

# Different prospects of Office Automation Systems

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**Abstract-** Office Automation Systems are computer based information systems that are new and expanding very quickly. In any work environment, people, tasks, equipment and resources are organised to accomplish specific objectives, generally some type of product. In the Office, the product is Information. Information is the product of data processing and is equivalent to finished goods produced after processing the raw material and also valuable in decision making. The purpose of this paper is to show various consequences of Office automation systems and show how they will help increase the efficiency and productivity of office workers, typists, secretaries, administrative assistants, staff professionals, managers and others.

**IndexTerms-**IS,OAS,QWL

## I.INTRODUCTION

Office automation refers to the varied computer machinery and software used to digitally create, collect, store, manipulate, and relay office information needed for accomplishing basic tasks and goals. Office automation systems (OAS) are configurations of networked computer hardware and software. A variety of office automation systems are now applied to business and communication functions that used to be performed manually or in multiple locations of a company, such as preparing written communications and strategic planning. In addition, functions that once required coordinating the expertise of outside specialists in typesetting, printing, or electronic recording can now be integrated into the everyday work of an organization, saving both time and money.

The office is a part of business that handles the information dealing with various operations within an organisation that are performed to meet certain objectives. Such operations include accounting, payroll, billing, etc. Various activities that come under office work are document preparation, filling, performing simple computations, checking information, intraoffice communication and external communication. Such processing within the office is usually stimulated by the arrival of a request for service such as an order, a bill, a

complaint, a message to order more material, a message to change the order or the date changing to Friday etc. The office can be viewed as a mechanism that maintains the state of the business by means of a series of activities that cause a change in state. Therefore the term office automation refers to the use of integrated computer and communication systems to support administrative procedures in an office environment.

## II.OVERVIEW OF OFFICE AUTOMATION SYSTEM

**System :-** The orderly arrangement of a set of interrelated and interacting elements that operate collectively to achieve a common goal, examples include human body, computer system, business enterprise.

**Information:-** Information is the data that have been put into a meaningful and useful context.

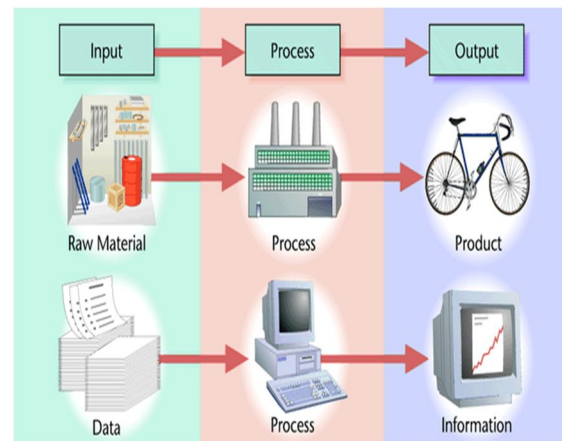


Figure1. How information is generated

**Information systems:-** An information system is arrangement of a no. of elements that provide effective information for decision and/or control of some operations of an organisation. It reduces uncertainty. Some of important benefits of IS in business are as follows :-

- decision making to achieve goals
- right decision at right time

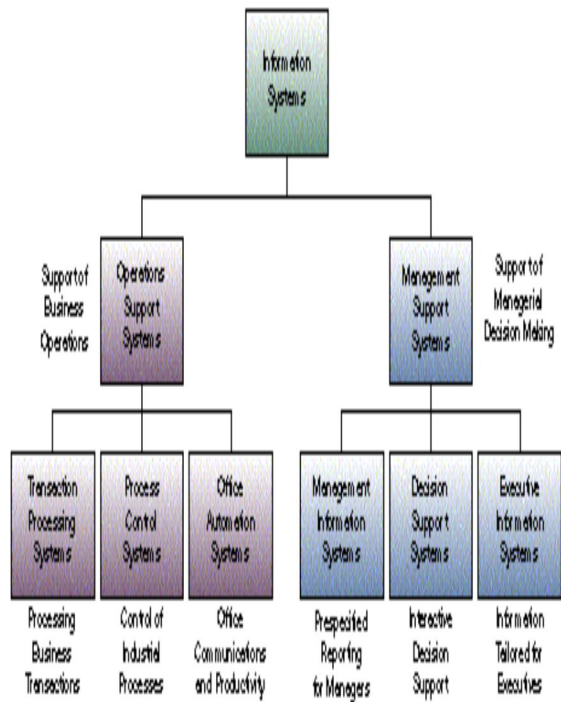


Figure 2. Classifications of Information Systems

Office Automation System:-The application of computers to handle the office activities is also called as office automation.

Different office activities can be broadly grouped into the following types of operations:-

- ♦Document Capture – Documents originating from outside sources like incoming mails, notes, handouts, charts ,etc need to be preserved.
- ♦Recording utilization of resources- includes record keeping in respect to specific resources utilized by office personnel.
- ♦Calculations-Include the usual calculator functions like routine arithmetic operations for bill passing,interest calculations ,etc.
- ♦Documnet Creation-Consists of preparation of documents,dictation,editing of texts.
- ♦Filing,Search,Retrieval and Follow up: related to filling,indexing,searching of documents which takes up significant time.
- ♦Receipts and Distribution- Includes distribution of correspondence to designated recipients.

