

Management of Office of the Educational Institutions - An Urgent need for a Special Curriculum

N. Rajavel

Professor & Head, P G Dept. of Commerce, J N Govt. College, Port Blair, A & N Islands

Abstract: *The Offices in the Educational Institutions are entirely different from the offices in the Business Organisations and other Govt. Institutions. The Mail Management, File Management, Systems Management, Record Management, Leave Management, Stores Management, Cash Management, Applications Management, etc are very poor in the majority of the educational institutions. Budget preparation is another important function of the office. Even the Head of the Institution listens to every one for the maintaining the office. But majority of the educational institutions faces problem due to the lack of knowledge about the mail management, file management, cash management, stores management etc., such type of offices are the delay producing places. The importance of the commerce education has been decreasing every day. All activities totally depend upon the commerce education. Many people including the officers at higher level think that commerce education means only B.Com and M.Com. But in real sense, Accounts, Management, Costing, Income Tax, Computer Education, Secretaryship, Works, Finance, Marketing, Cooperation, Entrepreneurship, Administration, Banking, Auditing, etc., are all the branches of the Commerce Education. As such, M.Com, MCA, MBA, ICWAI, ICAI, IFCAI, ICS, BBA, BCS, BCA, Diploma in Business Management, Business Administration Financial Management, Personnel Management, and management education of any kind are all under the commerce education. So it is suggested to have a special Academic Office Administration (AOA) in the curriculum of the Commerce both at the Bachelor Level and Master Level in the name of B. Com (AOA) Bachelor of Commerce in Academic Office Administration & M.Com (AOA) with a view to weeding out the drawbacks of the offices in the educational institutions. The design for the newly proposed courses has been suggested along with the manner of posting. Computers and Typing play a vital role in the Office Administration/Management. As far as the Business English Subject is concerned, only a Qualified Commerce Teacher has to teach. If the office of the educational institutions, has the human resources with the above qualifications and if the head of the educational institutions have the management knowledge in the expertise level, it is believed that the delay will be avoided and the wastage will be minimized and the quality will be increased and all such improvements will be able to give a real human asset to the society.*

Introduction

Education is a unique future that plays the most dominant role in the life and evaluation of mankind. Higher education provides a proper solution to each problem of human beings, trade, commerce, industry, social, spiritual, culture, political, agriculture, administration, services, and the quality of overall environment. The growth and development of education and higher education fully depend upon the extent of role of parents, family, administration and the state. Education, by the curriculum wise, is divided in the Science Education, Technical Education, Arts Education and Commerce Education. Lack of such Education creates a number of problems in almost all the organisations. Office is the main and centrally located place where all the mails are handled. This is the place where the delay takes birth. Though this is a common factor in all

the officers, the delay in the office of the educational institutions causes heavy damages to the life of the students. The present piece of work concentrates on the existing problems, need for the introduction of a suitable curriculum in the commerce stream to develop and to improve the Office Functions and works.

Office

The term office means generally the place where all the clerical works are going. But in actual sense, the term office means a centrally located place where all the records maintained, mails are managed, materials are accounted and stored, files are kept, and periodical meetings and reports are stored, correspondences are carried, and all other such functions which are needed for the organisation are carried out. The Office in the Educational Institutions are entirely different from the offices in the Business Organisations and other Govt. Institutions. The delay in the file movements in the govt. of offices and the business organisations will affect only the sole trader, firm or the company for a while whereas the delay in the Office of the Educational Institutions will affect the life of the students and careers of the teachers. The Office of the Educational Institutions requires a special skill and it cannot just be compared with any other organisation.

Present Scenario

There are number of court cases in the educational institutions filed by both the teaching and non-teaching staff. The files are unnecessarily hidden somewhere else. The Mail Management, File Management, Systems Management, Performance Management, Record Management, Leave Management, Stores Management, Cash Management, Applications Management, Security Management etc are very poor in the maximum educational institutions. Once the application is submitted means it takes a long time to travel from one table to other table. The main reason for this is the less knowledge on or lack of knowledge about concerned office administration.

