

A
PROJECT REPORT
ON

“A STUDY ON IMPACT OF GOOD OFFICE
ADMINISTRATION ON BUSINESS SUCCESS WITH
SPECIAL REFERENC TO COMPANY (NEYYAR FOOD
PRODUCT)”

SUBMITTED TO
IQJITA

BY
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UNDER GUIDANCE OF
AFRA MISS

DECLARATION

I, **RISHANA JASMY KK (OA 0160)** hereby declare that the project report entitled **“A STUDY ON IMPACT OF GOOD OFFICE ADMINISTRATION ON BUSINESS SUCCESS WITH SPECIAL REFERENCE TO COMPANY”** submitted to **IQJITA** innovative lip for the award of course name **DIPLOMA IN OFFICE ADMINISTRATION.**

I also declare that the report contains no material which has been accepted for the award of any other degree or diploma of any university or institution and the best of knowledge and belief, it contains no material previously published by any other person except where due reference are made in the report.

Place: Kottakkal

Name: RISHANA JASMY

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Date: 26/9/2025

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I'm grateful to my friends for their help and support, and to my family for their constant motivation. Finally, I thank Almighty God for His blessings that enabled me to complete this project.

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CHAPTER 1

INDRODUCTION

1 INTRODUCTION

In the modern business world, efficiency and organization are two key pillars of success. At the heart of this structure lies *office administration*, which plays a vital role in the smooth functioning of any organization. Office administration is responsible for managing daily activities, maintaining communication, handling records, supervising support staff, and ensuring that all departments function together in a coordinated manner. Without effective office administration, even a well-planned business strategy may not produce the desired results.

A well-managed office supports better decision-making, improves productivity, and ensures that resources are used efficiently. From handling internal communication to ensuring that customer service and documentation are well-organized, office administration helps create a structured environment that promotes growth. It directly influences employee satisfaction, task completion, workflow management, and the overall reputation of the company.

This project focuses on *Neyyar Food Products*, a company that has earned a name for itself in the food production industry. While product quality and marketing are essential factors for the success of any food company, the backbone of its operation is strong administrative support. This study aims to explore how good office administration at Neyyar Food Products contributes to its business success. It will look at how administrative systems help in managing the company's production, staff, customer relationships, and overall workflow.

The study also aims to identify any weaknesses or challenges in the current administrative setup and suggest improvements. By analyzing office administration from a practical business perspective, the project highlights its importance in achieving business goals. The findings will help Neyyar Food Products enhance their internal systems and also serve as a model for other small and medium-sized companies.

1.2 STATEMENT OF THE PROBLEM

Efficient office administration is essential for the smooth functioning of any business. Poor administrative practices can lead to miscommunication, delays, and decreased productivity. This study focuses on understanding how office administration affects the success of *Neyyar Food Products* and identifies areas where improvements can enhance overall business performance.

1.3 SIGNIFICANCE OF THE STUDY

This study shows how good office administration helps *Neyyar Food Products* work better and grow. It helps find ways to improve daily office work, save time, and increase employee and customer satisfaction. The study can also guide other companies to manage their offices more effectively.

1.4 OBJECTIVES OF THE STUDY

1. To understand how office work is managed at Neyyar Food Products.
2. To find how office administration helps the business grow.
3. To study the problems in current office systems.
4. To suggest ways to improve office management.
5. To see how good administration supports employees and customers.

1.5 SCOPE OF THE STUDY

This study focuses on the office administration system of *Neyyar Food Products*. It looks at how daily office activities like communication, record-keeping, and staff coordination affect business success. The study is limited to the internal operations of the company.

1.6 RESEARCH METHODOLOGY

This study is based on both *primary and secondary data*. Primary data was collected through informal interviews and observations within *Neyyar Food Products*. Secondary data was gathered from company records, websites, and related documents. A simple descriptive method is used to analyze how office administration impacts business success.

1.7 AREA OF THE STUDY

The area of this study is *Neyyar Food Products*, a food manufacturing company KOTTAKKAL area. The research focuses on the company's *office administration practices* and how they contribute to its overall business success. The study is limited to the internal administrative functions within the organization.

1.8 SAMPLE SIZE

The sample size for this study is 15 staff members from Neyyar Food Products, selected from the administrative department.

1.9 SOURCE OF DATA

The study uses both *primary data* (collected through interviews and observation) and *secondary data* (from company records, websites, and documents)

1.10 PERIOD OF STUDY

The research was carried out over a duration of *one month*, starting from *August 1, 2025*, and ending on *August 31, 2025*. During this period, data was collected through observations, interviews, and review of company documents to analyze the impact of office administration on business success.

