

CHAPTER-11

Educational Office Administration and Management Information System

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ABSTRACT

In an organization or institutions, all activities carried out by the organization require a place in supporting employee activities. The office is a place to support employees in carrying out their work in an organization. Therefore, efforts to carry out office activities need to be handled professionally, in the sense that the implementation of office activities requires leaders and staff who understand their duties, are enthusiastic in pursuing achievements and an employee is expected to devote his attention seriously, and try to be able to cultivate information, so that it can be useful. This chapter shows about the importance of administration and management in office environment. Management Information System is a process that provide the information necessary to manage an organization effectively. In this chapter, we will discuss about the various managerial aspects of organization.

INTRODUCTION

Office as a place is room where paperwork is done. Office as a process is a series or activities that handle information, starting from receiving, concluding, processing, storing, and distributing. A Management information System is central data

repository capable of not only gathering, organizing and storing student data but also processing and analyzing it and generating various reports from it. This is Management information System in a broader sense. Education Management Information System is a system that monitors the performance of education programs offered by the institute and manages the distribution and allocation of educational resources.

There are various agencies involved in the collection and dissemination of statistics on school education. At the national level, there are three main agencies that collect statistics on education on regular basis. (1) Planning , Monitoring and Statistics Division, Department of Education, MHRD on annual basis for all sectors of school education, (2) University Grants Commission on higher education, (3) National Council of Education Research and Training on school education through occasional surveys. In addition, there are agencies, which collect information from households. The Census of India publication provides information on levels of educational attainment of population and age-education classification of children in the age-group 5-14 years. In addition, the national Sample Survey Organization (NSSO), International Institute for Population Sciences (IIPS) and National Council of Applied Economic Research (NCAER) also collect statistics on educational variables occasionally through household sample surveys.

OFFICE FUNCTIONS

If referring to the description of the definition of office, It can be understood that the function of the office is a place to work to complete organization tasks. Office in practice is as a place to work for employees with a variety of documents that are managed. These documents files are an inseparable part of the work and office functions. Office function is a concept that focuses on the use of the office as a place of work is inseparable from the documents that are manage as material for organizational information.

Office Functions Include:

- A. Routine function-Which require thinking include archiving and copying.
- B. Technical functions i.e. require adequate opinions, discussions and office skills.
- C. Analysis functions which require critical and creative thinking, is accompanied by the ability to make decisions.
- D. Interpersonal functions which require assessment and analysis as a basis for decision making.
- E. Managerial functions to be requires planning, organizing, measuring and motivating

PRINCIPLE OFFICE MANAGEMENT

The Principle of office is something that is the foundation of thought in the organization of offices in an organization. The principle of office management becomes the foundation in implementing an organization's office services. This principle is used as a reference for the operation of the office to suit the ideals of the organization, so as to satisfy the organization's customers. The principle that can be guided in the management of education office management are; there is a clear division of labour in each office sections; there is no overlapping of work between the office section; clarity of office service work circulation; record or record data of every office service; there is a clear division of tasks each member; efficient use of organizational resources; checking of work; proportional flexibility; and services are carried out with a simple principle.

Denyer (2015) states that there are eleven principled that must be followed in implementing office management, namely:

- A. The office system has a smooth work flow;
- B. Avoid the occurrence of work immunity or duplication of work (one job is done by several people) ;
- C. Maintain the place of work;

- D. Must avoid unnecessary writing;
- E. Office must make the best use of specialization in work (related to professional);
- F. Maintaining the use of paper efficiently;
- G. Applying management principles based on exceptions (principle of management by expectation);
- H. Working to make exceptions to the rules need to be minimized (on condition);
- I. Must avoid unnecessary checking;
- J. Make the best use of equipment and other elements in the sense of not over-using;
- K. Using the principle of simplicity.

OFFICE ENVIRONMENTAL AND PHYSICAL CONDITIONS

For work to be done well, the work space needs to be arranged in such a way or using a good office layout. Office layout is an important factor that also determines the smooth work of employees and the sense of satisfaction of employees and guest. The better office layout will provide a sense of security and comfort in working and increase work productivity. So, an office requires a good arrangement of office space. Arrangement of office space starting from the placement of desks, chairs, office equipment must consider the area of the room and the number of employees in the room. Littlefield and Peterson stated that office spatial planning can be formulated as the preparation of furniture and equipment on the available floor area.

While Terry argues that office space layout is a determination of space requirements and the detailed use of this space to prepare a practical arrangement of physical factors deemed necessary for the implementation of office work at a reasonable cost. The elements of the physical work environmental according to Anorage and Widiyanti include aspects;

1. Air exchange, namely so that each room is given adequate ventilation so that employees feel comfortable when working.
2. Adequate lighting, for work that requires accuracy requires adequate lighting and not dazzling;
3. Noise, busy work environment can disturb concentration in carrying out work.

Meanwhile Tiffin and McCormick suggested several aspects of the physical work environment, namely:

- A. Work equipment, the available equipment is a component that support work activities
- B. Air circulation, adequate air circulation in the room is very necessary especially if in a room full of employees
- C. Lighting, adequate indoor lighting facilities will support smooth work
- D. Noise in the work environment will disturb concentration
- E. Work space layout, affect employees when doing work.