If a particular file is to be called to check some information which may be needed urgently due to the court case etc., and if the head of the office or the institution i.e the Principal is asking for the same, the answer they get from the office is that the file is not traceable. One can not simply blame the office people; the head of the institution is fully responsible for this office illiteracy. One should ask himself that how many review meeting he has conducted with his office colleagues, what type of control measures he has adopted till date. What type of deviations he has found out between the standard of the work and actual measured work. Except few heads, maximum heads will have the answers as Nil.

Budget preparation is another important function of the office. Every office hardly has one or two staff who knows little about the budget. Even there also, they claim that without their help, no budget can be prepared. Even the Head of the office and the Institution listens to every one for the maintaining the office. Maximum Officers are adopting the Principles of "Globjamoon is to Be Eaten but Mouth Should Not Be Used". Finally they take the organisation to the level of operation of liquid dieting i.e Glucossing.

Listening TV, playing table tennis, dropping and picking up the wife and children in the office and the school, gossiping during the office hours are the other irritating factors contributing to the unproductive wages. Typist wastes more than 10 papers to type one page. The concerned clerk takes half of the day to correct the sentences of the letter and ultimately to bring out one order or one letter. A full team takes more than 10 to 15 days to send a file from

one place to another place due to the lack of knowledge of the concerned expertise. What is the main reason for all these problems? The only main problem is lack of knowledge on the office procedure etc. This will continue till one has to find out the permanent solution for these chronic problems. This is the present status of the few offices.

What is commerce education?

The students interested in commerce have a wealth of opportunities open to them. Even a region or country with aboriginal set-up, both aboriginal and non-aboriginal set-up or transmission from the aboriginal set-up to non-aboriginal set-up, the commerce-based education prepares students to work in both an Aboriginal and non-Aboriginal setting. Students with a commerce education are in high demand to lead the organizations to a prosperous future.” But now the situation is lightly different particularly in our country that the candidates with the commerce education are considered at par with the non commerce candidates to do all works that are to be done only by the candidates with commerce education. That’s why the cost of products has been increasing due to the extra training; unproductive wages for long period to understand the commerce practices.

Many people still, they confuse the term “Commerce” with the term “business”. At macro level, the Commerce and Business are one and the same. But at micro level commerce is a part of Business. Business includes Industry and Commerce. Economics decide what to produce? How to produce? Industry helps in converting the raw materials into finished goods with the factors of production and the Commerce helps the such functions by transferring the finished products, by financing such activities, by storing and saving from the loses, by giving the information about the goods & services and by activating the buying and selling the produces, products and services through the proper Management and Administration. Hence Commerce includes Finance (Banking), Transport, Insurance, Storage, and Advertisement & Publicity.

Ingredients

The Commerce Education is a very vast in its scope. All activities totally depend upon the commerce education. As far as the functions are concerned, the commerce education includes Planning, Organising, Directing, Staffing, Coordinating, Controlling, Communicating, Reporting and Budgeting & Estimating. As far as the areas are concerned, it includes Banking, Financing, Insurance, Transport, Storage, Advertisement and Publicity. As far as the activities are concerned, the commerce education includes Bargaining, Purchasing, Storing, Supplying for Production, Transporting, Selling, Accounting, Analysing, Interpreting, and Estimating. Management is the main activity of the Commerce Education.

Many people including the officers at higher level think that commerce education means only B.Com and M.Com. Accounts, Management, Costing, Income Tax, Computer Education, Secretaryship, Works, Finance, Marketing, Cooperation, Entrepreneurship, Administration, Banking, Auditing, etc., are all the branches of the Commerce Education. As such, M.Com, MCA, MBA, ICWAI, ICAI, IFCAI, ICS, BBA, BCS, BCA, Diploma in Business Management, Business Administration Financial Management, Personnel Management, and management education of any kind are all under the commerce education.

