

Exploration of ways to improve the administrative management ability of university office

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Abstract: *As the central institution of university, the function of university office and its administrative management ability are directly related to the normal operation of university. At present, with the thorough implementation of the new era education concept, China's education cause ushered in the new opportunity to develop, but it also faces many challenges. How to improve the administrative ability of university office in the new era is of great significance to improve the overall efficiency and quality of the university and to promote the sustainable development of the university cause. This paper first analyzes the necessity of improving the administrative management ability of university offices, then analyzes the existing problems in the current administrative management work of university offices, and finally puts forward the path to improve the administrative management ability of university offices in view of the existing problems, in order to provide reference for improving the administrative management ability of university offices.*

Keywords: *University office; Administrative management ability; Promotion path*

1. Introduction

University office administration is an important part of university management, which is a bridge and link between leaders and the masses. Office plays a role in daily work, such as uploading and issuing, comprehensive coordination and service guarantee. Improving the administrative management ability of university offices is of great significance for promoting education reform, improving teaching quality and scientific research level. However, at present, there are still many problems in the administrative management ability of university offices in China, which restrict the improvement of the administrative management level of university offices. In order to effectively improve the administrative ability and improve the quality of service, colleges and universities conduct in-depth analysis on it, so as to work out targeted measures, and then improve the administrative ability of college offices.

2. The necessity analysis of university office administrative management ability improvement

In the management of colleges and universities, the office is an extremely important part, its main function is to serve the teaching and scientific research work, it can play an irreplaceable role in the development of the school. First of all, improving the administrative management ability can better promote the efficient operation of university affairs. In the increasingly complex university environment, all kinds of affairs and tasks are complicated, and the role of university offices is particularly important. The office is the hub and coordinator of various activities in a university, and its work efficiency directly affects the efficiency of the whole university and the quality of the execution of various activities. By optimizing and improving the administrative process, the work efficiency of the office can be significantly improved, the time of decision-making and execution can be shortened, and the processing speed of various affairs can be accelerated, so as to ensure the smooth progress of various affairs of the school. Secondly, improving the administrative ability has a positive impact on improving the quality of teaching and scientific research. By optimizing administrative management, educational resources can be allocated and used more reasonably, which can not only reduce the burden on teachers and students, but also provide them with a more comfortable and convenient learning and research environment. A better learning environment can stimulate students' enthusiasm for learning, and a high-quality scientific research environment can promote teachers' scientific research innovation, thus further improving the quality of teaching and scientific research in colleges and universities. Thirdly, with the increasing social demand for emerging technologies such as big data and artificial intelligence, it is urgent for colleges and universities to improve the informatization management level of college offices. A modern information

management system can not only improve management efficiency and reduce human errors, but also provide decision support by using big data analysis to help better grasp the development trend of education and the needs of society. Finally, the university office is an important training base for administrative talents. By improving its management ability, it can better transport high-quality talents with professional accomplishment, innovative spirit and practical ability to the society. The optimized management process and advanced management tools can provide more practical and comprehensive training content, which can not only improve the professional quality of administrative personnel, but also promote the improvement of their comprehensive quality and innovation ability^[1].

3. The current problems in the administration of university offices

3.1 The administrative work flow is too complicated

With the expansion of the scale of universities and the increase of disciplines, the management tasks of offices are also increasing. However, the administrative workflow of some college offices is still too complicated and lacks flexibility and efficiency, which may delay the progress of the work and affect the overall effect. On the one hand, due to the coverage of teaching, scientific research, personnel, finance and other aspects of the work, the office administration includes a large number of process links and steps, such as application approval, document transmission, meeting arrangements, etc. Each link needs to be handled in detail and rigorously, and no omission is allowed. This leads to cumbersome and redundant work processes, which reduces work efficiency. On the other hand, as management responsibilities and tasks are scattered among different departments and individuals, there is a lack of effective coordination and communication mechanism, resulting in confusion of work processes, which not only increases the difficulty of management, but also brings confusion to employees and further reduces work efficiency. This complexity and inefficiency may not only delay the progress of work, but also affect the overall operational effect of colleges and universities.

