Research Paper

OFFICE MANAGEMENT SYSTEM OF AN EDUCATIONAL INSTITUTE—A CASE STUDY ON SHRI DADAJI INSTITUTE OF TECHNOLOGY & SCIENCE, KHANDWA (MP)

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The complexities of business activities are increasing day by day. With the spectacular developments and advances in the fields of science and technology, the manufacturing techniques have undergone a rapid change. The economics of large-scale production have brought into being a number of multi-national business organizations. The ever-widening markets also pose a challenge by themselves. The complexities of legal provisions (of industrial and business legislation), which are subject to constant change to achieve social objectives, also require more than adequate attention. Moreover modern management has to take care of the new emerging human relations in business. The offices face a variety of challenges such as social, political and economic. The other challenges faced by the office are legal provisions, reducing paper work and reducing office cost. Office Automation involves the planned application of integrated information handling tools and methods to improve the productivity of people in office operations. Although the handling of information by office people is the focus of this new technology, other aspects of the office will be affected. These include factors such as the organization of functions and lines of reporting, training for new methods, work space design, travel patterns, branch office location, and home vs. office work, hours of work, employee morale, and job classifications. Organizations that harness office automation products will need to deal with many more than just technological issues. To eliminate the problems regarding the working of an office, i.e., functions, accounting, finance, purchasing, manufacturing, manpower planning, human resources, etc., the proper setup and planning should be required. A study is conducted in an educational institute, Private Engg. College where the office keeps the records and provides the service of information and communication. "The main aim of this project is to attain following goals, better organized system, shorter and more efficient paper work and record keeping and improve the work postures of employees." In this we studied about various departments of an office, there working and techniques by which improve the working conditions and office layout for minimize the office cost.

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INTRODUCTION

Office is an important section of a business. The term business implies office work. The dictionary meaning of office is "a place for the transaction of business, the room or department, where the clerical work is done," or we can say, "a place where business is carried on," or it is, "a place where all sorts of activities of organization are dealt with," Office is the center of an organization. Commercial office acts as a central directing and co-coordinating agency of the various activities of any business.

Efficient office management comprises a number of vital functions, including time management, organizing our paperwork and workspace, managing multiple projects simultaneously, and being in control of all your job responsibilities. We could be wasting precious time because of misplaced files or documents. Maybe with all the tasks we are faced with, you are so overwhelmed you don't know where to start or what to do first. Or we might be missing deadlines, call backs and follows up. The office management tips and methods will put us back in control of our workload. On the other hand, we could be an entrepreneur who works alone. But we will still need efficient office management to run our business smoothly. And if we have a home office or a home based business, proper office management i An office is understood to be a place where clerical work is performed and where all kinds of paper work (letters, correspondence, Files, records, etc.), is maintained and dealt with. It is a central place where all sorts of clerical work are done to coordinate and control the affairs of the whole organization. Prof. Dicksee states, "An office

is to a business what the mainspring is to a watch". An organization cannot be carried on without an office, as a watch without the mainspring is useless. In the present times, the modern office organization has so much importance as the brain in a human body. Thus a commercial office can be called "a clearing house of all essential business information." The office has to receive or collect all information of the business, process the collected information (analyses, arrange, and classify) and put them into understandable form on the one hand. On the other hand, the processed information has to be presented or communicated to the management of the business, as and when required. a must for increasing our productivity.

Office

Office is a place from where an Institution may plan, organize, co-ordinate and control various activities.

The following definitions keeping in view the aims and changing nature and circumstances of the modern office as under:

Hall, "Any place set aside for work of a clerical nature is office."

Mills and standing ford, "The office is the administrative centre of a business. The purpose of an office has been defined as the providing of a service of communication and record."

Webster's Dictionary, "Office is a place where particular kind of business is transacted or a service is supplied."

Hicks and place, "An office is a place where the control mechanism for a business is located, where proper records for the purpose

of control, information and efficient operations are prepared, handled and services are provided. …It is thus, a control and memory centre for the business."

