



## STUDY OF ONLINE COLLEGE MANAGEMENT ERP (ENTERPRISE RESOURCE PLANNING) SYSTEM IN SUBURBAN MUMBAI AIDED COLLEGES OF MUMBAI UNIVERSITY

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**ABSTRACT** In today's concept of Digitalization of India, most of the sectors have opted digital transaction. Educational sector, specially aided colleges are not still well worse with digitalization. Students studying in colleges have to stand in a long queues for admissions, fee payments etc. Online College Management ERP system is the platform for the colleges to do the work online. ERP creates a digital awareness in educational sector. ERP system acts as a bridge of communication between college, parents and students. ERP system has the multiple uses. It is the boon for the colleges, parents and students. This paper reports the study done to test and explore the college authority's awareness about Enterprise Resource Planning system and to know the actual usefulness of that system.

**KEYWORDS :** Aided colleges, College administrative functions, ERP system, Online college management, Queue less office

### INTRODUCTION :

In this digitalization world, it is necessary to use advanced technology in organization for smooth working conditions. In the colleges which have many different departments, it is difficult to manage all the departments separately. It is the requirement of time to use the digital platform for the college administration for optimum use of resources. Like any other business, Colleges also have various administrative work like admissions, fee collections, Online payment facility, Student attendance, examination, results, Students maintenance, SMS alerts, Parents – Teachers association (PTA), Library management, Payroll system, Staff Attendance etc. All this administrative work has some specific needs but the inputs require by them are almost same. ERP for the colleges is the best solution to improve internal process and overall performance of the college administration.

Online college management software is designed in such a way that it saves the time and reduces the workload of the administrative staff. This covers all administrative functions of the colleges in depth. It provides the information in time and in efficient manner. Through this ERP system, information can be used by the college authorities wherever it requires for any college work at any time. It helps the college administration to complete important task in very less time. This pilot study about the online college management ERP system in suburban Mumbai Aided colleges of University of Mumbai was carried out in ten well established aided colleges in Mumbai suburban to know the actual usefulness of ERP system to the colleges in day to day administrative functions.

### OBJECTIVES:

- To understand the uses of ERP system to the colleges
- To know the concept of Queue less office.
- To study the awareness and views about the ERP software among the Administrators.
- To evaluate the actual use of ERP and implementation of its practice in different colleges.
- To compare the traditional system of work with Enterprise resource planning (ERP) system

### RESEARCH METHODOLOGY:

For the purpose of this research following research methodology was adopted.

**Primary Data:** The researcher has circulated the questionnaire to the Principal and the senior most administrative staff from ten colleges of Mumbai University from suburban Mumbai. Further an in depth interview was undertaken with them to find out the actual benefits of online college management through ERP.

**Secondary Data:** Secondary data has been collected through websites and Reference books

### Importance of the study:

College Administration has been the backbone for the successful

organization, execution and overall development of an educational institution. Following are the key areas suggesting importance of this study:

- To the College office : The study can be useful to the college office to know about the actual usefulness of the ERP system which handles multiple colleges activities like admission process, fees collection, regular attendance, information processing regarding examinations, results, e-learning activities, Printing of ID cards, accounts management and a number of other services.
- To the college Library: The perfect use of ERP can be facilitated to the Library to make the optimum use of the student related information.
- To the top Management: Top management can get the various student related information immediately.
- To the Government: Number of information are required by the government offices about the enrolled students for past years or current year which can be easily obtain from ERP system.
- To the Staff: This study emphasis on the increase in the efficiency of the staff and
- To the students : This study focus on the student's related online facilities like admission process, attendance, sms alerts, notices on website, etc.
- To the Parents: Sometimes Parents were not aware about the ERP system run by the college. This study facilitates the parents to know about their ward on regular basis.

### Main Observation and Findings:

In view of getting the proper feel of the use of ERP in college administration , the Researchers have implemented a Questionnaire in 10 different Degree Colleges of Mumbai University. Also opinions of Principals and heads of College Administration were also obtained by way of Interviews and actual observation of their practices.

Following are the main observations and findings:

#### 1.Establishment of the colleges :

Year	1960-70	1971-80	1981-90	1991-2000
No. of colleges	1	2	5	2

The referred ten aided colleges of Mumbai University in Mumbai suburban are well established colleges from fifty to fifteen years of experience.

#### 2.Existing Admin Staff in the colleges :

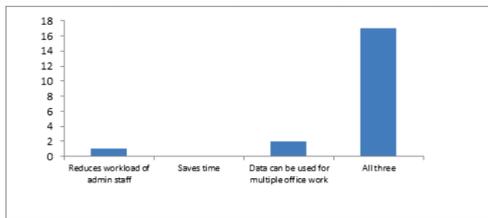
Filled in post	Nil	Isolated post	0 to 10	10 to 20	20 to 30	30-40	40-50
Class II	8	2	-	-	-	-	-
Class III	-	-	6	2	1	1	-
Class IV	-	-	3	3	2	-	2

- ERP system is mostly used for administrative functions. In this study the number of administrative staff working in an organization is also taken into consideration

- It was observed that all ten colleges are using ERP system.
- Nine colleges are made use of ERP system for multiple administrative function. One college is using ERP system only for accounting purpose.