OFFICE ORGANIZATION

Office organization is a process by which people interact to achieve office goals, Office organization is a basic framework in which people carry out their activities to receive, store, process and present information that maintain assets. Haryadi (2009) suggested that office organizations include staffing and allocating tasks and responsibilities in processing data, supplying data supplying information for decision making and maintaining assets. Office organizations are built and driven on the foundation of organizational principles that contain truth. The achievement of organizational goals according to Wursan to depends on the ability of the leadership in implementing organizational principles, namely:

- A. The principle of clear objectives
- B. The principle of unitary command

- C. The principle of balance
- D. The principle of distribution of work
- E. The principle of oversight
- F. The principle of delegation of authority
- G. The principle of proper employee placement
- H. Departmental and coordinating principles
- I. Satisfying reward principle.

Office organization is a tool that can facilitate the organization in providing services to its customers. Office organization will be clear when there is an office organizational structure and there in a clear division of each part of the office organization. Organizational structure is a picture that displays the flow of command and coordination of each part of the organization. Office organization with the existence of an organizational structure will make it easier for each member to work in accordance with their duties and responsibilities in a part of the organization. It is expected that with these conditions, organizational services can be carried out effectively and efficiently. The structure of the office size of the organization and at least the services provided by the office of the organization to customers.

CORRESPONDENCE OFFICE

Correspondence in office activities is defined as the technique of making letters and communicating with letters, Whereas the notion of a letter is a written communication tool originating from one party and addressed to another party with the aim of conveying information. Soetrisno and Reneldi (2006) state that if a letter from one party to another party contains information concerning the interests of the tasks and activities of the agency concerned, such a letter is called an official or official letter, Official letter is a letter used for the benefit of work, duties from the office or official activities. This letter come from an institution or institution both private and public, Example:

letter of assignment, warrant, memorandum, and decision letter. Individual service letters are job application letter, permission requests, and leave requests.

Mail handling is often also referred to as mail handling, which is an activity of sending written information from one place to another. Letter handing activities in other words not only accept oncoming letter and send outgoing letters. However, letter handing activities also include an directing and distributing letter to work units within an organization or institution. Incoming letters are all official letters received by the government agency. To facilitate supervision and control, acceptance, management of incoming mails is centered in the administrative section or the leadership secretariat. Therefore, if an employee from any part receives an incoming letter from an outside agency, the first step that must be taken is to submit the entry letter to the administrative or secretariat department.

ARCHIVES AND ARCHIVES

The principal provisions for the Archiving Article 1 State:

- 1) Texts prepared and accepted by state institutions and government bodies in any form, whether in a single or group condition in the context of carrying out government activities.
 - 2) Texts made and accepted by private bodies or individuals in any form, whether single or group, in the context of implementing national life.
- **Types of Archives:** Based the archive function, can be divided two part-
 - (1) Dynamic- Dynamic archives are records that can be used directly in the process of planning and implementing an organization Dynamic archives are classified, active and inactive records, in two part. Active archive used continuously every year. Inactive records are long-term used are a inactive or semi-active files.

- (2) Static-That the record are not used in the functions of the creator's management organization, but can be used for educational and research purposes.
- **Archives Storage Principle:** The principle of archival storage can be divided three part
 - (1) The principle of centralization is the central archive storage. The Advantages of an organization using the principle of centralized archive storage.
 - (2) The principle of decentralization of the structuring or storing archives, both active and inactive records, with no focus on the parent of the administration but in their respective work units. The Advantages of an organization using the principle of decentralized archive storage.
 - (3) The principle of combination is that each part stores its own document under the supervision of a centralized system. The advantages of an organization using the principle of combination (uniform, lost file etc) storage
 - **Archives Storage System-**A archives Storage System or commonly referred to as a filing system is the activity of organization and compiling archives in a systematic and logical order, storing and maintaining records for safe and economic use.
 - **Archives Storage Equipment-**Some things to consider in choosing archival storage equipment cost and numbers, documents storage, space requirement, security consideration, required utilization speed, counting of users who access documents on a regular basis .
 - **Electronic Records-**The National Archive and Records that are stored and processed in a formal setting, where only computers can process them, so they are often said to be machine-readable records. The advantage of electronic archive management easy file sharing, full-text search, digitally archiving and save space.

- **Archives Value**-The use value of records that the based on the usefulness of an office. This use value is basis for determining the retention schedule for each file or document based on the serial number.
- **Destruction of Archives**-Destruction of records is the activity of destroying and eliminating physical and archival information through certain means, so that the physical and information are no longer recognized. Archive destruction can also be done because the function of archived documents no longer matters. Therefore, the office can destroy the archive by using the minutes of the destruction of the archive. The procedure for destroying record is selection the files to be destroyed, making a list of the types of records to be destroyed, making minutes of destruction or deletion of records and the extermination involved witnesses.