3.2 Insufficient construction and application of information systems

Under the current trend of digitization and informationization, the improvement of the administrative management ability of university offices cannot be achieved without the in-depth application of information technology. However, the administrative management of some university offices has not made full use of modern information technology to improve management efficiency, and even has the problem of insufficient construction and application of information system. This deficiency is mainly manifested in the following aspects: First, the construction of information system in some colleges and universities is not perfect, there may be old technology, unstable system, incomplete function and other problems, leading to low efficiency of administrative work and affecting the quality of service. Secondly, although many administrative work has realized digital operation, there are still limitations in the use of information system. For example, some important data analysis and decision support tools have not been fully utilized, so that the advantages of advanced technologies such as big data and artificial intelligence in university administration have not been fully brought into play. Finally, there are also problems in the maintenance and update of the information system. Some systems may have loopholes, and the update and upgrade are not timely, which cannot adapt to the rapid changes and development needs of administrative work. These problems not only affect the efficiency and quality of administrative work, but also restrict the further development of university office administration^[2].

3.3 Lack of comprehensive evaluation and feedback mechanism

In the current administration of university offices, although we have seen some positive changes and progress, there are still some problems that need to be deeply discussed and solved. Among them, the lack of comprehensive evaluation and feedback mechanism is a major problem. This situation is mainly manifested in the following aspects: First, the existing evaluation system design is not comprehensive in many cases. Evaluation criteria may be limited to some specific work content, or too much emphasis on the completion of the result, while ignoring the importance of the work process, especially in innovative and exploratory work, the evaluation of working methods, working attitude and collaborative spirit is particularly important. However, the existing evaluation system may fail to take these factors into account, leading to challenges to the fairness and fairness of the evaluation results. Secondly, most of the current feedback mechanisms operate in a relatively closed internal environment, such as feedback from superiors or internal employees of the department, while the attitude towards external feedback from

other stakeholders, such as teachers, students, partners, etc., may be relatively negative, and the way to obtain feedback is relatively simple, making it difficult to achieve diversification. Finally, even if the feedback is collected, it may be due to the lack of standardized and systematic processing mechanism, so that these valuable feedback information can not be fully used. For example, there may be no timely and effective feedback response mechanism, which makes the feeders question whether it is necessary to provide feedback, thus weakening the enthusiasm of feedback; Or there may be no effective feedback integration and analysis system established, so that the collected feedback information can not be converted into specific measures to improve administrative work, thus wasting the value of such feedback.

4. The way to improve the administrative management ability of university offices

4.1 Optimize the administrative workflow of university offices

Optimizing the work flow is the primary task to solve the problem of complex and inefficient work flow. First, the administrative managers are required to conduct an in-depth review and analysis of the existing administrative workflow to understand the operation mechanism of the process and possible problems. In this process, we need to collect various types of data, including but not limited to workload, work flow, work efficiency, etc. Through data collection, we can draw a vivid flow chart that reflects the actual situation of the current work. Each link of this flow chart is analyzed in detail in order to find out possible bottlenecks, redundant links and improvement points, and lay a solid foundation for the subsequent optimization work. Secondly, on the basis of in-depth understanding and analysis of the existing workflow, we can learn from and introduce modern process management concepts and technologies, such as lean management and Six Sigma. The introduction of these concepts and technologies can help us to look at the workflow from a new and systematic perspective, allowing us to identify the key links in the process for redesign and optimization in these links, so as to improve the efficiency and quality of the workflow. For example, we can reduce the complexity of the workflow by eliminating unnecessary steps, which will not only improve the efficiency of the work but also reduce the occurrence of errors. At the same time, we need to pay attention to the adaptability and flexibility of the process, because in the actual work, we may face a variety of work situations, if the work process has enough adaptability and flexibility, we can flexibly adjust the work process in the face of these changes to cope with changes. Thirdly, the participation of employees is also the key to optimize the work flow. Administrators need to help employees understand and master the new work process through effective training and guidance, so as to improve their work efficiency and quality. For example, training sessions can be held on a regular basis, or through one-to-one coaching to help employees familiarize themselves with and master the new work processes. Doing so can not only improve employees' work efficiency, but also improve their job satisfaction and promote their work enthusiasm. Finally, it is necessary to establish an effective process review and improvement mechanism, which is the key to ensure continuous optimization of work processes. Process reviews can be conducted on a regular basis to identify and address emerging issues, as well as to gather feedback from employees and other stakeholders as a way to improve workflows^[3].

