

UNIT-4

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Meaning of Records Management

Records management is the process of creating, using and preservation of record to perform the business functions effectively.

Significance of Records Management

Efficient records management is necessary to every nature of business office. The reason is that records management has the following significance.

1. **Barometer of Progress**: Records reveal the progress of business organization in stage by stage. The performance and achievements of business are disclosed during different periods which can be compared to know the trend of progress. The true position of a business can be identified by keeping the records up to date. This is the historical function of records.
2. **Future Reference**: Records constitute the reservoir of information (memory) relating to the business organization. Management takes every decision only after verifying and confirming the information. Here, information is used as a tool to management for vital decision making. Therefore, records must be maintained accurately.

3. **Reduction of Errors**: Keeping up to date accurate records can minimize errors and prevent frauds. Records are an essential part of internal control system. Records management is a part of performing control function of management.

4. **Legal Evidence**: Records serve as a written proof of the transactions in case of a legal dispute. Some records such as Indirect Tax Returns, Value Added Tax Return and the like have to be maintained for a specific period of time.

5. **Efficiency**: A good system of records management ensures the supply of required information with speed and accuracy. It helps to improve the efficiency of office operations.

Filing:

Filing can be described as the core of records management. The files of an organization are its memory and any malfunction of this memory will severely affect the overall efficiency of the organization.

FUNCTIONS OF FILING:

1. LIBRARY FUNCTION

Library function involves sorting and arranging the records for future reference.

2. ADMINISTRATIVE FUNCTION

A good filing system performs certain administrative functions also. Administrative functions here imply maintaining, protecting and supplying the various documents to the management for developing the business policies.

3. HISTORICAL FUNCTION

Important records relating to the progress of the enterprise are preserved. These records clearly reveal the history of the organization.

4. INFORMATION FUNCTION

Various types of information for various uses and purposes are preserved and protected. Besides, they are also supplied to the users in times of need.

ADVANTAGES OF A GOOD FILING SYSTEM:

A business firm derives various concrete advantages by adopting a suitable system of filing. They are mentioned below:

1. DOCUMENTARY EVIDENCE

Files constitute valuable documentary evidence of the transactions. They will be very useful in case of any disputes, which may arise in future.

2. VALUABLE ASSISTANCE

Past records are valuable assistance to formulate new policies and programmes. Policies based on past experience will have greater realism in their approach.

3. NO DELAY IN HANDLING CORRESPONDENCE

Correspondence can be handled properly without any delay. Systematic handling of correspondence will contribute to build up goodwill and reputation of the firm.

4. CONTROL OF PROCESS

Process of control is greatly facilitated by a carefully devised system of filing. A check is kept on the incoming and outgoing letters and letters requiring action are thus disposed off quickly.

5. PROTECTION OF RECORDS

Documents are protected against possible loss or damage. Some documents are to be preserved permanently. Particularly care must be taken in protecting

documents like title deeds, agreements etc. Proper filing system ensures protection of all vital records.

6. FOLLOW-UP MEASURES

Follow up measures for sales are unthinkable without a good system of filing. When a firm introduces a new product in the market, it should approach its old customers and win their co-operation first. Price changes should also be informed to them promptly. All these activities are possible only when records are maintained properly.

7. TRACING OF REFERENCE IS EASY

Tracing out references with regard to various matters is facilitated by an efficient system of filing. This will avoid the need for duplicating or repeating such matters once again.

ESSENTIALS OF A GOOD FILING SYSTEM:

There is no universal best system for filing for all kinds of office situations. The requirements of each office or section or department must be analyzed individually and a system best suitable to the concerned office or section should be devised.

While developing a filing system, the peculiar needs of the office organization and the dimensions of the office work should be considered. In spite of these limitations, authorities on the subject have suggested certain guidelines in designing a proper filing system. They may be stated as follows:

1. COMPACTNESS

The first consideration is the space requirement. Most of the business offices are located in towns and cities where space is available only at a higher rent. Therefore, it is important that the filing system should not take up space unnecessarily.

2. SIMPLICITY

The filing system should not be complex. It should be easy to understand and simple to operate. A system, which cannot be followed by the office staff, is likely to defeat its own purpose of quick reference. Moreover, operation of the system should not require any special training. This will add further expenditure and cause financial strain.

3. ECONOMY

A filing system should be cost effective. In other words, the filing system should be economical to install and operate. The acceptable cost level may, however, vary with the type of record depending on the speed of retrieval required.

4. ACCESSIBILITY

The records should be readily available to the people who use them. Whenever a paper has to be filed, the clerk should not find any difficulty in taking out or writing any note on it.