Archiving Methods: There are archiving methods divided the four part

- A. Alphabetical system: Alphabetical use the caption word makes it easy to find the archive again order. They follows the Latin letters A to Z
- B. The subject filling system: The subject filling system applies are-
 - a. determines in advance what problems are generally disputed in daily letter.
 - b. grouping problem into one subject for example faculty leave, promotions application, salaries, festival gift and overtime.
- C. Number filling system: They number filling system are
 - a. consecutive numbers,
 - b. middle number
 - c. final number
- D. Regional or geographical filling systems: The regional or geographical filling (storage) system according to region distribution.

success. A school management information system provides the necessary information required to manage a school or institution effectively. It provides provision for recording and collecting information and also manages the school's strategic goal and direction. The student software also manages student and staff academic activities, financial & other important administration information. Choose a school information management system, which has served a multitude of educational institutions, incorporating the best features from all.

BENEFITS OF EDUCATION MANAGEMENT INFORMATION SYSTEM IN MODERN EDUCATIONAL INSTITUTES

- **Easy Report Generation**-The system automatically generates a report in all the required formats.
- **Integration with other software**- integration the software with other systems for smooth workflow and operations.
- **High Storage**-The software can store unlimited data of students and offer high scalability.
- **Restricted Login Access**- The system gives restricted access to student, teachers and admin as per their roles.
- **AI-Based Analysis**-The system make use of AI gives technology for data analysis and report generation.
- **Online Attendance Management**-Institute can manage student attendance online using a biometric system and save time.
- **Help the students Information Management**-Student behavior can be largely tracked through the educational management information system. Educational management information system stores crucial student data such as personal date, exam records and even hostel and library detail.
- Additionally, it keeps track of the day-to-day progress of students. For Instance, the system can suggest the regions

that attract the majority of students, the gender ratio, mode of registration which could help the institution further optimize online admission campaigns. These insights can be eventually used to analyze and monitor the improvements or retrogression in the students over time.

- This is a comprehensive approach as compared to the legacy database where the stored data was incapable of providing real-time crucial insights and consequently aiding the institution in better and timely decision-making.
- To give a practical example of management information system success, let us consider the master soft management information system, one of the most reputed ERP service providers in India.
- In India, many colleges have implemented an online attendance management system, MasterSoft. It provides a parent login where parents can view student attendance & track their performance which has helped them in increasing the attendance percentage of students.
- Colleges affirm that the management information system is user-friendly and readily accessible, which has also aided them in improving productivity by developing workflow-based system.
- **Aids in the Management of Academics**-The same goes for data pertaining to the educators as well. In a developing education institution, the progress of its educators is equally imperative as the institution itself. Educators could get a detailed analysis of personalized learning & data-driven insights to improve student academic outcomes.
- Administration can further compare year-on-year student performances and change the deliver style and map the consequent outcomes.
- Educators need to deploy technology to gain in-depth knowledge about student behavior such as Outcome Based

Education and make the most out of the time and resources available to provide maximum aid to the students.

- Learning Management system, a part of education management information system can further aid to reduce workload & streamlining the classroom activities by streamlining lesson delivery and digitizing student assignments & assessments.
- Online Assessments in a proctored environment mapped with Bloom's Taxonomy & Course Outcomes are a detailed approach towards student success significantly.
- An management information system integrated into higher education ERP helps track faculty data such as attendance, and performance. But, more importantly, an management information system reduces the workload on teachers by providing quick access to data on any student or a group of student which can be drilled-down, filtered and arranged accordingly within a few clicks.
- **The Higher Management Authorities-**The ease of tracking and analyzing resource distribution and expenditures is one of the biggest reasons for any top-level management of an educational institution to look forward to implementing student information system with management information system integration.
- By resources, we mean everything that the management invests in right from assets and infrastructure to study aids and educators.
- Additionally, the management can fully control which teacher, faculty and staff have access to what kind of data. For instance, by sparing the staff in-change of financial records from all the other users, or alternatively, academic performance data can be hidden from the staff.
- Transparency & operational efficiency can be tracked for clear insights, helping manage the performance indices.

- **Digitalization Experience & Understanding in Institution-** Digitalization believes that true efficiency & streamlining can be achieved with a one-stop solution managing the complete IT infrastructure, enabling centralization & smooth flow of Data across student, Faculty & Administration Logins. This coupled with the usage of robust, cutting-edge technology can be a major factor to ease the administration & support academic activities. We believe in using new tested technologies & consulting with major tech firms such as digitalization to bring about the best outcomes for our student.
- Any type, kind and size of an educational institution require a user-friendly and efficient management information system to take the institution a step further in the right direction and to boost student success.
- No matter what the core needs, every forward-thinking campus must implement an ERP to fully utilize and efficiently track their resources and make appropriate decisions.

CONCLUSION

Activities carried out on the substance of education management in schools, basically empirically carried out by school office management. For example, in the management of students, there is scope for activities to make student handbooks, in schools the part that makes student handbooks is the office. So that the management of educational offices in school is a supporting factor of the substance of education management activities in schools. But the thing that needs to be understood is that education management. Modern offices are offices that embrace philosophy, nature, attitudes and ways of thinking, and act in accordance with the time. It is concluded to have new technology in the field of education. If students connect with new technology, they will gain new knowledge, development work will be accelerated and education will be promoted.