George terry, "The acts of collecting, processing, storing and distributing informations comprise the function of the office."

Random house Dictionary, "An office is a place where business is transacted or professional services are available."

Neuner and keeling, "Office is the focal point for correlating the service and profit making activities of a business enterprise."

Edward Roche, "It is a mistake to regard an office as a specific place, instead we are forced to conclude that an office exists anywhere that certain kinds of work are performed."

Bhushan and Ashok Mittal, "An organization without an effective office is like a crack army with no supply line."

Wylie and Brecht, "The office is not business itself but the place where the control mechanism is located". It is the place where the executives and clerical force work, where

Purposes of an Office

The purposes of an office are as under:

1. To provide service of information and communication.

2. Keeping of the records.

3. Writing letters and receiving letters for the purpose of correspondence in the interest of the enterprise.

4. Tying and filling.

5. Receiving and collecting informations.

6. Communicating these informations to proper places.

7. Making, preserving and using the records.

8. Selection and purchase of office furniture and equipments.

9. Placement, promotion and remuneration of office personnel

Functions of a Modern Office

The functions of a modern office can be classified under two categories.

1. Basic functions

- Receiving informations

- Recording informations

- Arranging informations

- Supplying informations

2. Administrative management functions

- Safeguarding and protecting of the assets

- Instituting office systems and routines

- Stationary and supply

- Forms designing and control

- Selection and purchase of office appliances

- Personnel function

- Effective public relations

Importance of an Office

1. Office as an information centre.

2. Office as an intermediary.

3. Office as a coordinator.

4. Office as a service center.

5. Office as an administrative nerve centre.

6. Office as control centre.

7. Office as a channel of communication

Office Management

Office management prepares plans for an office of a business enterprise in order to achieve pre-determined objectives by using the efforts of personnel, appropriate machines equipments, the vest method of office work and by providing most suitable environment. Some scholars have defined Office management as under:

George Terry, "Office management is the planning, organizing, actuating and controlling of office" w Leffengwell and Robinson, "Office management is that branch of art and science of management which is concerned with the efficient performance of office work, wherever that works is to be done."

Wylie and Brecht, "Office management may be defined as the manipulation and control of men, methods, machines and materials to achieve the best possible results of the highest possible quality with the expenditure of the least possible effort and expenses in the shortest practicable time and in a manner acceptable to Top management."

Arther Gager, "Office management is the function of administering the communication and record of services of an organization."

Mills and Standing ford, "Office management is the art of guiding the personnel of the office in the use of means appropriate to its environment in order to achieve its specific purposes." After analyzing the above definitions of office management it is clear that "office management is a task of planning, organizing, controlling, direction, motivating, co-ordinating and ensuring the implementation of all the efforts of others to achieve the objectives of the enterprise. Thus the creative and innovative management of office is the need of the hour for any organization". Ork and of their performing it so as to achieve the pre-determined objectives.

Principles of Office Management

The following are the main principle of the office management.

Stating the Problem and Defining the Purpose: The first principle of the office management is the stating the problem. The problems of an organization may be as und

• Problem relating to the employees.

• Problems relating to the office such as building, furniture, equipments, machines, etc.

• Stating and explaining the aim of the enterprise.

Analysis of the Problem: After stating the problem the second principle is to analysis them. For example, if a manager of the office intends to have to work more and more dependent on automatic system, for that technical know how is essential, extra capital is required, changes in the building of the office be required, and problem of unemployment and the policy of the government needs careful analysis.

Finding the Facts of the Case: The third principle is finding the facts of the case. After analyzing the problem, a scientific analysis of all the collected facts will be made. This can be done thought making the enquiries from others or from your own way of examination of the facts, and then the facts are classified and clarified.

Finding the Right Method: After having full knowledge of the problem and the facts, finding of the right method to achieve the aim of the enterprise is the requirement.

Selection and Training of Right Person: After gating a justified solution to the problem, the implementation, selection of qualified, experienced and intelligent person is the first function.

To Get Co-Operation: To success of a scientific management depends on the attitude of the workers in an organization. It depends upon the interests and qualification of the workers to get co-operation.