5. FLEXIBILITY

The filing system should be flexible or elastic. It should be capable of being expanded or contracted with requirements of time. While designing a filing

system, the future needs of growth and expansion should be kept in mind. Otherwise the system will become less elastic.

6. CROSS REFERENCE

A record should be filed under a heading to which it relates. Some times, the same record may touch two different points and it cannot be filed in two different headings. In such a case, cross-reference should be given. If cross-reference is not given the filing clerk should take more time to trace out the concerned document in the other file where it is actually located.

While designing a filing system the possibility of providing facility for cross-reference must be considered. This applies particularly to records of correspondence.

7. CLASSIFICATION

It is necessary to employ the most suitable method of classification. Moreover, too many miscellaneous files and too much bulk must be avoided. This will help in locating the required files quickly.

8. MOVEMENT OR OUT GUIDE

Whenever a file or a letter from a file is removed, a guide or indicator should be inserted stating that the letter or file so removed, to whom it was sent etc. If possible the signature of the person to whom it was delivered should also be obtained. These out guides are necessary for a good filing system. Besides, they also enable easy tracing out and location of the records.

9. RETENTION

The records should be retained or discarded on the basis of their utility. Unwanted or unnecessary records should not be allowed to accumulate. If a record is no longer required, it should be destroyed. Only live material must be kept for the requisite length of time. There should be specific retention policy for this purpose.

10. SAFETY

The filing system should be one under which the safety of the documents from insects, dust, water, fires, theft etc. is ensured. Fireproof almirahs should be provided for valuable documents. Entry into the filing department should be restricted. Moreover, issue of files should be made only on the basis of requisition.

3 ESSENTIAL REQUIREMENTS OF FILING:

Filing provides a means of preserving records of business transactions. This is its original and still its principal use. To accomplish this purpose, a filing system should satisfy three conditions. The three essential conditions are as under:

1. EDUCATED AND TRAINED SUPERVISION

It is already stated that filing was previously considered as an unimportant activity. But now the management has realized its importance and need. The filing work should be performed by specialists and supervised by educated and trained supervisors.

2. STANDARDIZED PROCEDURE

The filing should be scientifically devised and standard procedure should be set out. No succeeding file clerk should be allowed to alter the procedure, which have been established and standardized.

3. MINIMUM MISFILING

The chief difficulty is not filing but finding. Misfiling causes delay in tracing out the location of the desired documents. To avoid misfiling, good training should be given to the filing force. No clerk should be permitted to file any material unless he has thoroughly mastered the filing system.

What is an Index?

Index is a ready-made guide, which is used to locate the required file. Therefore, an index indicates or points out the exact place of keeping a document or file. Indexing is the process of determining the name, subject, or some other caption under which the documents are to be filed.

Meaning of Indexing

Indexing means an arranged system through which the required documents and papers are easily located for the speedy disposal of urgent and/or ordinary matters. The various files are maintained for different departments on various topics. Therefore, an indicator (index) is necessary to locate the files.

Objectives of Indexing:

The objects of indexing are presented below.

1. To assist filing so that the filed documents are located easily and quickly whenever they are needed.

2. To increase the efficiency of the filing method.
3. To improve the efficiency of the office operation.
4. To state the key information regarding any subject in a condensed form.

The right system of indexing must be chosen in order to achieve the objectives of indexing. Indexing is not required if files are arranged in an alphabetical order.

Essentials of a Good Indexing System:

The following are the essential features of a good system of indexing.

1. **Simplicity**: An indexing system should be simple to understand and operate. It should not involve unnecessary complex in operation.
2. **Economy**: It should be economical in terms of money, space, and effort. The purchase of indexing equipment requires heavy investment during initial period. Therefore, proper attention should be devoted to ensure economical use in the end.
3. **Flexibility**: The selected index system should have sufficient scope for expansion. A single system may be used for several purposes. For example, the location of file, supply of important information and the like.
4. **Efficiency**: Any index system should ensure speed in operation and requires minimum time for operation.
5. **Safety**: The index system should protect the records against dust, fire, water, rats, insects, water etc. The safety should be equipped with lock facility to prevent pilferage of records.
6. **Conformity with Filing System**: The selection of index method depends upon the nature and type of filing system adopted in an organization. Hence, there must be a correlation between the filing system and index method.

7. **Cross Reference**: There should be Cross reference under the head under which a document could be filed but has not been filed.

8. **Signaling**: A tab or slip should be attached at the edge of the card or file. The tab or slip contains facts of the document briefly. This is used to draw the attention of the needy persons of files.