1.11 TOOLS FOR DATA COLLECTION

The tools used for collecting data in this study include:

1. *Interviews* – Informal discussions with staff to gather primary information.
2. *Observation* – Watching daily office activities to understand administrative practices.
3. *Documents* – Referring to company records, reports, and files for secondary data

1.12 LIMITATIONS OF THE STUDY

1. The study is limited to only one company, *Neyyar Food Products*, so results may not apply to other organizations.
2. Time for the study was limited to one month, which restricted detailed analysis.
3. Some employees were not willing to share complete information.
4. The study focuses only on *office administration*, not on other departments like production or marketing.
5. Data collected through interviews may include personal bias.

CHAPTER 2

REVIEW OF LITERATURE

REVIEW OF LITERATURE

Office administration is an essential part of every business organization. It plays a key role in maintaining efficiency, discipline, and structure within the workplace. Several researchers and authors have studied the impact of good administrative practices on business growth and organizational success. Their findings help provide a strong base for understanding how administration supports core business functions.

Koontz and O'Donnell (2003)* describe office administration as the central nervous system of an organization. According to them, administration ensures smooth coordination among departments by managing communication, maintaining records, and overseeing routine activities. Their study highlights that well-structured administration allows top management to focus on strategic decision-making rather than operational

Dr. S. Gupta (2010)*, in his research on small and medium enterprises (SMEs), found that businesses with strong administrative setups show better time management, resource allocation, and employee satisfaction. He emphasizes the need for clear documentation, effective communication, and a proper filing system to achieve long-term goals.

S.K. Sharma (2015)* highlights the importance of office administration in handling HR-related tasks like payroll, employee records, leave management, and office discipline. He suggests that proper administration not only saves time but also helps reduce errors and conflicts within the organization.

Lalitha R. (2018)* conducted a study on food manufacturing units and found that administrative systems contribute significantly to quality control, order processing, and maintaining hygiene also helps maintain compliance with safety and regulatory requirements.

CHAPTER 3

THEORETICAL FRAMEWORK

THEORETICAL FRAMEWORK

Introduction

In any organization, especially in the modern business world, office administration serves as the backbone of smooth functioning. It deals with managing office tasks, coordinating between departments, handling information flow, and ensuring that the organization's goals are met in an efficient and timely manner. The success or failure of a company often depends on how well its administrative systems are structured and executed. This theoretical framework explores the key concepts, principles, and models related to office administration and its effect on business success, with special reference to Neyyar Food Product Company.

Concept of Office Administration

keeping, billing, personnel, physical distribution, and logistics. operations It business are executed efficiently and effectively. involves that designing organizational structures, assigning responsibilities, and ensuring the coordination of all functions in the office. Good office administration ensures

In Neyyar Food Product Company, the administrative structure is designed to support production, distribution, employee management, and customer satisfaction. The framework supports coordination between departments, timely decision-making, and transparent communication.

Theoretical Foundations

1. Administrative Management Theory* – Introduced by Henri Fayol, this theory highlights five key functions: Planning, Organizing, Commanding, Coordinating, and Controlling. These form the foundation of any office administrative system.
2. Scientific Management Theory – Proposed by Frederick Taylor, this theory through focuses on improving work efficiency and productivity standardization, task specialization, and performance-based evaluation.
3. Bureaucratic Theory – Max Weber emphasized a structured and rule-based the key principles administration. A clear hierarchy, job roles, documentation, and discipline are that align with formal office administration.
4. Modern Systems Theory – This theory views an organization as a system with interconnected parts Office administration acts as the 'central nervous system' that connects different parts of the business, such as HR, Finance, Production, and Sales.

Importance in Business Success

Efficient office administration has a direct impact on productivity, employee satisfaction, and overall organizational growth. In Neyyar Food Product Company, a strong administrative system supports:

- Timely production and delivery
- Error-free record keeping
- Clear communication across departments
- Better customer service
- Improved employee morale

Without good administration, even companies with great products may struggle due to poor internal coordination and inefficiency.

Role in Neyyar Food Product company

In Neyyar Food Product Company the office administration includes a team of professionals handling documentation, logistics coordination, staff attendance, customer relations, stock management, and finance reporting. Their combined efforts ensure that the business runs without delay or miscommunication.

The use of digital tools such as ERP software, online billing systems, and automated HR management platforms has increased efficiency. Periodic administrative audits and employee feedback help in continuous improvement of administrative practices.

