EXECUTIVE SUMMARY

It has become an emerging trend to use information and technology in almost all the fields of work and accordingly E-office systems have contributed immensely to increase the productivity of offices and other work places. Having the same objective, the ICT unit of the Southern Provincial Department of Education had also launched an E-office system since several years. However, it has been observed that the user involvement with the E-office system has been in a very lower level and hence the intended productivity improvement has not been achieved so far. Accordingly, this project aimed to identify the root causes for this scenario and to suggest possible solutions to increase the user ratio of the E-office system. Southern Provincial Department of Education being one of the largest Education Departments in the country catering both staff and students of 1107 schools, improving the productivity of its E-office system will certainly be a significant contribution to the whole education system. Furthermore, the Department employs about 180 staff members in the office and with an improved E-office system, there will be significant direct and indirect benefit to the system.

In conducting the project, firstly the problems related to the system and the performance gaps were identified by referring to the E-office system user logs and ICT unit records on system usage. Also, detailed user feedback was collected using online survey forms and interviews. Furthermore, a detailed SWOT analysis and cause and effect analysis were conducted and collected results were analysed. Preliminary results indicated that the percentage of regular users of the system are 10%, 14% and 22% for the years 2021, 2022 and 2023 respectively, which clearly shows that there is a clear performance problem in the E-office system, needing urgent attention. Accordingly, the key problem of lower usage ratio and three associated problems related with the administrative process, training and development, and E-infrastructure were identified. In solving the said problems, a detailed literature review was also conducted covering the theoretical background. With all these, the project objectives were set along with the techniques of solving the problems.

Based on the findings, key recommendations were obtained and firstly regarding the administration process key suggestions for improvement are: having a policy document for the system, having a checklist, establishing a proper performance appraisal system and monthly progress meetings. Regarding training and development, going for a new training design, establishing a proper training

evaluation and feedback system, having a proper training schedule and learning materials were identified as key needy upgrades. Regarding the E-infrastructure, key recommendations are: providing proper internet access facilities with upgraded data plans, providing laptops for staff and establishing social media network among staff for faster problem solving and support on the E-office system.

Accordingly, this project has fulfilled all the set objectives in solving the key problem of lower E-office system user ratio and the three key study areas namely: administrative process, training and development and E-infrastructure. This project recommends both short- and long-term interventions to the existing E-office system covering all the aspects identified and presented in the report. With these corrective and preventive measures, it can be expected that the E-office system will be in operation under a proper monitoring and supervision framework and recurrent performance reviews against set KPIs will continue to improve the user experience and access. Although there are many restrictions and formalities to follow in a governmental setup, it can be expected that the suggested corrective measures are feasible because their simplicity and the higher benefits offered by each over the cost incurred in implementing each. Accordingly, which these upgrades, it is hoped that the E-office system of the Southern Provincial Department of Education will be a compelling resource to the education system, uplifting its productivity and service given to the customers in an efficient and effective way, which will directly or indirectly contributed for the wellbeing of the education system of the province.