

PRATIBHA NIKETAN MAHAVIDYALAYA, NANDED

USE OF TECHNOLOGY IN ADMINISTRATION AND OFFICE MANAGEMENT


OBJECTIVES OF THE STUDY :

This is an attempt aimed at studying the use of technology in the field of Office Management and administration in the College. It goes without saying that administration and office management are the two aspects which are the backbone of any entity. Besides, the Principal has the fundamental task to address all the issues related to teaching, learning and evaluation.

The domain which needs the most latest technology is the administrative wing, which comes under the head of the Institution. The Principal is the ultimate *Administrative Head* of the College and if he wants to keep all the information in his fingertips, no other medium can come handy rather than the use of technology in all the areas.

The office which works under the Principal, in a literal sense, is a database of sorts. It is the management of the database which poses to be a herculean task year after year, since records pile up and are recalled as and when need arises.

In order to find a solution to this task the College took an innovative and novel step and went for an **ERP based software** for its office administration which has come a long way from the traditional system. The data collected from the software is effectively used for teaching, learning and evaluation purposes. The College also makes use of internet technology with active use of its official website. The administrative employees also make use of email and google docs for many tasks. The objective of the study is to see as to how technology has played a pivotal role in administration and to find out the outcome of the technology.


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CONTEXT :

The context of the study basically revolves around the manual record keeping process on a paper and its journey to using a software and then to the web based highest platform of **Enterprise Resource Planning (ERP)**. Previously, the back office of a College consisted of Typewriters, reams of papers, carbon papers, ribbons etc. with piles of files here and there. Record keeping in the form of files was of utmost importance.

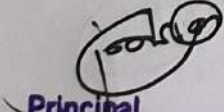
Thereafter, the place of typewriters was taken by the Computers and Printers which sizeably reduced the work and increased the accuracy of performing duties. It started reducing the duplicating work to a large extent and also keeping record in a computer rather than in a paper. However, still the practice involved typing on to a computer and taking a print and filing it was much the same. The technology further developed by way of offline office management programme which the college hired from outsourcing methods.

The technology further graduated to internet technology with the advent of google which helped a lot in terms larger spaces for data saving and record keeping online. This considerably reduced paperwork and stocking of printouts. This new age also brought about reforms in terms of ERP which is completely an online process with better database management features.

PRACTICE:

The office management technique of yore was traditional which needed expert and diligent staff to maintain records in a systematic way so that when required it can be searched out as early as possible. With the introduction of Master Software the office administration underwent a sea-change in different areas as enumerated below :

- 1] **ADMISSION FORMS** : The Admission sheets in paper form is done with and a link of admission is provided on the website which directs to an online form. The forms thus filled are


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retrieved by the admission committee to scrutinize and then directed to the cashier for further process.

2] **ISSUANCE OF RECEIPT** : The receipt to students are issued through the online ERP system which ensures a permanent record free from mistakes or fraud.

3] **MAINTENANCE OF ACCOUNT BOOKS** : The Books of Accounts are maintained with the help of the accounts module provided with the software. The software only needs an input of data related to journal entries with the help of vouchers. This automatically helps generate ledger, cash book, trial balance, receipt and payment and balance sheet.


4] **PROVISION OF LISTS OF STUDENTS** : The use of software ensures quick preparation of lists of students for academic purposes. The roll numbers and batches can be automatically assigned through the software which ensures proper learning and evaluation practices .

5] **WRITTEN COMMUNICATION** : The written communication mode followed by the College on paper has reduced to a large extent with the emergence of emails for official purposes too. The College now uses email technology for communicating messages to staff and students. The University and the Government offices too communicate via email.

6] **SCHOLARSHIPS FOR STUDENTS** : The work of paying scholarships to students involved huge paperwork and was fraught with fraud and impersonation. The students now have to merely fill online forms and the College office tracks the forms for further approval, thus reducing any financial irregularities.

7] **ISSUANCE OF TRANSFER CERTIFICATES AND BONAFIDE** : The use of the software enables to reduce a great deal of effort and endurance since the system provides Transfer Certificates and bona fides to the students at a click of a button.

8] **STUDENT SEARCHING AND DATA RETRIEVAL** : The speciality of the software is that the name of the student of any year can be searched by applying search criteria within no


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time. Besides, all types of data whether it is academic, accounts or related to staff members, with different combinations can be retrieved at any point of time.

9] **PAYMENT MODE** : Payment of fees and other amounts to the Government or University are now made through NEFT/RTGS. This removes the lengthy process of purchasing Demand Drafts from the Bank. It reduces the time of both Bank and the College.

10] **ONLINE INWARD AND OUTWARD** : Inward and Outward Registered were maintained manually to enter outgoing and ingoing mails in physical forms. Now the new feature of Google Docs attached with the email helps entering Inward and Onward through online mode from the convenience of any computer attached with the internet.