Conclusion

The theoretical foundation of office administration shows that a well-organized administrative structure is vital for the smooth functioning and success of any business. Neyyar Food Product Company to business stands as a good example where strong office administration contributes significantly to success. Understanding and applying administrative theories help in developing better systems and **achieving organizational goals with efficiency.**

CHAPTER 4

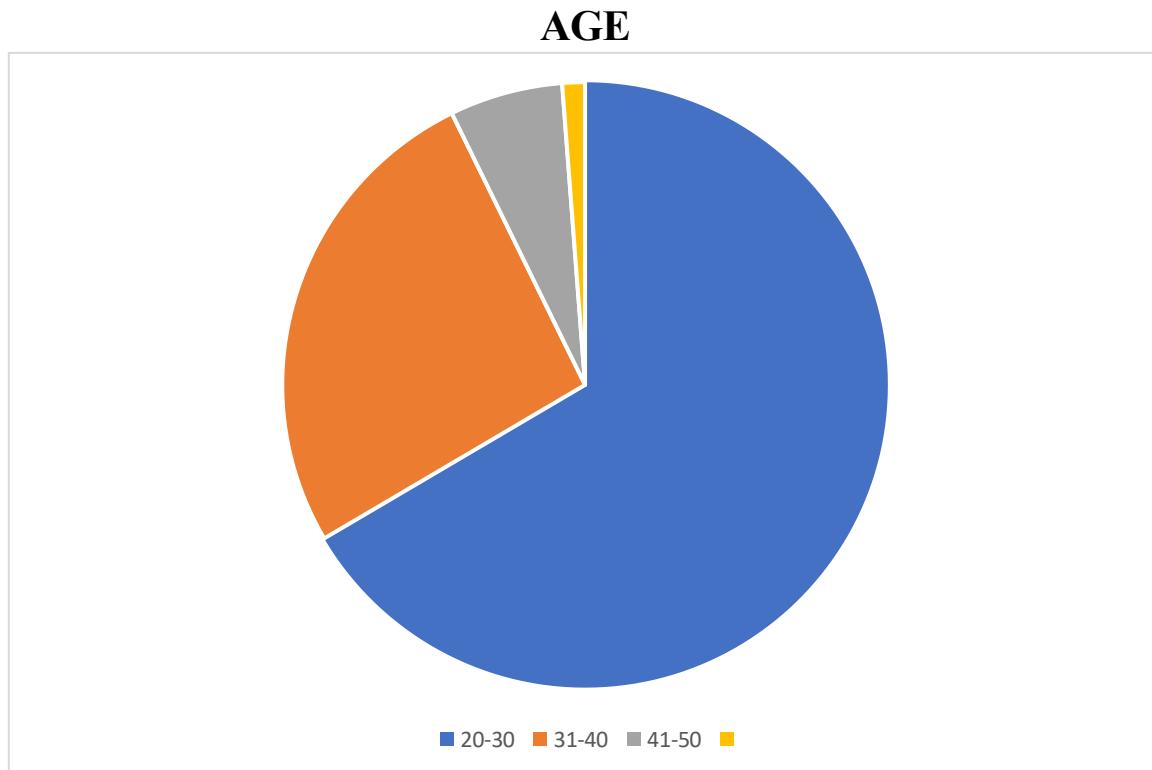
DATA ANALYSIS

AND

INTERPRITATION

TABLE 1**TABLE SHOWING AGE BASED CLASSIFICATION OF RESPONDENT**

