THE ROLE OF THE INFORMATION SYSTEMS (OFFICE AUTOMATION) IN IMPROVING MANAGERIAL DECISIONS

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Abstract
Organizational communication is always the key issues and concerns of the organizations. With the advent of information and communication technologies, there were dramatic changes in the scope of the organization. Totally from discovered results defined that official has been made formal relations so easier but about casual relation and personality has no effect. also this method prevent some contact and negative communications in offices and organizations and has good results.


Introduction
Today, administrative communications and correspondences in economic institutions and organizations has changed generally, so that the time-consuming bureaucratic processes are unacceptable. On this basis, it is necessary to provide tools that with their advantages we can do administrative processes quickly and accurately and respond to them on time.

Therefore, the use of office automation system as an innovative method, on one hand speeds the workflow, and the other hand, with data collection of the activities of the organization and classification of them provides an appropriate bed to accelerate very day tasks.

Office automation software, is designed and produced by examining the models of activities of government and the public sector organizations and commercial and industrial institutes, and can meet mentioned needs well.

Main Features of Office Automation Systems
- Definition the organizational structure and positions
- Definition and classification of public files, subject of letters, and archive
- Recording incoming postal mail, fax and imaging the physics of letters and transfer the letters to the Secretariat records
- Defining the dashboards based on organizational positions, with the possibility of defining several temporary positions for a person
- Distribution of letters within the organization through the dashboards
- To share personal files in intervals and limit the available topics
- Classifying the tasks assigned too theirs and tracking them based on various topics and sending reminder to those who do them
- Determination of successor within the time limit with foretoken to receivers or senders of the letters and jobs
- Creating internal jobs in system in order to referring job to other colleagues or answering the referred job
- Creating issued letters and sending them out of the organization through the mail, fax or sending the Physics of the and recording the receiver’s information and transmitting the letter to the Secretariat
- Define the flow patterns of incoming correspondence within the organization and determining the standards of accountability time and controlling the work flow of correspondence based on the defined patterns

- Programming of meetings and announce their dates before meeting, with the possibility of determining the location and self-control in order to avoid the interference of times

- Sending messages to individuals, groups and organizational units, using e-mail

- Defining the locations of storage and archiving the correspondence with desired classification topics of the user, and

- Control the entry and exit of correspondence and tracking the physical location of the circulating correspondence

- Establishing links between the Secretariats of the Organizations through electronic sending and receiving of letters in organizations that have office automation system.

- Searching words in texts of typed letters

- The presence of correspondence box office to reduce personal references of the clients for providing the letter and tracking it

- Follow up the correspondences, registration of complaints and suggestions, and communicate directly with the CEO through the box office correspondence

Information Systems are software applications that use computer and databases to facilitate collecting, saving, recovering, and controlling the information in the organizations. More than eighty percent of the daily work of the managers is spent to information, including receiving information, communication and using information in a range of different tasks. Since information is the basis for all activities in an organization, there must be systems that generate and manage information. The aim of such systems is to ensure the providing of correct and reliable information in needed times and in the useful forms. Such systems have been named to Information Systems.

Using of information technology, along with various information systems that are designed for different needs, has expanded. Information Technology enables managers to better communicate and relate the organization, environment, and each other.

**Why are Information Systems used?**

To days business environment are facing with different challenges such as extending the internal and external interactions of the organization, with the need to better communication between organization alunits and necessity of ongoing monitoring of works progress, etc. Managers of organizations need to follow and monitor the progress of works with greater speed and accuracy. The daily interaction and information exchange volume of the organization has been increased to the extent that doing and following them manually and traditionally is virtually impossible and maybe associated with many problems.

**Advantages of Using Information Systems**

Information systems offer three type so advantages to the organization:
Improving the Productivity:
Efficiency improvements occur when more work could be done with the same or fewer resources. In organizations, improving the productivity occurs in improve work processes. Information systems can contribute in doing works faster, easier and more accurate and this way they will improve productivity (Kvklan, 1999).

Improving the Effectiveness:
Effectiveness is the ability of an individual or an organization to do things that should be done. A manager who predicts the conditions that may be problematic and examines the causes before that problems arise, is more effective than the manager who should continuously solve problems that could be avoided. Information systems provide information that will help managers to evaluate the situation and choose the best alternatives, and this way they will improve the effectiveness.