Planning of Activities: Planning is the process under which it is decided in advance: What is to be done? How it is to be done? When it is to be done?

Following points shall also be taken into consideration under the principals of the office management:

1. Dealing with the subordinates with just and kindly manner.

2. Discipline.

3. Remuneration must be fair.

4. Team work, which is termed as Espirit-de-corps.

5. Economy and efficiency

Functions of the Office Manager

1. Planning of the office activities

2. Organization of the office activities

3. Control on the office activities

4. Aid to managerial decision making

Office Organization

Office is a place from where an organization plans organizes, coordinates and controls the various activities of an enterprise. Organization is a group of people, who are co-operating under the direction of leadership for the accomplishment of a common end. Office organization can be explained as a process by which framework of positions is knitted together in the office so that the objectives and goals are achieved.

Office Accommodation

Almost all the office managers are concerned about the proper office accommodation to get the office work done in minimum time and with full efficiency. To attain this aim, office managers work hard to select a proper office accommodation. He also keeps in mind to provide fine working conditions and environment. Therefore, office manager provides proper equipments, proper layout and fine environment to the employees in the office.

Objectives of Office Space Planning or Layout

In office space planning or layout the following objectives must be keep in mind:

1. It must ensure effective workflow so that all work proceeds systematically and unhindered.

2. Optimum utilization of space must be ensured.

3. It should provide for maximum scope of supervision at minimum effort on the part of the supervisor. Thus the clerks' desks are located near their supervisor. This also ensures discipline.

4. It must allow for free movement of the office personnel. The staff at work may be able to move about to their places of work and machines freely without any hindrance.

5. There should be provision of best possible conditions to the office staff. This is necessary to obtain the maximum output.

6. People doing confidential work should be provided with suitable accommodation.

7. Similarly people doing work, which requires absence of noise, should be so located as to ensure its elimination.

8. It is necessary to follow functional departmentalization. For example, typists may be placed together at one place in the office, preferably at a place where noise created by them does not affect other office work.

9. Properly laid out office ensures speedy inter-communication.

10. Properly laid out office creates a favoururable impression on customers and visitors.

11. A very important objective today in the context of rising office costs would be to ensure that the lighting, cooling, air-conditioning and heating costs are the minimum per square meter.

Types of Layout: There are two types of layout based on the activities performed in an office. They are:

Group Layout: It is a layout in which persons performing similar activities or office machines doing similar work are grouped together, e.g., all types are put in the typing pool and all accounting machines are put in one room.

Process Layout: It is a layout in which men and machines are arranged on the basis of the sequence of operations, e.g., the filling section may be placed next to the dispatch section and so on.

Records Management: In a modern business contracts, letters, invoices, cheques, vouchers, statistics, price lists, catalogues, cost analysis statements, personnel reports and tax records are to be preserved and it is possible to do so only if there is proper records management. In the words of Littlefield and Peterson records management can be described as the management control of records. Littlefield and others define records management in these words; "Records management, broadly defined, includes forms, reports, reproduction of written material, filling, records retention, microfilming and related services." Records management in its broadest senseconcerns itself with the records' creation, distribution, maintenance, retention, preservation, retrieval and disposal.

Different Types of Machines

There are many types of machines available to a modern office. There is the small manual conventional typewriter, which may be seen in any office to-day, and then there might be sophisticated computer. Between these two extremes, there are a number of machines. These various machines are classified as follows:

1. Typewriter.

2. Duplicating machines.

3. Photocopying machine.

4. Dictating machines.

Figure 1: Organization Chart and Processes
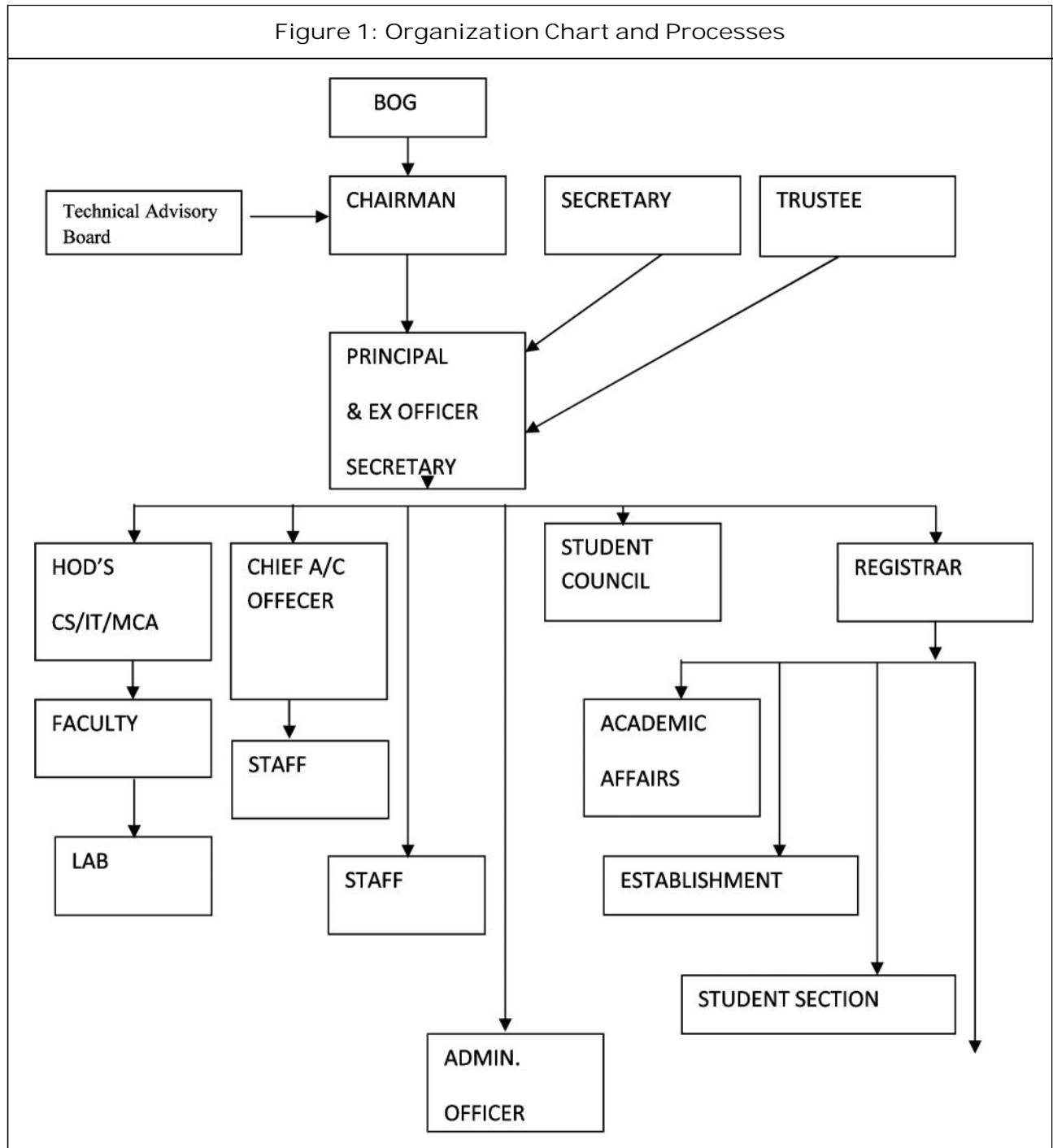
5. Accounting and tabulating machines.

6. Punched card machines.

7. Addressing and mailing machines.

8. Electronic computers.

9. Other miscellaneous machines.

Departments of an Organization

There are different departments in engg. college. They are necessary for an education institute such are:

It is the responsibility of each department head to exercise budgetary control over and

account for the funds and property of his/her department. For that reason all accounts are assigned to an Account Manager. It is the responsibility of each Account Manager to maintain records of sales and other revenues, expenditures and encumbrances including salaries and wages, and other charges which support and supplement the Controller's Office's records.