Modern Equipment Used in an Office:

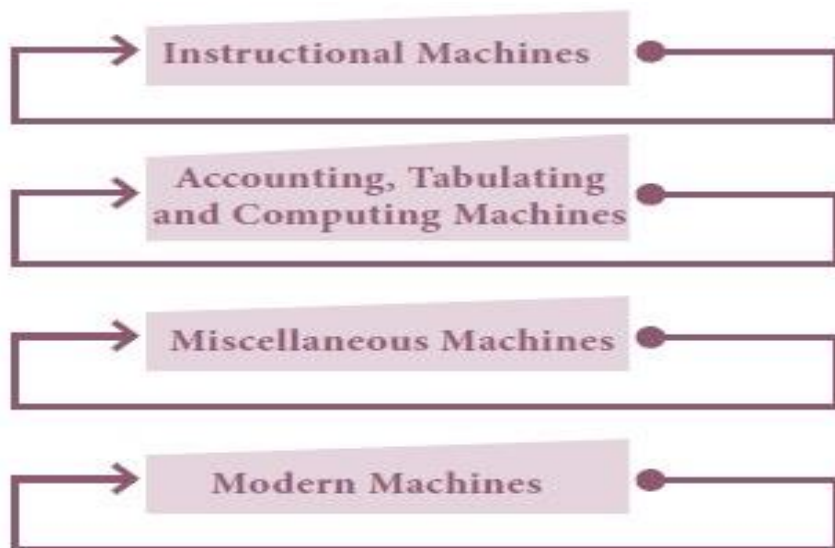


Fig. 2.1. Classifications of Equipment

I. Instructional Machines:

1. Telephone:

Telephone becomes an important instrument in modern business houses. With the help of this facility, a firm can have quick and prompt communication with others. Now-a-days it is impossible to imagine the office without a telephone. It is

the most convenient means of oral communication. It is widely used for internal as well as external communication. According to distance and area, telephone calls are classified as local calls, trunk calls and overseas calls.



Fig. 2.1. Telephone

The following are some of the internal and external services available to telephone users.

- Direct Link
- Direct Link with Extension
- Private Branch Exchange (PBX) System
- Private Automatic Branch Exchange (PABX) System
- Electronic Private Automatic Branch Exchange (EPABX)
- Intercom

2. Mobile Phone:

A mobile phone is a wireless device which can be used to make calls and send text messages. As the technology changes rapidly; nowadays mobile phones are

bundled with many additional features, such as web browsers, games, cameras, video players and even navigational systems. A mobile phone may also be known as a cellular phone or simply cell phone.



Fig. 2.2. Mobile Phone

3. Dictation Machines:

Dictation Machines are generally used by the executives who need to draft letters, memos, and reports are best off dictating the copy and recording it, as speaking is much faster than writing and can be done while performing other tasks. This type of equipment chosen depends on the preference of the dictators, number of users, frequency of use, and budget. Some dictation equipment use cassette tapes and most of the modern versions are digitally recorded and also this phone system is used for recording. Once the audio is recorded, this file is processed to another employee, who transcribes the audio into a written document, saves and emails or prints it.



Fig. 2.3. Dictation Machine

II. Accounting, Tabulating and Computing Machine:

Adding Machine: Adding machines may either be manually or electrically operated. Most adding machines have a roll of paper on which the figures are typed and this is known as a “Tally Roll”. It is used for addition and also for multiplication, subtraction and division.

Calculating Machines: It calculates at a greater speed and runs without making any noise, but such machines are usually expensive. The essence of a calculating machine is that it can perform addition, subtraction, multiplication, and division operations.

Billing Machine: Billing machines are used to prepare invoices, bills of lading, cash memo, etc. The machine makes all calculations of discounts, commission, addition, subtraction, total, etc. Papers and carbons are fed into the machine and set automatically.



Fig. 2.4. Billing Machine

Accounting and Book Keeping Machines:

- These machines are used for
- Posting in journals, cash book, ledger, etc.,
- Preparation of cheques, pay rolls, cash receipt and payment sheet
- Preparation of copies of ledger accounts along with posting
- Calculating and computing figures and drawing ledgers or cash book balances

A) Tabulating Machines:

The tabulating machine is an electro mechanical machine designed to assist in summarizing information stored on cards. It was invented by Herman Hollerith.



Fig. 2.5. Tabulating Machine

B) Electronic Computer:

It is an electronic device by which data is processed electronically at great speed. It is a replica of human brain. It may be noted when the computers are used for data processing, the processes is known as Electronic Data Processing (EDP). There are two kinds of computers (a) Analog computer and (b) Digital computer. Analog computers are used for scientific and research data processing. Digital computers are used for calculating the data in one billionth of a second.

