

(ABSTRACT)

This research project addresses the issues effecting office automation development. The issue represented in this study was addressed in the area of OAS (Office Automation System) implementation process, especially with regard to the question of needs and perceptions of working staff within a business organisation. In addition, this study will provide an exploration into the problematic issues surrounding OAS implementation and individual worker's perception.

Moreover, this study also provides other areas related to OAS implementation for instance, the discussion of management and organisational issues concerning direct relationship to OAS implementation needs; the discussion of the problem specifically business organisation issues with regard to OAS implementation, a comprehensive view of overriding problems associated with OAS development and deployment processes in the organisation, the descriptive data revealing individual's perception about OAS development process, and development structure of OAS implementation framework for a business organisation. The facts have led to developing a comprehensive understanding of OAS in business organisation. They also provide the foundation for future development of OAS implementation framework for business organisations.

The research in this study will focus on three significantly distinguished primary areas as follows: the most problematic issues in OAS implementation planning; the most problematic issue in OAS implementation procurement; the most problematic issue in OAS implementation. First, the results revealed insufficient individual support affect significantly OAS planning. Secondly, budget issue has proven to be also the major factor in OAS procurement. Lastly, the lack of a planning model was the largest burden to achieve effective OAS implementation. Moreover, these researches also give suggestions for future research which much useful information in determining the primary issues, which are problematic to OAS in order to achieve the effectiveness from this study such as; what is the best approach for strategic planning for OAS, what is the impact of training on office automation implementation, etc.