**3.ERP system is useful as :**

Usefulness	Reduces workload (a)	Saves time (b)	Multiple uses (c)	All a,b,c
No. of Respondent	1	0	2	17



Most of the respondents feel that ERP system is useful as it reduces the workload, it saves time and it has multiple uses.

**4.ERP system is useful for :**

Useful to	Only for Colleges (a)	Only for Parents (b)	Only for Students (c)	All a,b,c
No. of Respondent	8		1	13



ERP system is become useful for the colleges, parents and students as the awareness about its uses is increasing day by day. It was also observed that the answer to this question is multi opted but majority opted for last option

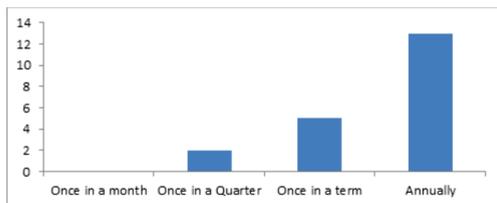
**5.Concept of Queue less office :**

Concept of Queue less office to the extent of	0%	20%	50%	70%	100%
No. of Repondents	1	1	5	8	5
Percentage	5%	5%	25%	40%	25%

It was observed that majority of the respondents (8 out of 20) feel that ERP system serves to the extent of 70% for the Queue less office.

**6.Training to staff :**

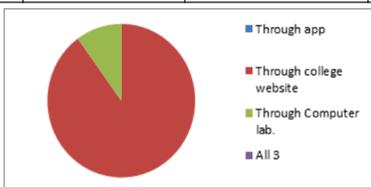
Once in a month	Once in a Quarter	Once in a term	Annually
0	2	5	13
0	10%	25%	65%



When asked about training on ERP system to the staff, most of the respondents (13 out of 20) reported that they provide training to the staff annually

**7.ERP system used by the students through :**

Through app	Through college Website	Through Computer laboratory	All three
0	18	2	0



Most of the respondents feel that students are using ERP system through college official website. It becomes useful and handy for the students to adopt ERP system

**8.Misuse of Data :**

Yes	No
0	20

The information shared with ERP system is well accepted and utilized. Nowhere misuse of the same was seen.

9.It was observed that all the respondents taken the backup of ERP system and all have the strong support system to protect the data

**10.Comparison between Traditional system and ERP system:**

Traditional system	ERP system
1.Time factor : Time consuming	Time Saving
2.Accuracy : Human error can be arise	Machine does all the work, so error is minimized
3.Paper work : Lot of paper work	Most of the work is online so Less paper work
4.In depth Information : Detail information can not be obtained	Detail information can be obtained
5.Cost factor : It is less expensive	It is more expensive
6.Training : Less training required and no special training is required	Special Training required as per the need and technology changes.
7.Queue less office : Never solve the Queue less office concept	Queue less office concept can be solved easily.
8.Record : Difficult to maintain the record	Records can be easily store so easy to maintain the records.

On the basis of the opinions expressed and the observations made by the researchers, a comparison between Traditional System of College Administration and ERP System can be made as follows:

11.As ERP system in the office admin is well accepted overall for better and efficient work, following are the main observation of some of the respondents :

- i) “ERP software system has eliminated the repetitive process and has reduced the need to manually enter information. It has definitely improved the efficiency. It has helped to streamline the whole process and has made the data collection system more easier and systematic”
- ii) “ ERP system is better, on button click, we get detailed information of entire student life cycle, Institute's graph, year wise student strength, result analysis report can be generated within few minutes”
- iii) “ERP is more useful as it saves time by avoiding duplication of work. Work is expedited faster. There is transparency. Our in-house software helps to keep track of work and the deadlines to be met”

**CONCLUSION AND SUGGESTIONS:**

- ERP system allows educational institutions to manage all day to day and complex activities.
- It saves time and avoids duplication of work.
- ERP system integrated all the departments of the college onto a single computer and it covers multiple administrative work
- It improves quality and efficiency of the colleges.
- It is important to have a systematic and authentic backup system for ERP
- The students and the staff must be well trained to handle the ERP system and frequent training (quarterly) to be given to the staff.
- College website need to be update on regular basis.
- ERP system is not fully serve the purpose of Queue less office concept.
- There is a need to conduct the survey of ERP software companies to understand their views about the college administration.
- Online college management (ERP) system introduced a digital transformation in the colleges and is the complete solution for college administration.

**Epilogue:**

College administration has an important role to play in the development of aided colleges. Besides the compliances towards Government authorities and for the college management, lots of college administration data is very vital for different stake holders. As years pass on and the batches of the students' role out, office administrative data goes on piling up. Most of the times, the features of this data are common and need to be referred to over the number of years. Many policy decisions are dependent upon the precise and updates of this administrative data. ERP system in college administration plays a vital role in modern times. It is observed that most of the colleges, under this study, have adopted the ERP systems. The present research paper is the outcome of the pilot study of the use of ERP system in the college administration and in depth study can be undertaken in future to understand the details of ERP system, its uses and limitations. Similar studies can be undertaken about the application of ERP for social work activities of colleges, employability of students and for developing professional contacts with stakeholders and others.

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