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Studying the Effect of office Automation on Improving management decision (Case study: Tavan Battery Company)

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ABSTRACT

One of the most commonly used types of information systems that control the flow of information within the organization helps executives, office automation system. The main objective of this study was to investigate the impact of office automation system is to improve management decision of Tavan Battery Company. The secondary objectives included identification of an office automation system, knowledge management practices and make decisions between automation systems and decision making managers. The research is a "descriptive survey" and to gather the required information from the tool "Questionnaire" was used. Sample consisted of 42 managers' benefit from automation systems in Tavan Battery Company, which is selected using convenient sampling. In analyzing the data, the Pearson correlation test was used. The results show that the automation system to improve management decisions has a positive impact on improving efficiency.

Keywords: office automation system, improvement of management decisions, Tavan Battery Company

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INTRODUCTION

The conditions are constantly changing, we must change, and otherwise we will pay a heavy price for not going to change. (Doctor Nordal, president of the International Association of Science and Productivity: Management Message) Organizations in the new era of information technology and computer systems and media using aversion gone and no remedial and it is their future that accurate knowledge, advantages and disadvantages of these systems were narrowly targeted and learn from the experience of others without having to pay fees that experience again. Computer development in recent decades, the most important change in the intelligence system of the invention of printing in the fifteenth century, or even since the invention of writing is created. Parallel to these phenomenal changes, network expansion and new media has been equally amazing job, move the constituent elements of the intelligence and information. (Sheikh Bakloo et al, 2010) Managers at different levels of what they are doing and are always on the move are deciding. The importance of information and its impact on the decision-making process is no secret. The overall process of decision making can be collected, processed and considered choices based on analysis results. Detailed information related to the rapid increase in speed and accuracy of decision making and the choice of many wrong decisions will be. In that timeframe, an effective manager without having the information needed to be able to lead your organization to achieve the organization's goals is predetermined. (Yazdani et al, 2009) Also, in order to deal with environmental managers and their organizational goals to account for environmental variables, environment variables and analysis must necessarily be identified and appropriate measures taken to deal with them. This requires having the internal and external information and enables optimal utilization of them. Any organization that has the correct accurate, timely and comprehensive in its possession less time and be able to locate data access to be more successful. The role of information and data in enterprise management, the role is critical. The information space of an organization, more accurate, more consistent and more systematic organization can better achieve its goals. Inaccurate information space, dull, confused, contradictory, ill-structured are key factor in the lack of progress in the management of

organizations. Microcomputer common in offices, increasing the release of new products, communications, computing and information storage and changes in administrative procedure has been followed. At the beginning of the computer system used for correspondence independently but over time, computers were linked together. It allows users to communicate not only the common files of correspondence can use it to send messages to each other. Today, there are different kinds of office automation systems. Management information systems at different levels of the organization and with the benefit of modern tools of data can be collected and processed in order to achieve management goals, help and support. Computer, velocity, accuracy, and thus the decision are increase the speed and accuracy of work. (Sheikh Bakloo et al, 2010). Management and decision making in the management and conduct of the two words are close together and unmistakable work of senior managers is an important decision that easily could be in the wrong. But if you look at the whole process differently that will different situation. Many scholars are of the opinion that the management of each decision depends on information about the subject and some even said 90 percent of any decision to form information. So a manager as decision maker in the organization or in the community should be accurate, relevant and timely information is available in order to perform their managerial duties to take the appropriate decisions into action and finally evaluation. In recent years, advances in information technology and its tributaries, various solutions have been facing and business environments. Meanwhile, the most important and most effective information systems solutions are facilitate observation of the flow of information within organizations. Branch of information systems as information systems management, managers and employees in the organization helps control the flow of information. One of the most commonly used types of information systems managers in the organization helps control the flow of information, is an office automation system. In this system, general office correspondence is in the organization circulating attention. In recent years the use of wave and using office automation systems in our country has undergone and many organizations have a tendency to exploit and use these systems represent itself and they are ready for deployment and use of these systems heavily. Today, organizations can often serve as the highest level of preparedness to deal with environmental changes and are benefitted see inside the high degree of automation. (Yazdani et al, 2009) The present study has been to examine the impact of office automation system to improve management decisions in Tavan Battery Company. In this study, taking into account the impact of automation systems in accuracy, particularly cost, timeliness of decision-making executives has been paid to identifying and examining all aspects of office automation system and its role in the improvement of management decisions by establishing the relationship between these two variables.