Duties of the Office of the Treasurer include the following:

1. Official accounting systems and records and related systems of internal control.

2. Treasury and investments.

3. Cash deposits.

4. Accounts payable and disbursements.

5. Payroll preparation and services.

6. Banking services and contracts.

7. Inventory systems and property records (space, land, equipment and long-term leases).

8. Calculate and negotiate indirect cost rates.

9. Purchasing.

10. Long-term debt, including bonds.

11. Risk management.

12. Preparation of internal and external financial reports, including financial statements.

13. Coordination of external financial audits.

14. Travel management services.

15. Endowment management.

16. Preparation of tax returns.

17. Sponsored projects accounting (post-award).

18. Procurement card administration.

19. General laser work.

20. Entry of cashbook.

21. Entry of hostel fees and college fees.

22. Maintain the record of all receipts of fees, fine and document charges such as bonafide character certificate and other documents, which are related to the students.

OFFICE AUTOMATION SYSTEM

The term office automation refers to all tools and methods that are applied to office activities which make it possible to process written, visual, and sound data in a computer-aided manner.

Office automation is intended to provide elements which make it possible to simplify, improve, and automate the organisation of the activities of a company or a group of people (management of administrative data, synchronisation of meetings, etc.).

Considering that company organizations requires increased communication, today, office automation is no longer limited to simply capturing handwritten notes. In particular, it also includes the following activities:

1. Exchange of information

2. Management of administrative documents

3. Handling of numerical data

4. Meeting planning and management of work schedules

5. Office suite tools

While we are interested in studying Office Automation Systems (OAS), it is important to relate this type of systems with other Information Systems (IS) commonly used inside an organization. An information system can be defined as a set of interrelated components that retrieve, process, store and distribute information to support decision making and control in an organization. The main role of (IS) is to assist workers in managing resources and information at each level in the organization.

This article is primarily concerned with OAS and how they can be used in the medical community. For completeness, some other types of information systems commonly used by organizations are also mentioned. There will be no description of how such systems are developed; however, a brief description of their objectives will be given. Organizational Information Systems (OIS) are systems that support several functions in an organization and can be classified by the activity that they support. The OIS are usually split into six major