Competitive Advantage:
Organizations that have improved its productivity and effectiveness with the use of Information Systems will have the potential to change the method of organizational competition (Siyavashahiavi).

Employing computer-based information systems in management processes has caused major developments in this area. These systems due to the high processing speed and capabilities of huge volume of information have made the possibility of analyzing the information, especially when analyzing large amounts of numerical data is considered. This volume of information and data, despite its large amount occupy very small space in comparison with traditional methods, and the access of them is faster (Turban, 2004).

They have made the communications within and outside of the organization faster, more accurate, and cheaper; and have brought exactness to the concept of "communications anytime and anywhere". That's why they have promoted the communication between members of a group, and in fact they have facilitated teamwork in organizations.

These systems include different levels of works decision-making. Four typical levels of such systems commonly used in organizations, include:

- Information systems to support the operation for daily duties
- Automation systems and information systems for the knowledge workers
- Information Systems for Managers and systems of reporting to management
- Information systems for senior managers (decision support systems and expert systems).

Today, a variety of management information systems in organizations are used for a variety of purposes such as: Facilitating communications, facilitate the circulation of official correspondence, Making regular reports, design and production of goods using computer soft wares, macro- or periodic decision-making and etc. It seems that an information systems that has
found a good place in Iranian organizations and is routinely used, is office automation system (Granham, 1995).

Office Automation includes any electronic system that makes different internal and external organizational communications or facilitates them.

Large volume of daily activities in organizations is in official affairs. We can say that official affairs are organizational affairs that all employees and different levels of managers (administrative, operational, intermediate, and senior) are dealing with them. Among these, employees that have responsibilities like distribution or storage (archiving) of information and work with word processors, are the major and permanent users of office automation systems and other communication systems (such as Documents Management Systems).

Office automation has considerably contributed to the enhancement of organization productivity in the scope of official affairs. Office affairs in the past had been generally ignored in organizations. Despite that it had a major contribution of force and energy, had never been objected to a systematic review in order to improve and enhance the productivity (Alirezaean, 2005).

Advantages and applications of office automation

Office automation have had a great influence on organizational affairs. Some advantages of office automation can be listed as below:

- better control of work
- Reducing non-productive activities such as archiving and record keeping
- Better control and supervision over employees
- reduced costs of travel sand meetings
- Increased Job satisfaction due to increased effectiveness
- Increased customer satisfaction due to time lyservices and providing better information
- increasing the competitive capabilities of the organization
- growing the phenomenon oftener working(working from a distance)

Although Office Automation is usually used for every day communication such as letters or message sex change, its actual applications are beyond the common applications. Of course this object depends on the system design and on this point that what the system designer has embedded it. In general, so far this system has been exploited for a variety of applications. Some of known applications of these systems are:
Word processing

E-mail

Voice Mail

Send faxes

Electronic calendar

Remote conference

Videotext

Storage and retrieval of images (microfilm)

Desktop Publishing

Office automation and organizational communications

With reviewing the applications of office automation systems it can be known that the most applications of office automation have been in the communications sector. This system includes most areas of communication and will change them. Office transactions and administrative correspondence make the most areas of communication in organizations (Macloyd, 1998).

Using office automation system, all administrative and official correspondences are covered. The current extent of office automation has been brought out of these transactions, too. Using this system, it even is not necessary that meetings and conferences to hold traditionally, i.e. gathering of people together physically, since remote conference overcomes this limitation.

The entrance of the office automation system to an organization will be accompanied by a deep development in traditional and common communications of that organization. Many transactions and communications such as sending or referring letters will be possible with the least time spent by the system. This system even provides new communication facilities to the staff, including sending e-mails or personal messages (Raymand, 1998).

It seems that this system has solutions for most organizational fields that somehow are related to communications. So it can be said that its effect on the organizational communications is unavoidable.

Conclusions

According to the results it can be seen that the existence of office automation systems can affect some aspects of organizational communication. The impact of for malinstitutional and exchanges in the fields of communication and correspondence is in office. This effect often is observed in
the are a of official organizational communications and relations and office correspondences. Office automation system has also a major role in facilitating and accelerating the exchange of information and has been successful in creating new channels of communication. Preventing some unnecessary communications during the work is one of the results of applying this system in enterprises.

Therefore, we can say that the presence of this system has a positive impact on communication within organizations and caused an increase in the communication channels and speed and ease of organization all transactions. (rohollahtavalaei)

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