BACKGROUND RESEARCH

The research done on the subject of study abroad in the quest done in different ways including visiting, phone calls and see authentic library resources and search sites, limited number of internal and external research and related articles were obtained and a summary of each of the following is excerpted:

Research conducted in country

Mousavi Madani and Norouzi (2005) in their study titled "The Impact of office automation systems on organizational communication" to explore the impact of office automation systems in some areas of organizational communication have a field research. The results show that there is an effective system for automation of some aspects of corporate communications. The impact of informal exchanges in the fields of communication and organization, and office correspondence is observed, but no significant impact on personal and informal communication. Office automation system as well as the ease and speed of information exchange have a major role and have been successful in creating new channels of communication. Prevent some unnecessary communication when working is no longer results in the use of these systems in organizations. So in general we can say that this system had positive effects on communication within organizations and enhance communication channels and organizational connections are faster and easier. Rahimi Kia et al (2010) in their study titled "The Role of Municipalities in Khorramabad using office automation in employee productivity" have addressed the role of Municipalities in Khorramabad using office automation in employee productivity in the form of a descriptive survey research. This study aimed to identify the attitude of Khorramabad city staffers have been done about the use of automation in their productivity has shown that employees on the Tehran municipality using office automation (administrative support systems, telecommunications systems, document handling systems, document management systems) have a positive outlook on their productivity. Norouzian et al (2010) in their study titled "Effects of office automation systems on the productivity indexes (Case Study: Central Organization Ferdowsi University of Mashhad)" have attempted to study the impact of office automation systems on organizational productivity indices in the form of a

survey. The results show that, there is an office automation system based on some aspects of communications and organizational productivity is highly effective. The greater impact in the areas of communication and organization of official dealings and office correspondence is observed. Office automation system as well as the ease and speed of information exchange and had a major role in creating new channels of communication is successful. Prevent some unnecessary communication when working on the implementation of this system is its results. Thus it can be said that these systems have a positive impact on communication within organizations has increased the speed and ease of communication channels and organizational interactions. In an article titled "Impact of Office Automation on Industrial Culture" at the site of the Ministry of Industry, Mine and Trade is to review the operational status of automated systems and the causes of staff resistance to mechanization. The article is the school system's administrative unlike mechanized systems with specific users since every individual in the organization is referred to as a school system must be a member of the administrative, Of users is very great, and these are composed of all levels of organization, leaders such that the necessary condition for their support in executing and implementing automated systems and must be acceptance of mechanized systems in their minds more queens. And other subordinate personnel managers in their lack of culture will be a major obstacle on the way of development of information technology and the realization of e-government. Habibi (2003) in his article titled "Automation Systems" published in the Journal policy is to focus on office automation systems in different world to the importance of information and information systems, development of various information systems and office automation systems development, office automation and ergonomic advantages and disadvantages of different types of information systems and office automation system. In the paper the need to create systems that increase the productivity and efficiency of the offices, they are referred and the evolution of data processing system (DPS) has been developed management information systems and decision support systems, office automation systems. Finally, the fact that the application of office automation systems and practices through their transformation it is considered to be the main topics of ergonomics (human engineering) and resistance to change and appropriate techniques to overcome employee resistance. Using a systems perspective, the action changes and the implementation of office automation systems, are discussed.

Research conducted abroad

In the thesis titled "Home Automation, Electrical Contractors and Electricians challenge for the designers." its main purpose is to discuss the challenges of home automation will investigate the reasons for the spread of this phenomenon in Finland, business processes and business models as well as applied research on electrical contractors and designers to consider how to improve and how to define aggregation electric Designers and contractors to design, install and support the systems and home automation products are described, and he knows the cause of an unsuccessful project developers lack of automation. John Kenneth (2005) in his article titled "Automated Testing" of the recording and playback of automation code structures and competence on the part of each of them are discussed. This paper describes the testing framework, considers satisfactory progress in this area.