C) Electronic Payment or E-Payment:

Electronic payment system is a system which helps the customer or user to make online payment for their shopping to transfer money over the internet. Some

examples of EPS: a. Online reservation b. Online bill payment c. Online order placing d. Online ticket booking (Movie)

III. Miscellaneous Machines:

Franking Machines:

Franking machine is used in large offices for affixing postage stamps on envelopes. The outgoing mail is inserted in the machine and a handle is operated either manually or electrically. It is automatically prints in a franking design comprising the postal charge and the date of posting in bright red ink. It has a meter which records the amount and balance on hand.



Fig. 2.6. Franking Machine

Impression Stamps:

These include rubber stamps bearing certain impressions like “paid”, “delivered”, “checked”, etc. Stamps bearing date with time and numbering devices also fall under this category.

Time Recording Machines:

This popular machine is used for recording the accurate time of arrival and departure of the office employees in offices and factories.

Payroll Machines:

It is used for making the payroll of the employees, calculating the amount to be paid to each employee.

Slide Rule:

It is a type of scale which is used to make different measurements rapidly and accurately.

Punching Machine:

This is a small apparatus which punches holes on papers. The holes are required to tag and fasten the papers. It is operated manually.

Stapler:

It is a small machine which binds together a few papers with a small piece of thin wire. It is very commonly used in small offices.

Calculators:

A variety of calculators are available in the market. It is useful for multiplication, division, addition and subtraction, calculation of discount, interest, wages, etc. It helps to reduce human labour in arithmetical calculations.

Envelope Sealing Machine:

This is a machine which automatically seals the envelopes. It will dampen the gummed flaps of the envelopes; thus sealing of the envelopes becomes very easy.

IV. Modern Machines:

Swipe Machine:

A swipe machine is a payment terminal provided by the bank on which the merchant can swipe a dip card to receive payments. Since the card can be a debit or a credit card the machine is also known as a credit card swipe machine or a debit card swipe machine.



Fig. 2.7. Swipe Machine

Laptop:

It is a portable and compact personal computer with the same capabilities as a desktop computer. Laptop computers have an L-shape design and the screen can be lowered and closed to allow for easy transportation of the machine. It is a portable computer and suitable for using while travelling.



Fig. 2.8. Laptop

Pen Drive:

A pen drive is small storage device shaped like a pen with built-in data storage that connects to a computer by a USB Port. (Universal Serial Bus- It is the most popular connection used to connect a computer to devices)

Projector:

Projectors can be used for delivering lectures and presentations to large groups as well as watching movies and other videos at a backyard home theatre. They can be found in a variety of environments, including classrooms, conference rooms and in homes and yards.

5. LED (Light Emitting Diode) Projectors:

Instead of a traditional halogen lamp, they use light-emitting diodes, which are more environment friendly and long lasting. LED projectors use either DLP

technology, replacing the colour wheel and white-light lamp with red, blue, green LEDs or LCOS technology which is found in projectors.



Fig. 2.9. LED Projector

LCD:

Liquid crystal displays (LCDs) consist of liquid crystals that are activated by electric current. They are used most frequently to display one or more lines of alphanumeric information in a variety of devices.

Bio-Metric:

A Biometric device is a security identification and authentication device.

Such devices use automated methods of verifying or recognizing the identity of a living person based on a physiological or behavioural characteristics. These characteristics include fingerprints, facial images and voice recognition.



Fig. 2.10 Bio-Metric System

Currency Note Sorting and Counting Machine:

A currency note sorting machine is a compact and portable desktop solution for multi-currency counting and sorting challenges. It can denominate and authenticate different currencies at a processing speed of 1000 notes per minute. A currency note counting machine is a machine that counts money either stacks of bank notes or loose collections of coins. Currency counters are commonly used in vending machines to determine the amount of money which has been deposited by customers.



Fig. 2.11. Currency Counting Machine

CCTV:

It is called closed circuit TV. A self-contained surveillance system comprises of cameras, recorders and displays for monitoring activities in a store or company.

Fax Machine:

A fax machine is the telephonic transmission of scanned printed material (text or images), usually to a telephone number associated with a printer or other output device. The original document is scanned with a fax machine, which treats the contents (text or images) as a single fixed graphic image, converting it into a bitmap. In this digital form, the information is transmitted as electrical signals through the telephone system. The receiving fax machine reconverts the coded image and prints a paper copy of the document.



Fig. 2.12. Fax Machine

Photostat Machine:

It is popularly known as “Xerox” machine taking its name from the company manufacturing this machine. Photocopying machines help in getting exact copies of the original at a greater speed. The term xerography means dry pictures.

Copies of diagrams, illustrations, drawings etc. can also be obtained. It eliminates the need for checking.