Table 1: Proposed Papers for the Proposed B.Com (A O A)

Sl No.	Year / Semester	Main Subjects
1.	B.Com I – I Sem	Business English I
2.		Procedure for Meetings
3.		Principles of Personality & Relationship
4.		Principles of Office Management
5.		Principles of Office, & Office Environment
6.	B.Com I – II Sem	Compensation, Awards & Punishments
7.		Financial & Leave Rules I
8.		Fundamental & Service Rules I
9.		Right To Information Act
10.		Forms, Procedures & Leave Management
11.	B.Com II – III Sem	Business English - II
12.		Mail & File Management & Typing
13.		Purchase, Bills & Stores Management
14.		Financial & Leave Rules II
15.		Fundamental & Service Rules II
16.	B.Com II – IV Sem	Departmental Enquiries Proceedings
17.		Provident Fund & Pension Management
18.		Data & Record Management
19.		Budget & Tax Management
20.		Management of Deputation & Pension
21.	B.Com III – V Sem	Business English – III
22.		Computer Applications, A/c Package
23.		Principles of Coordination
24.		Cost Accounting Management
25.		Inspection & Auditing
26.	B.Com III – VI Sem	Systems & Performance Management
27.		Financial & Leave Rules III
28.		Fundamental & Service Rules III
29.		Income Tax & Accounting Management
30.		Project Work with Training & Tally
31.		Viva voce

Source: As Proposed by the Author of this article

Need For a Special Curriculum

Due to the above reasons, and for the speeding up the functions, office activities, to avoid the delay on the part of the officers due to the lack of knowledge in the related rules, lack of experience, to avoid the play of academic pathers, to give a new shape, growth and development

of the quality of education, it is highly suggested to have a specialised curriculum both with theoretical knowledge and practical knowledge. It is also suggested to have the same curriculum in the Commerce Education i.e B. Com (AOA) Bachelor of Commerce in Academic Office Administration & M.Com (AOA). The Syllabi for the proposed B.Com (A O A) & M.Com (AOA) are given below. If the UGC has considered the proposal, the author is ready to construct the detailed bifurcation of the syllabi. The syllabi for the B.Com (AOA) and M.Com (AOM) are given in Table 1 and Table 2.

Ingredients of the Proposed Course

All papers are main papers since it is professional course. No language paper is to be introduced except the Business English. This paper also is to be taught by the Commerce lecturers. Business English may cover a detailed syllabus about the English Languages, Parts of Speech, Parts of Sentence, Full Grammar, Business Communication, Need, Barriers of Communication, Usages of the Languages in the Business, Types, etc.

Table 2: Proposed Papers for the Proposed M.Com (A O A)

Sl No.	Year / Semester	Main Subjects
1	M.Com I – I Sem	Right To Information Act
2		Financial & Leave Rules
3		Fundamental & Service Rules
4		Computer Application and Accounting Package, Tally etc.,
5		Departmental Enquiries Proceedings
6	M.Com I – II Sem	Mail & File Management
7		Purchase, Bills & Stores Management
8		Advanced Budget & Tax Management
9		Pension, Data, Record Management
1		Advanced Academic Accounting Management
1	M.Com II – III Sem	Controlling Techniques
1		Inspection, Auditing & Computation Taxation
1		Systems & Performance Management
1		Advanced Business English
1		Practical Training (20 Working Days)
1	M.Com II – IV Sem	Preparation of Salary and Other Bills, Orders etc.
1		Preparation of Budget, Annual Plans
1		Academic Management Accounting
1		Management of Academic Office Functions
2		Project Work with Training, Tally
2		Viva voce
2		

Source: As Proposed by the Author of this article

Subjects based on the Principles must cover all the fundamentals in detail. Leave Rules, FR and SR, Conduct Rules, Financial Rules etc., are to be discussed in the effective class room teachings. Right to Information Act, Accounting Management, Cash Management, Mail Management, Systems & Performance Management, etc. are to be discussed in the effective classroom. Only Qualified Teachers are to be selected to teach this Professional Course. No compromise is to be made. Academic Pathers are to be totally avoided to engage the classes. Computers and Typing play a vital role in the Office Administration/Management. The practicals are to be arranged as far as the computer applications are concerned.

Accounting Package is to be necessarily taught. Every student is to be sent to the for the training practice for a period of 15 days in the V & VI Semester and after that they have to submit a detailed report which will be followed by the Viva Voce Examination. As far as the Business English Subject is concerned, only a Qualified Commerce Teacher has to teach. If the government / the University Grants Commission approve the present work, detailed syllabi will be constructed and sent to the UGC for the necessary implementation purpose.