Theoretical Basics

It is better to first become familiar with the elements of the automation system:

Main elements of automation systems

Administrative mechanisms necessary is to use computers, office applications and communication technologies in the management of information resources organization. With the view that a comprehensive and integrated source of information as a means is provided, four forms of data, text, image and sound should be used comprehensively Multimedia Systems Administration. Teamwork and collaborative computing and groupware systems, is a way of being able to pay employees in a team environment and as an on-line real-time processing and document management. Some applications is such as multi worksheets, word processors and systems for actual communication groupware features such as public bulletin boards and e-mail.

VARIOUS TOOLS AND APPLICATIONS, OFFICE AUTOMATION SYSTEMS

Several approaches to a variety of applications, systems, and automation tools are discussed here two examples would be: The first view based on the table (1) uses the tools of office automation systems include:

Table 1 - Types of tool applications, office automation systems

Tool	Application
Word processors, copy machines, smart, document reader, digital audio systems, optical Chinese characters	Business Intelligence and copy them
Archive e-micrograph	Data Storage
Phone system, computers, email, post, fax, teleconferencing	Communications

The second perspective on the Table (2) types of applications, systems, automation tools are:

Table 2 - Types of tool automation system applications

Tool	Application
Wordmonger	Preparation of Documents
E-mail	Send and receive messages
Electronic bulletin boards	Mail and correspondence through phone lines
Voicemail	Voice mail box and telephone support services for complex
Image processing (Image Processing)	Online access to correspondence and other documents
A writing system	People in groups so they can work in parallel on a single document
Videoconferencing	Face to face communication without travel
Comprehensive Automation	Combine documents and messages

Research hypotheses

First hypothesis: office automation system is effective in increasing the accuracy of management decisions

Second hypothesis: office automation system is effective in increasing the accuracy of management decisions

Third hypothesis: office automation system affects the timeliness of management decisions

Fourth hypothesis: office automation system to be economically effective management decisions

METHODOLOGY

According to research in the improvement of management decisions, the aim is classified as "applied research" are placed. Also, considering the fact that on the one hand and describe how regular and systematic expression "office automation system", and so it pays to study the characteristics and traits of the other reviews "decision-making executives at Tavan Battery Company», a descriptive "survey "is considered. The survey asked respondents, and the managers, assistants, managers, staff (based at the company's headquarters, located in Isfahan) and regional managers (based in branches 11 branches nationwide) Tavan Battery Company, which comprise of an office automation system deployed in the company are set that due to the limited availability of the entire population and the similarity of the whole society, managers based at the company's headquarters, located in Isfahan province, 42 people were selected as sample. From the study period April 1391 to June 1392 was performed for approximately 14 months. It is convenient and selective sampling study. In this study, in order to perform statistical inference, it is assumed that data from 11 separate areas of the same country Tavan Battery Company therefore, the population of the region (Corporate Headquarters) will be considered as a random sample and accordingly we will be able to perform statistical inference. Sample size is considered equal to 42% of Tavan Battery Company executives based at the company's headquarters, which take advantage of the automation system. Data in this study are "field" and "library". In this study, data collection, "question" is. The questionnaire consisted of closed questions. A questionnaire study on the combined results of interviews with a number of managers and senior experts and overview of questionnaire design and the overall form of hypotheses and research questions using a Likert scale, "Assessment Questionnaire "and has been prepared to assess the attitudes of Tavan Battery Company executives' automation system and its effects on management decisions. In this research study is to evaluate the trust instrument (reliability) was used to test "alpha" that the Cronbach's alpha coefficient for each variable alone and the total are as follows;

- The Cronbach's alpha coefficients were calculated for the independent variable (Office Automation System) against 8228/0, which has demonstrated high accuracy measuring instruments.
- The Cronbach's alpha coefficients were calculated for the dependent variable (improvement of management decisions) against 8916/0, which has demonstrated high accuracy measuring instruments.
- Cronbach's alpha coefficient was calculated as the total amount of 9044/0, which has demonstrated high accuracy measuring instruments.

To analyze the data based on pre-defined objectives in the study of correlation test "test" software spss "was used.