Fig. 2.13. Xerox Machine

ADVANTAGES of office EQUIPMENT:

1. **To save labor:** properly designed office machine saves labor. It helps in saving labor cost. Machines work faster than men. Total wage bill can be reduced.
2. **To save time:** machines work faster than men. The office machine helps to save time. The speed of official work is increased with the help of machine. It helps in completion of work in a faster way. It increases efficiency and effectiveness of work.

3. **To provide accuracy:** office machines work accurately. It increases in accuracy in all types of works. It reduces the error, fatigue and helps in supervision
4. **To reduce chance of fraud:** there may be barrier inside the organization. Machines help to check for the accuracy and correct method of works done t also keeps systematic records of all employees. Thus, it helps in reducing the fraud
5. **To retrieve monotony of work:** some jobs are routine in nature. They are repetitive in nature. Repetitive works are monotonous. Office machine s help in retrieving the monotony of the employees
6. **To improve quality of work:** office machines help to maintain the neatness, accuracy and quality of work done.
7. **To increase goodwill:** when there is saving of labor and time and increment of accuracy of works done, then there are fewer chances of errors and fraud which improves the quality of work done and helps in satisfaction of customer and the employees. This helps in increasing the goodwill of the office
8. **To lower operating cost:** office machines reduce the operational cost. It helps to reduce the wage bill. It also helps in reducing the excessive filing cost.

Factors to be considered for selecting equipment:

Following are some of the factor to be considered while selecting appropriate equipment:

1. Ease of Operation: Faster operation, less fatigue, and fewer errors go with ease of operations. Here are some contributory factors; indexing the amounts, operating the control keys etc.

2. Flexibility: Unless there is enough work to keep a highly specialized machine busy, it is better to select one which can be used for different types of work. In absence of flexibility, the purchase of the machine is not at all justified.

3. Durability: A machine is used by different people under varying conditions. Unless, it is strong and durable, it would be a poor investment.

4. Portability: A machine is frequently moved from user to user or from one place to another place in the same work area.

Compactness and ease of handling saves time and energy and increase the use of the machine. Modern machine have been reduced in size and weight without the sacrifice of the quality.

5. Adaptability: If a machine can be used without disrupting an existing system, it would be better to do so than go in for one which necessitates a considerable rearrangement of the forms and records involved in extensive recopying of information and of adjustments in procedures.

6. Service: Reliable and continuous performance demands quick repairs and proper maintenance. The machine which can be serviced promptly has advantage over one which cannot be serviced.

7. Operating cost: This includes such things as supplies, the space occupied, the special equipment and forms required, repairs, etc.

8.Reputation of the Supplier: Few people have the expertise to judge the mechanical qualities of a machine so one has to depend upon the integrity of the manufacturer and dealer to furnish a good machine and to backup claims and guarantees.

ESSENTIAL CAPABILITIES OF COMPUTER IN BUSINESS:

Computers Are Used for Communication

When it comes to establishing contact with clients, computers are a vital tool; they are also vital when it comes to maintaining that contact. This is a very important *computer application in business*, enabling a business to communicate with its clients via email, IM, Skype, collaboration software, and via various other communication solutions that a business might wish to use.

When a business can keep in touch with its clients, it becomes easier for the clients to make inquiries of the business or to ask for more information about the services and products the business offers. It also becomes easier for the business to offer customer support to its clients in a timely, efficient manner. The business will also be able to keep the clients updated about any new developments concerning the business.

Communication goes beyond a business' clients. A business also needs to communicate with its employees, and computers play an important role. Rather than have time-wasting one-on-one meetings with employees, managers can

simply email their employees or they can message them on any other acceptable communication platform. This saves time, and it also improves the internal communication of the business.

Computers Are Used for Marketing

Computers allow a business to perform a variety of tasks. For starters, with the help of the internet, computers help put a business on the map. With a computer, a business's team of IT developers can create a professional website complete with enticing graphics and content with different forms of media, such as text, images, and videos. They can do search engine optimization – SEO – for the website so that it appears prominently in Google's search results, which then attracts traffic, which, ultimately, will enable the business to sell those products to website visitors.

With a computer, a business can create and execute entire marketing campaigns that span across every social media platform on the internet. The business can create ads to run on websites and social media platforms, using special software, and it can also buy marketing services from other businesses – all connected to the internet. The computer is likely the greatest marketing device ever built!

Computers Are Used for Accounting:

Accounting is a function in which accuracy is of the utmost importance. When you perform accounting functions – and you have nothing except pen and paper - and you're relying solely on brain power, you expose yourself to errors.

Accounting software helps prevent that from happening. Accounting software enables a business to quickly and accurately obtain large- and small-scale pictures of the company's financial situation. All the employees need to do is to input his financial information into the software and – with a few clicks – the employees understand everything about the financial health of the business' operations. Computers are also critical for tasks such as invoicing clients; maintaining data about debtors and creditors; calculating payroll, calculating and filing tax forms, as well as for a lot of other functions. With the computer, accountants can now focus on the higher level picture of a business's finances, leaving the lower level stuff to the machines.