Figure 2: Office Information Systems

Figure 3: Types of Information Systems
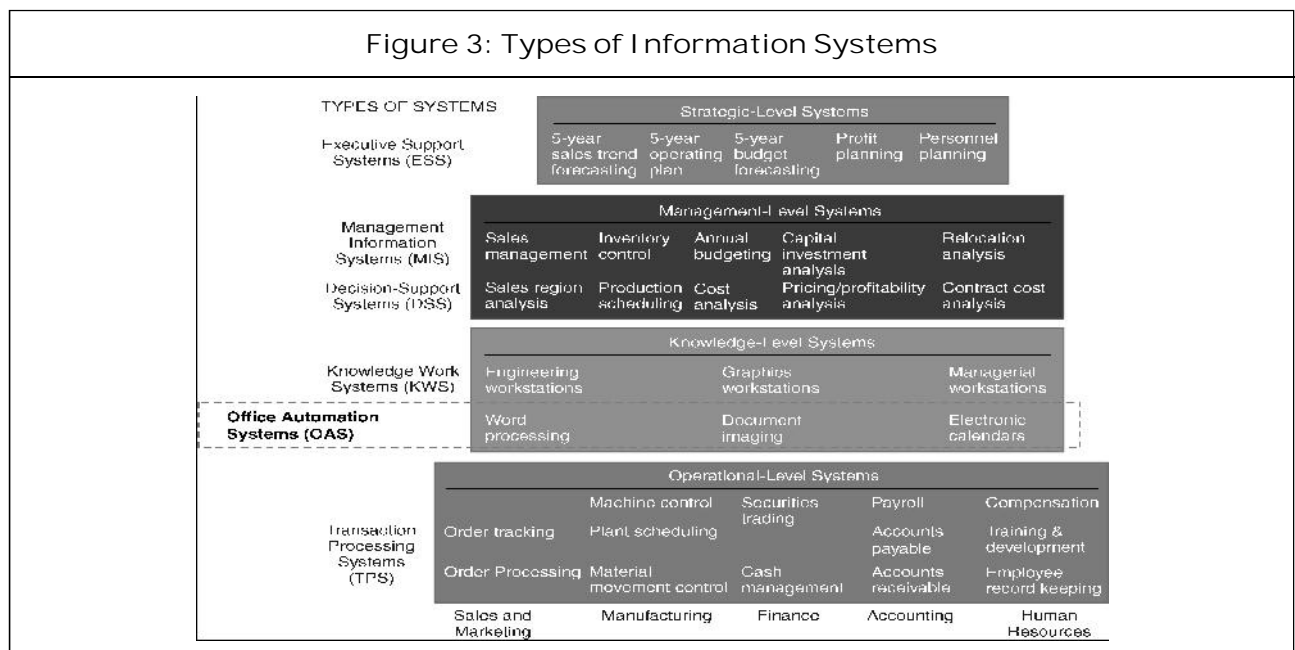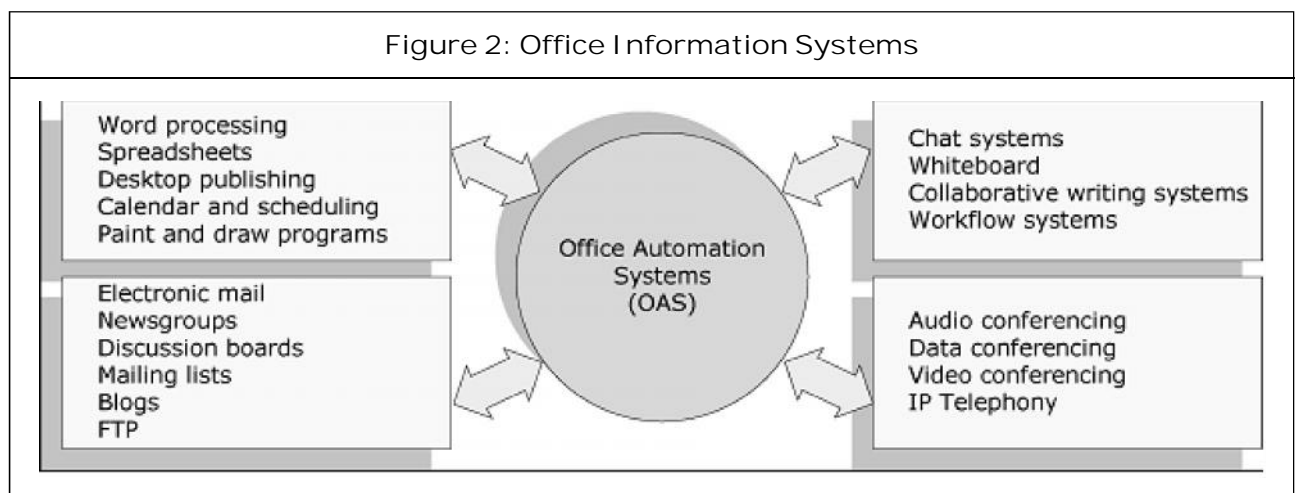
types: Transaction Processing System, Knowledge Work Systems, Office Automation System, Management Information System, Decision Support System, and Executive Information System. These systems are illustrated in Figure 2.

The organizational level they support can also classify office information systems. The human resources of an organization work in different areas and levels of operations, are in charge of different functions, and use different OIS. Any organization can be viewed as a multilevel entity with each level representing a different level of control. The levels of an organization can be arranged in a pyramid.

Goals of Office Information Systems (OIS) Methodologies

1. The first goal of an OIS methodology is to obtain an accurate description of the office. A complete and formal description of all aspects of the office work is not feasible. But, the model used in a methodology should describe as many aspects of the office as possible in a clear and concise way. This description will be useful to the system designer, as well as the potential users of the new system by enabling them to validate the system and suggest possible modifications.