RESULTS

Analysis of the first hypothesis: office automation system is effective in increasing the accuracy of management decisions

- Analysis of the relationship between the number of letters issued and correctness of decisions

Considering the fact that the correlation coefficient is equal to 0.177 is calculated sig amount equal to 0.262 to the critical level (0.01) is greater than the hypothesis is rejected. It means that there is no significant relationship between the numbers of letters issued and corrects decisions.

- Analysis of the relationship between the number of incoming mail and correctness of decisions

Considering the fact that the correlation coefficient is equal to 0.419 is calculated sig amount equal to 0.006 to the critical level (0.06) is greater than the hypothesis is rejected. It means that there is no significant relationship between the numbers of letters issued and corrects decisions.

- Analysis of the relationship between hours of use and accuracy of decision-making

Considering the fact that the correlation coefficient is equal to 0.407 is calculated sig amount equal to 0.007 to the critical level (0.07) is greater than the hypothesis is rejected. It means that there is no significant relationship between the numbers of letters issued and corrects decisions.

- Analysis to examine the relationship between health perception and decision-making

Considering the fact that the correlation coefficient is equal to 0.557 is calculated sig amount equal to 0.000 to the critical level (0.01) is greater than the hypothesis is rejected. It means that there is no significant relationship between the numbers of letters issued and corrects decisions.

The analysis of the second hypothesis: office automation system is effective in increasing the accuracy of management decisions

- Analysis of the relationship between the number of letters issued and careful decisions

Considering the fact that the correlation coefficient is equal to 186/0 is calculated sig amount equal to 237/0 to the critical level (01/0) is greater than the hypothesis is rejected. It means there is no significant relationship between the number of letters issued and accurate decisions.

- Analysis of the relationship between the number of incoming mail and careful decisions

Considering the fact that the correlation coefficient is equal to 359/0 is calculated sig amount equal to 020/0 to the critical level (05/0) is less than the above hypothesis is confirmed. There is a significant relationship between the number of incoming mail and accurate decisions.

- Analysis of the relationship between hours of use and accuracy of decision-making

Considering the fact that the correlation coefficient is equal to 339/0 is calculated sig amount equal to 028/0 to the critical level (05/0) is less than the above hypothesis is confirmed. There is a significant relationship between the hours of use and accuracy of decision making.

- Analysis to examine the relationship between perception and accuracy of decision-making

Considering the fact that the correlation coefficient is equal to 441/0 is calculated sig amount equal to 003/0 to the critical level (01/0) is less than the above hypothesis is confirmed that a significant relationship exists between perception and decision accuracy.

Analysis of the third hypothesis: office automation system affects the timeliness of management decisions

- Analysis of the relationship between the number of letters issued and timeliness of decision-making

Considering the fact that the correlation coefficient is equal to 105 / 0 is calculated and the sig equal to 507 / 0 to the critical level (0.01) is higher, so the above hypothesis is rejected, ie, a significant relationship exists between the numbers of letters issued timeliness of decision- taking.

- Analysis of the relationship between the number of incoming mail and timeliness of decision-making

Considering the fact that the correlation coefficient is equal to 458 / 0 is calculated sig amount equal to 002 / 0 to the critical level (0.01) is less than the above hypothesis is confirmed. There is a significant relationship between the number of incoming mail and timeliness of decision-making

- Analysis of the relationship between hours of use and timeliness of decision-making

Considering the fact that the correlation coefficient is equal to 447/0 is calculated sig amount equal to 003/0 to the critical level (01/0) is less than the above hypothesis is confirmed. There is a significant relationship between the hours of use and timeliness of decision-making.

- Analysis to examine the relationship between perception and timeliness of decision-making

Considering the fact that the correlation coefficient is equal to 464/0 is calculated sig amount equal to 002/0 to the critical level (01/0) is less than the above hypothesis is confirmed. This means that there is a significant relationship between perception and timeliness of decision-making.

Analysis of the fourth hypothesis: office automation system to be economically effective management decisions

- Analysis of the relationship between the number of letters being issued and economic decisions

Considering the fact that the correlation coefficient is equal to 196/0 is calculated sig amount equal to 213/0 to the critical level (01/0) is greater than the hypothesis is rejected. Ie there is no significant relationship between the number of letters issued and economical decisions.