Computers Are Used for Storage:

Businesses have come a long way from the era of filing cabinets thanks to computers. Although a filing cabinet will occupy a very large space but will store only a small amount of information, a computer will occupy only a fraction of that space but it will store thousands of times the amount of information. With computers and servers, businesses are able to store and sort millions of files, to enable the business to access at any time.

Computers also enable a business to store its data in different ways. The business could store the data in a central location, and it could have other computers on the network access the data whenever the business needs to; when the business has the permission to; or, when the business could store the data locally on individual computers.

Not only is digital storage much larger than physical storage in terms of capacity, but it is also much more efficient because of the level of sorting that takes place, which is one of the greatest benefits of the computer. Digital storage is also more secure, as it is more difficult to lose or steal files from a well-protected database.

Computers Are Used to Produce Documents:

Most businesses will need to produce numerous documents, either in the form of written documents or spreadsheets. Computers provide word processors and spreadsheet software to help with this. With these two types of software, a business can generate virtually everything, from memos to letters to tutorials to reports to ads for the company's services and products or company events.

With spreadsheet applications, a business has the power to manipulate alphanumeric data and organize it into tables, charts, graphs, and reports. Another kind of software that businesses make use of is presentation software. With presentation software, a business can make slides for presentations, either internal ones or external ones meant for clients. Businesses can also make letters, memos, and reports, using word processing software, either for disbursement to the client or for internal use.

In general, a computer has plenty of productivity software that a business can use to make its functions easier; this is software that enables a business to be much faster and more efficient than it was only 20 or 30 years ago.

Computers Are Used for Educational Purposes:

Computers can be used to educate employees. A business can use a computer to educate the employees on such things as the company policy, software use, as well as standard procedures and safety. Rather than hire teachers to teach its employees, a business can let employees learn what the employee needs, by learning at their own pace via webinars and live Q&A sessions. With the internet, a business' employees will have access to a world of information, and the business will not need to create all of its own educational content.

Computers also enable employees to learn in a way that they enjoy. Employees can learn via different media, such as videos, text, and even games, enabling them to better understand the subject matter.

Computers Are Used for Research:

Computers allow a business to do a variety of things, including research about the competition, as well as what its customers want. With modern data-mining techniques, a business can acquire insightful information about its customers and competition from all kinds of places, including forums, search engines, industry-specific websites and even from social networks.

Technology changes the definition of the phrase "conduct business." With computers, you can produce more documents than a typewriter and mimeograph machine could ever do. Computers simplify business transactions and enable products and services to be sold across the globe. With them, you can file and store more information than thousands of file folders and cabinets.

Computers for General Business

In an office fully equipped with a computer network you have the capability to communicate via the company's intranet as well as the Internet. An intranet is extremely valuable; you can handle sensitive or confidential information within the confines of your company's network without concern that unauthorized users will access your organization's private network. Computers are also necessary for organizations with employees who are telecommuters or stationed remotely. In these circumstances, the computers issued to remote employees remain company property and are returned when the employee leaves the company. Companies sometimes implement policies that prohibit the use of company-issued computers for personal use, to safeguard company information.

Business computers are used for producing correspondence, processing accounting tasks and performing research functions. A vast number of software applications are available for an organization or business process of virtually any size. The advantages of computers for conducting general business transactions are numerous, one of which is ensuring higher levels of accuracy for functions previously performed by staff.

Computers for Human Resources

Human resources information systems, called HRIS, are extremely popular. An HRIS enables quick, efficient processing of applications and many other functions. In its white paper series "E-HR: The Technology Revolution in HR - Definition and Benefits," the Right Team Inc. notes, "A state-of-the-art Human

Resource System provides the underlying data, tools and technology to manage and execute human resource activities in an integrated environment."

HRIS systems collect data for federal, state and local reports, such as equal employment opportunity forms some companies are required to send to government agencies. HRIS systems also sort employment data, process payroll, calculate employee benefits, perform human resources audits, analyze turnover rates and collect employee responses to opinion surveys and exit interviews. For a human resources department, computers are essential and have great value. Employment actions generate a great deal of paper; utilizing an HRIS is the ideal solution for collecting and storing personnel data.

Computers for Expanding Business Reach

Globalization is a trendy way of describing how far a company can reach its customers or how an organization can produce materials or items for end users from anywhere in the world. Computers enable you to market your company's products and services to a local geographic area or to worldwide customers. As Ghana Web puts it, "The introduction of computers and the Internet has reduced the world to a global village where individuals, companies and countries can exchange goods and services."