Suggestions

The following are the measures suggested as the solutions for the above mentioned problems in the Academic Institutions. Everybody must think about the course that it is suggested and recommended to avoid the unproductive wages, stop the wastage of the government machineries, optimum utilization of the human resources and at the interest of the Nation.

- ❖ The proposed course is to be immediately introduced as one of the Professional Course. The quality of the course should not under any circumstances be compromised with any other reason by any officer of any kind.
- ❖ Since the Proposed Course is a Professional Course, the B.Com (AOA) is to be equalized to the C A, ICWA ACS inter pass and M.Com (AOA) is to be equalized to the C A, ICWA ACS final pass.
- ❖ While the candidates are going for the Training, they should be properly accompanied by the faculties. The internal assessment marks are to be given for 20 and external assessment mark is for the 80. The internal marks are to be awarded for the submission of Assignments, Seminar Presentations, Class Tests, and Attendance at the rate of 05 marks each. The candidate has to secure a minimum of 10 marks for pass. Each paper is to be awarded with 100 marks maximum and minimum of 40 in case of B.Com (AOA) and 50 in case of M.Com (AOA)
- ❖ Fully qualified persons are to be selected to teach the above subjects. No existing officer or existing office bearers should be allowed to teach the above subjects. There are few Academic Pathers (the persons who are acting as if they knew the subject but they are in actual do not know anything about the subject and their survival is totally depend on by praising, polishing and buttering the chair. They are Sadists and Hippocrates. They want all positions and sometimes voluntarily accepts the works of any type only in order to skip the work for which they are appointed. They are busy in all activities except in teaching), in educational institutions. Such Pathers should not be allowed to teach because they will seed the poisonous among the innocent professional students.

- ❖ The existing clerk, cashiers, office superintendents, asst. secretaries and secretaries are not be allowed to teach above subject unless they are qualified in Master of Commerce or Master of Business Studies or Master of Business Administration.
- ❖ For the Offices particularly for the Educational Institutions, the candidates who have passed with First Class and above in B.Com (AOA) are to be appointed as the Office Superintendent and with Second Class as Head Clerk and with third Class as Clerks.
- ❖ The candidates who have passed with First Class and above in M.Com (AOA) are to be appointed as the Professors (to teach the above curriculum), Directors, Financial Officers, Section Officer, Auditors, etc., and with Second Class as Associate Professors to teach the above curriculum Asst. Secretaries, Budget Coordinators, Deputy Directors, and with third Class if any as Asst. Professors to teach the above curriculum Asst. Directors, Statistical Officer, Enquiry Officer, Investigators, Accounts Officers or the Office Superintendent. This is to be implemented very strictly.
- ❖ The existing officers who are working in the offices are to be compulsorily given the training on the above curriculum. Only those officers both seniors and juniors who are qualified with the training are to be given the additional increments otherwise, they should not be given any promotion, or the increments.

Conclusion

The office of the Educational Institution is different from the office of the business organisations, government institutions, since it is directly related to the Children's future, life style and career. This office should have the specialised people with full knowledge of the functions of the office and the purpose of the office. At the interest of the Nation, the above measures are suggested. If a strategy is formulated in the light of the above suggestions and the same is implemented carefully by the dedicated and disciplined educated persons, it is highly hoped that the life killing delay will be avoided, unproductive wages may be converted into the productive wages, wastages of the materials will decreased, file movements will be quicker, System can be developed to bring the name fame for the institution, good human resources may be produced and our country will be the richest country as far as the human resources are concerned.

References

- Deepa Sharma & Ravi Kala Kamat, (2003), Quality Circle in Education, *Journal Of University News*, Association Indian Universities, New Delhi. ISSN 0566-2257 Vol 41, No.42
- Rajavel, N., (1998). *Tourism in Andaman and Nicobar Islands*. Delhi: Manas publication: p11.
- Rajavel, N., (2003), Need for Reformation in the Examination System, *Journal Of University News*, Association Indian Universities, New Delhi. ISSN 0566-2257 Vol 41, No.42.
- Rajavel, N., (2013), A Study on Accounting Practices by the Business Units in A & N islands, *Journal of EIRC News*. Kolkatta ISSN 2320-1584 Vol 6, No.7.