- Analysis of the relationship between the number of incoming mail and financial decisions

Considering the fact that the correlation coefficient is equal to 226/0 is calculated sig amount equal to 150/0 to the critical level (01/0) is greater than the hypothesis is rejected. Ie there is no significant relationship between the number of incoming mail and financial decisions.

- Analysis of the relationship between hours of use and timeliness of decision-making

Considering the fact that the correlation coefficient is equal to 393/0 is calculated sig amount equal to 01/0 to the critical level (05/0) is less than the above hypothesis is confirmed. There is a significant relationship between the hours of use and economical decisions.

- Analysis to examine the relationship between perception and economical decisions

Considering the fact that the correlation coefficient is equal to 346/0 is calculated sig amount equal to 025/0 to the critical level (05/0) is less than the above hypothesis is confirmed. There is a significant relationship between the perception of the economic and decision-making.

DISCUSSION AND CONCLUSION

The first conclusion: office automation system is effective in increasing the accuracy of management decisions , statistical analysis was performed based on the information gained from the questionnaire there was a significant relationship between automation systems (including letters issued for incoming mail using hindsight) and accuracy of decision-making and, therefore, one can conclude the system automation of the correctness of decisions managers have a positive impact on improving efficiency. This hypothesis is further supported by women to men. Who degree and master's thesis compared with those with a diploma and doctoral degree in most cases has been confirmed. Verification degree of the above hypothesis by persons aged less than 35 years is much more pronounced than those older than 35 years. Respectively, while those with less experience more than 10 years and between 10-20 years of other classes of these hypotheses have confirmed and percentage of acknowledged individuals with experience over 20 years is minimal.

The conclusion of the second hypothesis: Office automation system is effective in increasing the accuracy of management decisions

Statistical analysis was performed based on the information gained from the questionnaire there was a significant relationship between automation systems (including letters issued - for incoming mail using hindsight) and accuracy of decision-making and therefore it can be concluded that the accuracy of decision automation system administrators have a positive impact on improving efficiency. Above hypothesis approval has been even more by women to men. Who holds undergraduate and graduate degrees and put approval of this hypothesis further supported by a minimal degree and doctoral degree. Also degrees respectively supported by people older than 35 years and 35-45 years, greater than in patients older than 45 years. While those with less than 10 years of experience in the above hypothesis has been confirmed by most of the other classes and percentage of acknowledged individuals with more than 10 years' experience far less.

Conclusions third hypothesis: office automation system affects the timeliness of management decisions

Statistical analysis was performed based on the information gained from the questionnaire there was a significant relationship between automation systems (including letters issued - Incoming mail - Hours of use - Perception) and timeliness of decision-making and therefore it can be concluded that the timeliness of decision-making automation system administrators have a positive impact on improving the quality it is effective.

Conclusion The fourth hypothesis: office automation system to be economically effective management decisions based on the information gained from the questionnaires and statistical analysis was done between office automation systems (including letters issued - Incoming mail - Hours of use - Perception) Like other assumptions are more men than women have confirmed this hypothesis whose degree and master's thesis and doctoral degree compared to those with higher education have been approved. Well above the level supported by people with age greater than 35 years of age above 35 years. Moreover, even those with less than 10 years of experience in the above hypothesis has been confirmed by most of the other classes and verification degree of this hypothesis by individuals with experience of 20 years is minimal. Based on the information gained from the questionnaires and statistical analysis was performed to separate the main hypothesis of the research office automation system (including letters issued - Incoming mail - Hours of use - Perception) and improvement of management decisions (including accuracy, precision, timeliness economically) significant relationship exists and therefore can be