2. A second goal is to locate the functions that are only loosely related to the goals of the company. This is done to separate these functions into two groups: The first group includes functions that are not related to actual office work, but are still necessary for social and organizational reasons; the second group of functions is those that need to be re-examined. These functions may be obsolete and are only being done out of habit. They should be corrected before the implementation of the new system.

3. The final goal of a conceptual model it that it act as a guide in providing technical solutions, and provide criteria to follow in evaluating possible solutions and in choosing tools for design.

Approaches to OIS Conceptual Design

A crucial element of a methodology is the type of office conceptual view that is adopted during the analysis of the office. Different conceptual views will lead to different approaches in the analysis of office work, and should be considered.

1. A technical view examines office work in great detail, by looking at the operations that are performed and measuring them, usually in terms of execution time. The goal of this type of approach is to identify the best methods to perform the work. Productivity is measured mainly in terms of throughputs, instead of considering global office performance.

2. In an organizational view, the global organizational structure of the office is analyzed and business goals are examined. The (hierarchical) organizational structure of the company is reflected in this type of office model.

3. A socio-technical view considers the office in terms of tasks to be performed by each unit of the enterprise. Each unit has some type of control on the work, and has resources and memory on which to base present and future decisions. A set of rules is used to perform controls and to take into

consideration goals and constraints in the execution of the tasks.

EDUCATIONAL INSTITUTE MANAGEMENT INFORMATION SYSTEM

This user-friendly software package is meant for paperless management of any Institution. It has generally seven major modules. The modules are Master, student section, staff, and timetable and attendance, fees, and examination and user management. The software handles all procedures in an Institution with ease and effortless. A comprehensive integrated software solution for all kinds of educational institutes. In today's environment, even Educational Institutions are not untouched from the core competition; there is a need for every Institution to proffer additional focus on achieving thrift functional and operational procedures. Educational Institutes Management System aims not only at achieving operational excellence in Institutions, but also make its stakeholders, the Beneficiaries of the system. As EIMIS provides

number of option through which, an Institution can share the information stored within with the Parents and other bodies and also make them feel to be a part of the Institution itself.

ANALYSIS & DISCUSSION

Office Cost Reduction and Saving

Cost reduction and efficiency are closely inter-linked. Cost reduction can be defined as the "Planned and positive approach to the improvement of efficiency". Cost reduction may imply one of the following:

1. Elimination of waste;

2. Speeding up of operations;

3. Increasing productivity;

4. Finding ways and methods to reduce unit costs.

To sum up, cost reduction or cost saving is important due to the following factors:

