office Management (Hindi). SBPD Publications.
- Pillai, RSN (2023). Office Management. S. Chand Publishers.
- Government of Haryana (2022). Manual of Office Procedure. General Administration Department.
- Government of India (2022). Central Secretariat Manual of Office Procedure.Ministry of Personnel, Public Grievances & Pensions.
- Munyua, Caroline (2021). A Text Book for Office Procedures, Office Administration & Management and Secretarial Duties. Virtue Book Publishers.
- Bhatiya, R. C. (2019). Principles of Office Management. Lotus Press.
- Sahai, I.M. (2019). Modern Office Management (Hindi).Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Modern Office Management. Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Office Management (Hindi). Sahitya Bhavan Publications.
- Sahai, I.M. (2019). Office Management. Sahitya Bhavan Publications.
- Sharma, Divya & Rajni (2019). Office Management and Secretarial Practice. Galgotia Publishers.
- Bist, G D (2017) Officer Secretarial Practice. Shorthand House.
- Chopra, R.K. & Gauri, Priyanka (2017). Office Management. Himalaya Publication.