Without the benefit of computers in the workplace, selecting demographics for identifying and approaching your market would consume an enormous amount of staff time and energy. Computers provide cost-effective functions for production, sales and shipping. Manufacturing companies utilize computers for producing anything from ready-to-wear clothing to automobiles.

Computer Systems

We are all aware of what computers are and their immense importance in our daily lives. It is an electronic device that not only stores data but also processes and manipulates data to carry out functions. Upon receiving valid instructions, a computer can perform a variety of operations.

What allows us to perform such tasks on the computer is a computer system. A computer system is the sum total of all the components (hardware and software) that makes up a fully functional computer.

Elements of a Computer System:

There are six main elements that make up a computer system. They all interact with each other and perform the task at hand. Let us take a look at all of them.

1] Hardware

These are all the physical aspects of a computer system. They are tangible, i.e. you can see and touch them. Hardware components are the electronic or mechanical instruments, like keyboard, monitor, printer etc. They help the users interface with the software, and also display the result of the tasks being performed.

Hardware can actually be of four types, depending on which function they perform.

The four types of hardware are,

- **Input Hardware:** For users to input data into the computer system. Examples: Keyboard, mouse, Scanner

- **Output Hardware:** To translate and display the result of the data processing =.
Example: Monitor Screen, Printer etc
- **Processing and Memory Hardware:** Where data and information are processed and manipulated to perform the task at hand. It is also the workspace of the computer, where it temporarily stores data. Examples: Central Processing Unit (CPU), Read Only Memory (RAM)
- **Secondary Storage Hardware:** Where the computer system stores data permanently. Example: Hard disk, Pen drive etc

2] Software

Software is nothing but a set of programmes (computer instructions), which helps the user to do a set of specific tasks. It helps the user interact with the computer system with the help of hardware. Software, as you can imagine, is the intangible aspect of the computer system.

Basically, there are six main types of software, which are as follows,

- ***Operating System:*** These specialized programmes allow the communication between software and hardware. The operating systems run all the other computer programmes, and even regulate the startup process of the computer. Examples: Windows XP, Macintosh etc
- ***Application Software:*** These are designed to perform a specific task or a bunch of tasks. They can be user-designed (specific to the user's needs) or readymade application software. Example: PowerPoint, Tally etc.

- **Utility Software:** Like operating systems, it is a system software. It helps maintain and protect the computer system. For example, Anti-virus software is a utility software.
- **Language Processors:** Software that interprets computer language and translates it into machine language. It also checks for errors in language syntax and fixes the problems.
- **System Software:** This types of software control the hardware, the reading of the data and other such internal functions.
- **Connectivity Software:** The special software that facilitates the connection between the computer system and the server. This allows the computer to share information and communicate with each other.

3] People

The people interacting with the computer system are also an element of it. We call this element the Liveware. They are the ultimate “users” of the computer systems. There are three types of people that interact with the system, namely

- **Programmers:** Professionals who write the computer programs that allow users to interact with the computer. They must have technical knowledge of computers and computer languages.
- **System Analyst:** They mainly design data processing systems, and solve problems that arise in data processing
- **End-Users:** Also known as operators, they are the people who interact with the computer system.

4] Procedures

These are a set of instructions, written in code, to instruct a computer on how to perform a task, run a software, do calculations etc. There are three types of procedures in a computer They are,

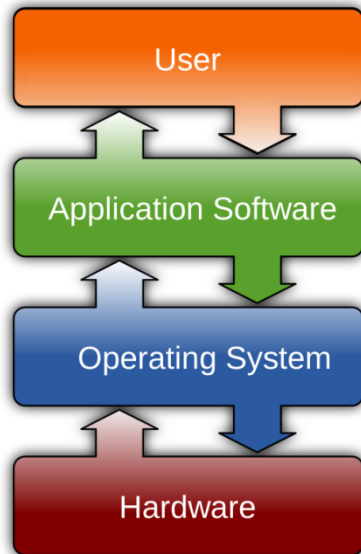
- Hardware-Oriented Procedure: Instructs the hardware components of the system, ensures they work smoothly
- Software Oriented Procedure: Provides instructions to launch and run software programs
- Internal Procedures: Directs the flow of information and sequences the data

5] Data

Data is essentially the raw facts and figures that we input in the computer. The data gets processed via the computer system and becomes information, which is processed and organized data. Information can then be used for decision-making purposes. The measurement of data is done in terms of “bytes”. One kilobyte (KB) is approximately 1000 bytes, 1 megabyte (MB) is 1 million bytes and finally, 1 gigabyte (GB) is approximately 1 billion bytes.