1. Wasteful expenditure is eliminated.

2. Optimum use of budgeted resource takes place.

Figure 4: Seven Modules of EIMIS
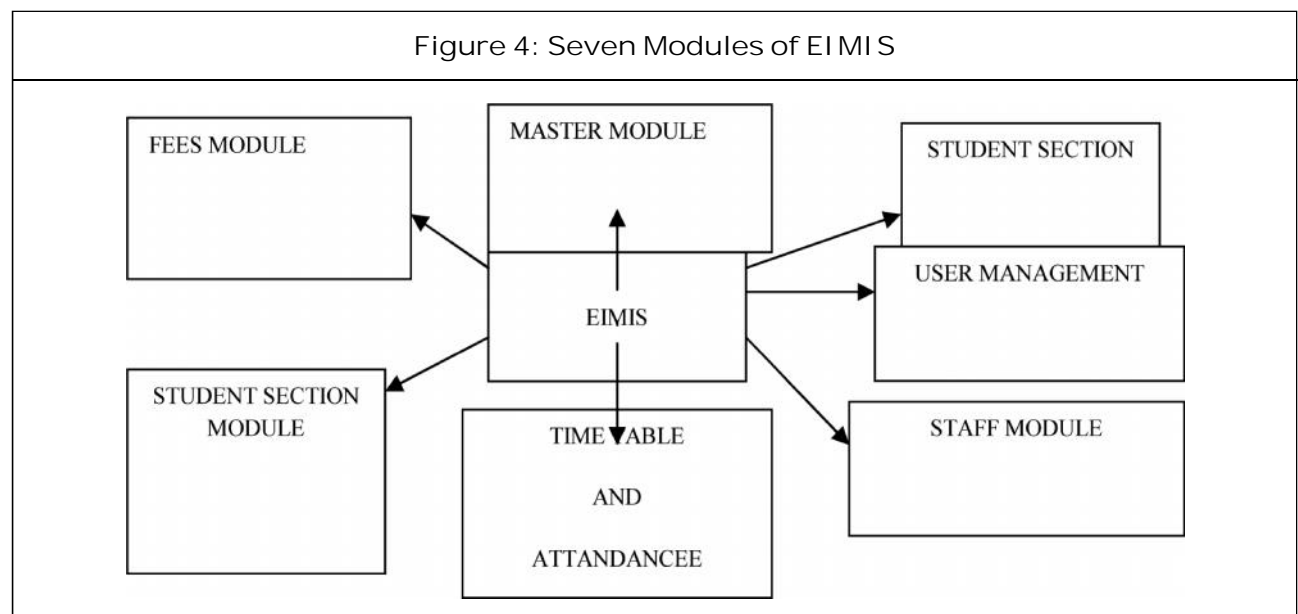
3. Improvement in investigative skills of executives at different levels takes place and consequently their efficiency improves.

4. Improvement in office systems also takes place since an effort to streamline office management function would necessarily result in the right type of systems for the office.

5. Productivity may go up.

6. Inculcating a sustained spirit for cost reduction.

Types of Wasteful Expenditure

The office manager should properly understand the problem of wasteful expenditure before he takes up the question of cost saving. Wastes can be divided into three broad classes:

1. Waste of money;

2. Waste of time; and

3. Waste of effort.

Waste of time in readily is the waste of money because time is bought with the help of money. Waste of effort is doubly dangerous. It results in the wastage of time and the delays, which cost greatly in real and money terms.

SWOT Analysis

Departmental Visioning is best aided by SWOT analysis. "SWOT" is a simple acronym for Strengths, Weaknesses, Opportunities and Threats. SWOT analysis consists of the following two activities:

1. An assessment of the organization's internal Strengths and Weaknesses, and

2. An assessment of the Opportunities and Threats posed by its external environment.

SWOT analysis provides a framework for visioning by helping the planners to identify and priorities the organization's goals and to further identify the strategies of achieving them.

Strengths: Internal things we have that are good OR do well.

Weaknesses: Internal things we do not have OR do not do well.

Opportunities: External factors that may help in the achievement of our Mission.

Threats: External factors that may be barriers to achievement of our Mission

Threats of the Institute

Threats of the institute are

1. Monitoring problem: As the students are spread over the area being localities and hostellers, the proper control and monitoring of the students is very difficult.

2. Local politics: As the college is in the village, i.e., rural area so there is a level difference between villagers and students that lead to quarrels and hot talks sometimes.

3. Fee structure can not be increased because of the local poverty and also considering the social services aspect.

4. There is water supply problem in the institute because there is only the source of water is River which is 25 km away from the institute, if there is blockage in the pipeline than there is no alternative source of water supply.

5. Technical market is not available because of the rural area.

6. High temperature area so the survival is difficult.

7. Medical facility is available away from the institute, so in case of emergency there is no medical facility near to the institute because of the remote area.

CONCLUSION

The basic aim of this project was to automate the office management system in an education institute and increase the efficiency of the employees and the workflow is in efficient manner. By use of education institute management information system the work of an office will totally automated and the all data of an office are arranged in right manner.

With the help of suggested system, the organization will be able to see the qualitative advantages. This system will improve the communication throughout the system. The system will become a simple and understandable process. This will result into the provision for quick and precise information. There is a low cost associated with the transfer of information because all the work will be done on the computer. The main aim of this project is to attain following goals, better organized system, shorter and more efficient paper work and record keeping and improve the work postures of employees.

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