In the automated office not only office work will be performed more efficiently but also the concept of office work will be altered.The greatest potential of office automation is not expected to be from the improvement of clerical and administrative tasks but from the ability of managers to gain increased control over their operations. The automation of everyday office tasks is one of the key results of the electronic revolution. No modern office can hope to survive without many of them.

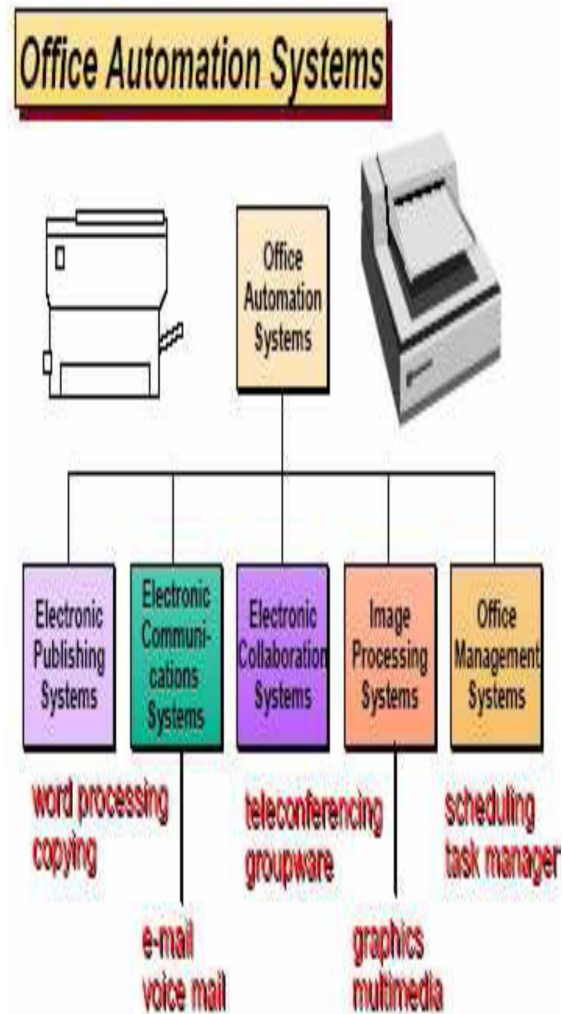


Figure 3. OAS classification

Electronic Publishing:-

Electronic publishing systems include word processing and desktop publishing. Word processing software, (e.g., Microsoft Word, Corel Word-Perfect) allows users to create, edit, revise, store, and print documents such as letters, memos, reports, and manuscripts.

Electronic Communication:-

Electronic communication systems include electronic mail (e-mail), voice mail, facsimile (fax), and desktop videoconferencing.

Electronic Collaboration:-

Electronic collaboration is made possible through electronic meeting and collaborative work systems and teleconferencing. Electronic meeting and collaborative work systems allow teams of coworkers to use networks of microcomputers to share information, update schedules and plans, and cooperate on projects regardless of geographic distance.

### Image Processing

Image processing systems include electronic document management, presentation graphics, and multimedia systems. Imaging systems convert text, drawings, and photographs into digital form that can be stored in a computer system. This digital form can be manipulated, stored, printed, or sent via a modem to another computer. Imaging systems may use scanners, digital cameras, video capture cards, or advanced graphic computers. Companies use imaging systems for a variety of documents such as insurance forms, medical records, dental records, and mortgage applications.

### Office Management

Office management systems include electronic office accessories, electronic scheduling, and task management. These systems provide an electronic means of organizing people, projects, and data. Business dates, appointments, notes, and client contact information can be created, edited, stored, and retrieved.

### III. BENEFITS OF OFFICE AUTOMATION

- Office automation reduces the number of clerical
- Large firms no longer have to employ typists
- Office employees become more flexible and several people
- Receptionists can spend more time with clients
- Managers need not necessarily delegate typing, to include more Public Relations work
- Brings tools and techniques into office and assists people as they process information.
- Alters the quality of work (QWL), which focuses on opportunities to workers job satisfaction by providing meaningful job as a supportive environment.
- Increase productivity
- Can be used to gain strategic advantage.

### IV. VARIOUS CHALLENGES

Poorly planned applications of office automation may produce some of the following undesirable results;

- Displacement of people
- Excessive monitoring of works
- Stressful work environments
- Factory or assembly line approach of office work

### V. CONCLUSION

Automated office systems can provide a powerful mechanism for increasing productivity and improving the quality of work life by changing the fundamental nature of organizational information processing. According to our observation to achieve maximum benefits from office systems

automation organisations should take the following measures:

The office automation manager should assume an active role as a change agent, collaborate effectively with various staff groups, co-ordinate the skills of the office automation team and understand the business requirements.

Old work force should be frequently trained to use the new technology and to adapt to change in occupation and the work environments.

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