11] **ONLINE LEAVE RECORD** : The College uses the Google doc feature for maintaining leave records of staff members. This ensures the permanency of the records and is easily trackable via mobile mode too.

PROBLEMS ENCOUNTERED :

The office staff on whom the work of record keeping is entrusted are not immune to problems. They face multiple problems on the work front since their job involves collection and accumulation of data which increases the workload every year. The problems which are commonly encountered by the staff are :

1] **LACK OF TECHNICAL KNOWLEDGE** : The students who are asked to fill in online admission forms lack computer knowledge and therefore show their reluctance towards it. There are some staff members too who find it difficult to process the online information further.

2] **INADEQUATE TRAINING TO STAFF** : The one-to-one training of this online software is conducted in the initial stages only. The next level of training is mostly by way of remote access which creates technical hitches during the admission process.


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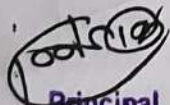


- 3] **ADDITIONAL SET- UP OF COMPUTERS** : The process of admission required an additional set-up of computers to open a counter since the technically and economically poor students can be helped to fill in the online admission forms.
- 2] **NON TRADITIONAL ACCOUNTING METHOD** : The Accounting Method of the software is different from the traditional method as well as the Accounting Package Tally. The ready to use software has its own accommodative difficulties due to a novel set- up.
- 3] **NEED OF FAST INTERNET NETWORK** : Online form of admission and other tasks need a fast and continuous internet network. Internet facilities can get wrecked due to various technical and physical reasons which creates a huge rush and pendency of work.
- 4] **UNINTERRUPTED POWER SUPPLY** : Since the online system needs power supply uninterruptedly the college had to spend huge amounts towards power saving and generating devices.
- 5) **TECHNICAL HITCHES IN SOFTWARE** : The software is marred by some technical hitches, not necessarily because of the software provider, but because of some unique requirements of the College and the University. Because of this, the communication between the software provider and college authority creates confusion very often which ultimately affects the work.

EVIDENCE OF SUCCESS :

The College went for this novel initiative in the form of digitizing its administrative work through a software which runs on **Enterprise Resource Planning (ERP)** mode in order to counter the traditional problems faced by the college. Besides, the staff members are encouraged to use email, website, and word and excel files on google docs cloud network.

The ERP network extends the facility of a work free from the worries of backup and data conservation. The **Nagpur based Software Company - M/s. Master Software** commenced work from 2010-2011 which was initially on a standalone computer with software installed in it


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along with a network of computers. The Company successfully digitized the College data from PC software to online ERP from the year 2018-19. Needless to state that the website also helps College to achieve some of its goals because of its wide reach.

The success of the software coupled with use of the internet and website helps tide over the difficulties stated above. The different stakeholders who benefited from the office management software are as below :

STUDENTS :

1. The College Prospectus is displayed on the website and can be downloaded any time by the students.
2. The admission form in a paper form is done with and in place of that online admission forms with a link from the website is given. Online filling of admission forms gives accuracy and makes the system foolproof.
3. Issuance of receipts are done through ERP software only. This ensures literally no fraud and makes the system water-tight.
4. The Scholarship system is supported by various websites of the Government which is completely online for the students. This system has ensured literally no fraud and has almost finished impersonation. The amount of scholarships are disbursed to the bank accounts of the students directly without any hassles.
5. One of the important tasks for the administrative staff is issuing Transfer Certificates (TC) to the students. The process which was once completely manual, right from searching the admission form to the preparation of a handwritten TC has been now transferred to the software, which searches the record within minutes by popping up the required information.


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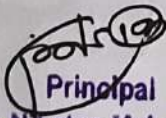


TEACHING, LEARNING EVALUATION :

1. The software helps provide name-lists of admitted students in the initial stage of admission to the teachers which helps them to engage periods regularly.
2. The software helps ease the planning process by dividing students according to the batches which enhances the learning experiences of students.
3. The software being a database management system provides a different combination of lists for performing various tasks for the teachers.
4. With the help of this software internal examination lists of students can be easily prepared which helps in seating arrangement and marks allocation.
5. The data received from the software can be effectively used for evaluation purposes too. The cumbersome repetition of process involving entry of marks in different proformas can be easily solved by various extractive methods from the software.

OFFICE ADMINISTRATION :

1. The system also provides for writing accounts with the help of a Accounts Management System module and a Payroll system attached with it. The Accounting system is akin to Tally software but it is tailor-made for the College. Because of the system, audit work of the College has become undemanding and painless.
2. The communication mode of the College with various authorities nowadays is carried out with emails. This has ensured fast and speedy travel of information for both the sender and the receiver.
3. The system of RTGS and NEFT also gels well with the present system of working. The lengthy process of drawing Demand Drafts and visits to bank is somewhat reduced by sending money through RTGS and NEFT.