concluded that the automation system to improve decision making Tavan Battery Company executives have a positive impact on improve its efficiency. The general perspective and based on the results of this research study; more men than women have confirmed the main hypothesis of the study that it shows that the use of office automation system in decision-making for women than men have a strong role and perhaps the most widespread use of computers and information systems in place, including the decision to return all of the women compared to men. Those with a graduate degree were the main hypothesis of the study than those who have a bachelor's degree or higher have been approved that perhaps the attitudes based on their education regarding access / lack of access to information based office automation system back on their decision. People over 35 years have confirmed the main hypothesis under investigation against those who were older than 35 years; most of the research hypotheses were confirmed. People with work experience hypothesis than 10 years of research, far more than those who have work experience of more than 10 years have been confirmed. Based on the results obtained in the two previous paragraphs it appears that the two variables are directly related to age and experience together with the main hypothesis of the study and explain the acceptance and adoption of the subject that younger than 10 years of senior business executives, albeit nontraditional because of their comfort and stronger and make connections with information technology issues and the intended use of information systems based on computers and so on make his own decisions have realized the importance and role of information systems such as automation systems over their decisions. Tavan Battery Company executives have a positive attitude towards automation systems and argue that these systems have a major impact on the performance of the organization. Appears to be correct and efficient use of office automation system can serve the organization and improve its decision-making managers accountable manner would be beneficial. Given the clear role of automation systems and the greatest impact in terms of timely access decision managers and high-accuracy data and information in the decision-making process, given strong support to maintain and upgrade management office automation system is considered as a requirement. The results show that traditional managers (old and above work experience) than younger managers, reduced to the role and impact of automation systems aim to improve the flow of information and decision making, and believing the cease-reflection and self-remedy. Looks office automation system in Tavan Battery Company, the information is only partially responsive to the needs and expectations of managers and other users of the system and discuss some of administrators are in demand and requests more than one system.

SUGGESTIONS

Recommendations were made based on the knowledge of variables in the organization according to the results of the study, recommendations were made given that each of them can be employed to further improve and better decision-making executives in the sample step: Women, more than men, and people with higher education than those with lower educational level, Bachelor Degree and the importance and application of automation systems to improve their decisions are well known. Therefore, with the aim to minimize this problem by organizing training courses justification necessary to resolve this matter as soon as possible. It seems that directors , albeit younger than 10 years of senior business and make connections easier and more powerful because of their nontraditional topics in information technology and the intended use of computer-based information systems deeper relationship with its decision in automation systems as to satisfy their information needs have been established . Therefore, the aim of the pandemic to benefit from this feature, the conceptual foundations of the automation system in the most comprehensive way possible and in a template-based development of corporate culture to all employees benefited from this system should be taught in workshop sessions. Tavan Battery Company executives have a positive attitude towards automation systems and argue that the system has a positive impact on organizational performance. Therefore, through effective training, more information about the kind of impact on organizational performance is set at their disposal. It seems that office automation system in Tavan Battery Company, the information is only partially responsive to the needs and expectations of managers and other users of the system and discusses some of administrators demand and requests are more than one system. Therefore, these comments in developing and upgrading the existing system, special attention is coincident with the development of office automation system, strengthening of management information system (MIS) is also put on the agenda. Some parallel in such Secretariat created a system of simultaneous paper and software as well as being inconsistent with a system of automation of work processes in the Tavan Battery Company, the organization has made an additional fee, therefore, recommended, and parallel to this work is not simply confined to the history-making software. The business processes associated with the system should be reviewed and should be redesigned so that full compliance with the automation system and the costs imposed on the company

minimized. In addition to benefiting from such systems, office automation systems in the organization must be given to the manpower requirements in support of such systems often work as a network, therefore, always is an expert in the related field is present and aims to meet the need for timely information about attempts to eliminate the possible imperfections of the system.

SUGGESTIONS FOR FUTURE RESEARCH RELATED TO OTHER RESEARCHERS

Characteristics of office automation systems that are currently used in Iran, itself a decisive factor is the willingness of organizations to consider using this system. Iran seems to be more concerned with the design automation of systems communications office (information exchange and communication in the office) and to other useful abilities and capabilities. So check the features provided in system design, an issue that is the subject of the proposed research to other researchers. Studies have shown that application of office automation is expanding rapidly, but this does not tell us that office automation system is really useful for organizations or just entering the technology that organization can be seen. Therefore, firms that intend to apply to have a wide range of office automation systems of office automation must be useful where it is really needed to use. Identification and analysis of indicators in the field of research on this issue can also be offered to other researchers. The application of office automation systems and apply the changes through their substantial ergonomic issues (ergonomics) and appropriate techniques to overcome resistance to change and employee resistance seems essential. The review of the attitude system can be recommended to other researchers as a research subject.

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