6] Connectivity

This is when the computers are linked to a network. It facilitates sharing of information, files, and other facilities. Computers can connect to a network via LAN cables, Bluetooth, Wi-Fi, satellites etc. The internet is the most obvious example of connectivity in a computer system.



Types of Furniture Used in Office:

Every office requires different types of furniture. Furniture can be classified on the basis of its physical appearance and the purpose for which it is used. E.g. Executive furniture, Special purpose furniture, Built-in furniture and General clerical furniture.

Desk: The performance of an office employee is very much influenced by the type of desk he uses. The primary function of any desk is to provide a suitable surface for writing, checking, sorting and examining. There are different types of desks for different persons depending upon the nature of work and status. (i). Executive desk (ii). General purpose desk and (iii) Computer desk.

Executive Desk: These are designed to suit individual tastes and quite often they are designed as a show piece of an organisation. Their purpose is also to impress visitors. Sharp edges and corners are eliminated. Table top is covered with a sheet of glass.



Fig. 2.14. Desk

General Purpose Desk: It is a general purpose single pedestal desk with less elaborate design.

Computer Desk: Computer desks are generally standard flat-topped, single or double pedestal desk with provision for placing keyboard.

Tables: Tables are generally needed for sorting of mail despatch, for holding meeting of committees, etc. However, in some office table fitted with drawers and other devices are still used by clerks for writing purpose.

Chairs: There is a need for providing the right type of chairs to the office employees as they spend most part of the day in the office. Chairs meant for computer operators should have adjustable back rest to enable the user to perform their work efficiently.



Fig. 2.15. Chair

Filing Cabinet: A filing cabinet is a piece of office furniture usually used to store paper documents in file folders. The two most common forms of filing cabinets are vertical files and lateral files. A vertical file cabinet has drawers that extend from the short side of the cabinet. A lateral file cabinet has drawers that extend from the long side of the cabinet.

Modular Furniture: Modular furniture is pre-made or readymade furniture which can be used according to the need and room spacing. It is easy to install and dismantle according to need. It gives modern look to office. It is also available in various colours and designs. There are various types of modular furniture

- Two in one furniture. This type of furniture has two purposes.
- Three in one furniture. This type of furniture has three purposes.



Fig. 2.16. Modular Furniture

4. Principles in Selecting the Office Furniture:

Following are some of the principles to be considered while selecting office furniture.

Suitability: The selected furniture must be suitable for the job. The working area of the table should be sufficient. It must also have space to keep files (incoming and outgoing), stationery, etc.

Comfort: The seat of the workers, shape of the chairs and tables must be so designed that the workers would not feel any fatigue while doing their jobs. This will result in efficiency, in turn, more output. The equipment, forms, stationery, etc., must be within easy reach. Those items frequently used, should be placed at hand.

Design: Prior to purchase, one must have an idea of the size, height and design of the furniture. For example, the size, height, design, number of drawers of the table should be decided on the basis of work done on it.

There are many designs of tables available in the market. One must decide whether the top of the table should be of polished wood or glass plate or laminate surface. The decision regarding the choice of the furniture, say table, desk, chairs, etc. as to its size and design depends on the officer who uses it.

Durability: Metal furniture is more costly than wooden furniture. But the maintenance charges of wooden furniture are more than those of the metal furniture. Nowadays, metal i.e., steel furniture is more popular, because it is more durable than wooden furniture. Moreover, steel furniture is safe against fire, burglary etc.

Weight: As the business expands, the size of the office also increases. The existing layout of the furniture has to be rearranged according to the required comfort. It may become often necessary to move the furniture from one place to another. Therefore, it is better to have light weight furniture. If the furniture is light, there will be less breakage and wear and tear when the furniture is shifted.

Space saving: Furniture which would occupy minimum space should be selected. The decision regarding the design of the furniture should depend upon the space available in the office and the number of persons who work there.

Cost: The cost of the furniture should not be neglected when selecting it. It should be kept within the financial limit.

Hygiene: The outlay of the furniture should be so made that it will be easy to clean the furniture as well as the floor underneath it.

Usefulness: The furniture should be selected according to the nature of the particular job. When it is not needed for the department, it can be easily transferred to another department, where it may be useful.

Appearance: Furniture should have a good appearance and be pleasing to the eyes. This will impress the workers and visitors. Wooden furniture looks attractive. Furniture of high quality wood is durable. It has a warm look and gives comfort to the users. Many varieties and designs of furniture can easily be made.

Multi-Purpose Uses:

Furniture should be adaptable to multi-purpose uses, wherever possible. This permits standardization in the purchase of multi-purpose desks and enables office workers to perform more than one type of work with the help of same kind of furniture

The Content in the E-Material has been taken from the text and reference book as given in the Syllabus