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COLLEGE STAFF :

1. The software also helps provide the teaching and administrative staff members payslips every month through payroll module. The students can get their bona fide certificate and the staff their payslips with a click of a button.
2. The staff members can access their salary details through an android software installed in their mobile phones. They can check their past salaries by simply logging in to the app.
3. The College administrative staff also makes use of google word and spreadsheet for Inward and Outward entries of physical mails, leave entries, and files which needs group editing .
4. There is only enhancement in terms of the students' strength in the College and taking into consideration the retirement of administrative staff members to the extent of 50% still the office work is being pulled up with the successful use of this software and internet technology.
5. The software has helped tide over the staff crunch the College presently faces. The smart function of the software balances the shortage of staff.

GOVT. AGENCIES, UNIVERSITY AND MANAGEMENT :

1. The management needs statistical information related to admissions, accounts and other details which otherwise becomes time consuming if proper technology is not used
2. The MIS system which the software provides helps extract databases in various combinations.


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BEST PRACTICE INTERNAL ACADEMIC AUDIT

1] TITLE OF THE PRACTICE :

The Title of this innovative Practice is "**Internal Academic Audit**".

2] OBJECTIVES OF THE PRACTICE :


The main objective of this practice is to make it a best practice to be known as a unique initiative of the College. The prime intention of the practice is to prepare a structure which automatically ensures constant improvement in teaching, learning and evaluation pattern of the curriculum. Following are the other objectives of the practice :

1. To understand the existing system in detail and to assess the strength and weakness of every Department.
2. To suggest a suitable method for improvement in the teaching, learning and evaluation process.
3. To ascertain whether the department is functioning effectively and with appropriate records to support.
4. To encourage capacity building, research projects and publication and extension in every academic year.
5. To suggest methods for improvement in quality education.

3] THE CONTEXT::

In this age of globalization, education plays a pivotal role and that is the reason why **Gross Enrolment Ratio (GER)** is increasing by the day. Therefore, the process of teaching, learning and evaluation has taken a front stage. In this scenario, it is necessary to maintain high academic standards and constantly improve upon it.

In a step towards this direction, the College runs an innovative practice called "**Internal Academic Audit**". This process has been formed with painstaking effort to include two external


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members and two internal members who assess the quality in different parameters aimed at developing a robust academic structure.


4] THE PRACTICE :

In order to bring this innovative operation into practice the modus operandi followed by the College is as under :

- a. An assessment team consisting of two external members having vast experience in the field of education and two IQAC members is formed.
- b. The team provides well-structured formats to collect primary data and information from all the departments.
- c. The data to be provided shall consist of information related to students enrolment, number of faculty, results, research initiatives of the College etc.
- d. Besides, the Self Appraisal Forms prescribed by the University is obtained from every faculty in order to collect academic and other information from teachers during the academic year.
- e. Collection of information also include research projects undertaken, funds mobilised, conferences organised and attended and papers presented by the faculty.
- f. Yet another essential part of the assessment is to invite feedback and arrange spot visits to each and every department. The team spends quality time in each department and explores the prospect of improvement in every field during its spot visit.

5] EVIDENCE OF SUCCESS :

- a. The SWOC analysis of every Department helped all the Departments to have an objective view and gear up for new challenges from the next academic year.
- b. The assessment highlights the strong points of departments, which has spurred a healthy competition between the departments in terms of improvement.


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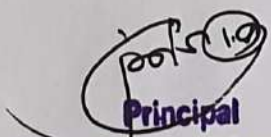


- c. The assessment also helped to focus on other areas such as sports, co-curricular and extra curricular activities apart from teaching, learning and evaluation which is equally important.
- d. The assessment has geared up all the staff members to face the upcoming NAAC assessment and accreditation process with confidence.

6] **PROBLEMS ENCOUNTERED & RESOURCES REQUIRED :**

No progressive task is insulated with problems. Therefore, this practice too is not an exception. The task of internal audit is a bulky one and is an unending process. The process also requires huge resources in terms of manpower and trained staff. Following are the problems encountered while implementing this practice :

- 1] **INADEQUATE STAFF :** There is shortage of teaching staff in the College due to Government policy which does not allow recruitment of staff. This creates extra work load and disturbs the schedule of the faculty. The faculty is also stuffed with work related to semester and internal exams which consumes a major chunk of their time.
- 2] **INADEQUATE SUPPORT STAFF :** The assessment process requires the help of clerical staff for extracting information. But since the College has upgraded its administration towards ERP network, the administrative staff is facing technical difficulties to support with necessary information.
- 2] **PROGRESSION TO ERP NETWORK :** The evolution of office software to ERP network has brought its loads of technical hitches. The data required through the software needed extra training and knowledge.


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