4.2 Comprehensively improve the office information construction and application level

In order to improve the level of office information construction and application, we can consider introducing modern information technology tools, such as cloud computing, big data, AI, etc., to achieve office automation, data analysis and decision support functions. In the face of the ever-changing information environment and needs, it is necessary to actively explore new information application models. First of all, the application of artificial intelligence can analyze a large number of business data in administrative work through machine learning and deep learning technology, and automatically identify patterns and rules in it to help managers make more accurate decisions. For example, artificial intelligence can be used to analyze multidimensional data such as students' academic performance, course selection and activity participation, and predict students' academic risks, so as to take help measures in advance to achieve accurate service and management. Secondly, big data technology can also be used in administrative work. Big data technology can help quickly find key information in massive data, and carry out real-time data analysis and decision support. For example, universities can accurately grasp the situation of education, teaching, scientific research and innovation, social services and other aspects of the school through big data analysis, so as to provide powerful data support for high-level decision-making and improve the scientificity and effectiveness of decision-making. Thirdly,

the application of cloud computing can realize the efficient utilization and sharing of resources. Colleges and universities can build cloud platforms to store all kinds of business data in a centralized manner, realize unified management and sharing of data, and avoid the problem of data island. At the same time, various administrative applications, such as office automation system and electronic document management system, can be deployed on the cloud platform. These applications can be rapidly deployed and expanded through the cloud platform to improve service availability and stability. Finally, we should pay attention to the continuous optimization of administrative informatization applications. In practical application, problems should be found, adjusted and optimized, and a mechanism for continuous improvement should be formed. This includes constantly optimizing the information application process, improving the convenience of operation, and also constantly adjusting the information service content to better meet the needs of users. At the same time, attention should also be paid to tracking the latest development trend of information technology, and constantly update and optimize the application strategy of information technology to adapt to the changing environment^[4].

4.3 Establish a comprehensive and effective evaluation and feedback mechanism

A sound evaluation and feedback mechanism can provide timely feedback on administrative work, help identify problems in a timely manner, improve working methods, and increase work efficiency. First, it is necessary to build a scientific and reasonable evaluation index system. This system needs to comprehensively cover all important aspects of administrative work, including the efficiency, quality, satisfaction and other factors of office work, to ensure the comprehensiveness and objectivity of evaluation. The design of evaluation indicators should be based on actual work requirements and objectives, which is conducive to stimulating the enthusiasm and initiative of employees. A dynamic index adjustment mechanism should also be set up to adjust and optimize the evaluation index in time with the changes of the working environment and requirements, so as to ensure the pertinence and timeliness of the evaluation. Secondly, it is necessary to build effective information collection and feedback channels. Opinions and suggestions from employees, students, teachers and other parties, as well as the actual implementation of administrative work, can be actively collected through questionnaires, interviews, symposiums and other means. The collected information needs to be timely fed back to the relevant personnel and departments to adjust and improve the work in a timely manner and enhance the effectiveness of the work. In addition, regular work reports, meetings, announcements and other ways should be provided to the whole school to openly and transparently feedback the situation of administrative management, accept the supervision and evaluation of the whole school teachers and students, and enhance credibility. Finally, it is necessary to build a long-term incentive and improvement mechanism. Individuals and departments with excellent evaluation results should be praised and rewarded, so as to encourage everyone to actively participate in and improve the administration. For the existing problems and deficiencies, improvement measures should be formulated and implemented in a timely manner based on the evaluation results to promote continuous improvement and promotion of the work. Through such evaluation and feedback mechanism, everyone can be clear about their own work goals and requirements, stimulate everyone's enthusiasm for work, and improve the administrative management ability of university offices^[5].

5. Conclusion

As the window department of the school, the university office plays a very important role in the overall management of the school, and affects the development and smooth development of various work in the school to a large extent. The administrators of university offices must realize the important role they play in the management work, constantly improve their management level and comprehensive quality, and actively carry out innovation and reform, so as to provide a strong guarantee for the smooth development of various work in the university. Under the background of the new period, China's university office administration is also facing new challenges and opportunities, and it is necessary to constantly explore new ways to improve, so as to better meet the needs of university education and teaching. Therefore, the relevant departments should improve the administrative management ability of the university office through continuous optimization and improvement. At the same time, universities should also actively communicate and communicate with the outside world, learn from advanced experience and management methods in other universities, so as to better promote the promotion of office administration ability in colleges and universities, and then promote the better development of education in our country.

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