INFORMATION AND REGISTRATION MANAGEMENT: A MODEL SUGGESTION FOR THE DEVELOPMENT OF THE INFORMATION AND REGISTRATION SYSTEM IN AN INDUSTRIAL ENTERPRISE

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Extended Abstract

Introduction: In this study, a beverage enterprise, settled in 1969 in İstanbul, was examined. The organization structure of the company, having 6 factories and several firms connected to it today, has changed through time. The purposes of this study are to exhibit the effects of the increase on the work loads in the existing information and registration system caused by the changes because of the changes in the information/registration system and to suggest some solutions that can help the company in taking cautions for the deficiencies and/or faults (without ignoring the structure of the company). By the information and registration management system that will be revised based on the suggestions, it will be provided; to have more reliable services and run on lesser mistakes; to reach the information in time and place when required for the manager and/or workers. By trying to find out the best filing system, it will be put forward some suggestions for switching the existing system to the developed one.

Methodology: The research was carried out by adopting the traditional system analysis. The techniques of interview, observation, the transaction (operation) & document analysis, the connective application design and forming model were conducted. The system life cycle was imitated in the development of the system. For this reason, firstly the existing system was analyzed in the system analysis. Then, according to the findings, it was searched and developed new and better methods for developing more active and adaptable system for solving problems. While collecting data about the information and registration system, the interview, organization charts, flow diagrams sample forms & reports and observation methods were conducted. While collecting data about the existing system, the most conducted method was the interview technique.

Results: Depending on the findings, it can be claimed that the purpose of the existing information and registration system is to ensure the running and sustainability of the organization. The existing system is not central. It has been afforded to build up a central transaction database. The information and/data are remaining in the files and/or digital databases and are not transferred to a central database system. Therefore, it is not possible to reach the required information in necessary time and pace. The staffs who are the last users of the information and registration are also responsible for filing and archiving. However, it was ascertained that these staffs have not had any education and/or training in documentation, filing and archiving. The Department of System Automation is a staff department. It has been constructed as a unit facilitating the line controls in deciding. It is a conflict in departing the organization. As the technology of the computer and office has not been integrated, there can be some delays in work flow. A filing system covering all the company has not been developed and used. A required capacity has not been devoted for archiving. As any optical form is not used, data processing is routine and tiring procedure. This affects the productivity negatively. Overproduce of reporting and corresponding is another problem detected.

Conclusion and Discussion: As a result, it was specified that the changes in the structure of the company and information technology have caused an increase of in the work load, information and registration volume. In order to overcome the deficiencies caused by this increase, a new model was proposed. For this reason, a new model was offered. For this reason, a new model was offered. It was advised that the Department of the System Automation should be central. Another proposal is the center of the information and registration system. In this way, it was aimed to provide by offering the document flow for the getting rid of time and labor. Moreover, a new numerical filing system that can be used by all the departments was offered. The training programs for the to learn the changes that will be conducted in the system was among the suggestions. In the new model it was offered that the occupation of archiving experts and the integration of the data processing, communication and office tools.