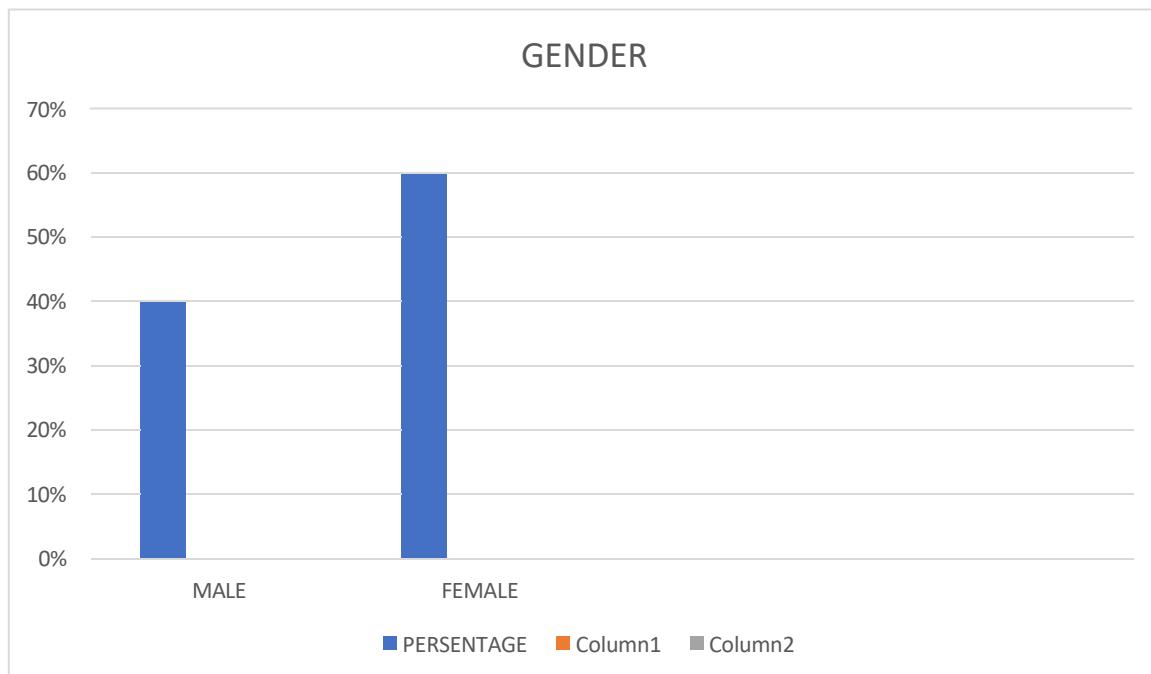
AGE	COUNT	PERCENTAGE
20-30	10	66%
31-40	4	26%
41-50	1	6%
TOTAL	15	100%

**INTERPRETATION**

The above table and diagram show that the most customers are 20-30

TABLE 2
TABLE SHOWING GENDER BASED CLASSIFICATION

GENDER	FREQUENCY	PERCENTAGE
MALE	6	40%
FEMALE	9	60%
TOTAL	15	100%

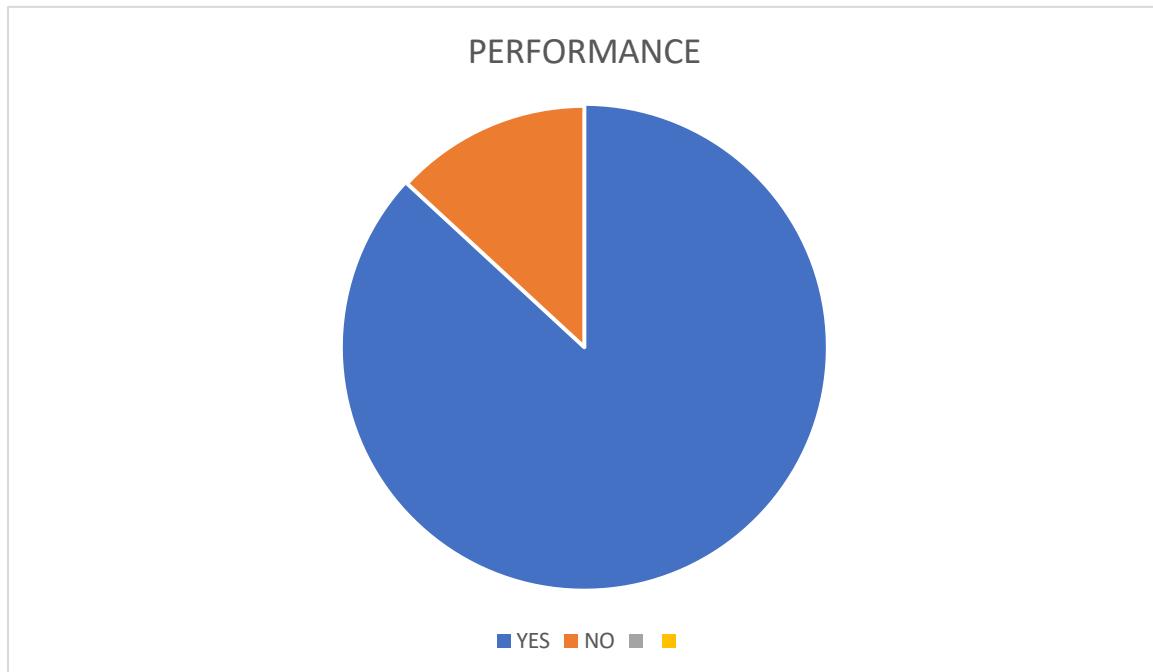


INTERPRETATION

The above table and chart show that 40% male customers and 60% are female customers

TABLE 3**TABLE SHOWING IMPROVE BUSINESS PERFORMANCE A
RESPONDENTS**

PERFORMANCE	FREQUENCY	PERCENTAGE
YES	13	86%
NO	2	13%
TOTAL	15	100%

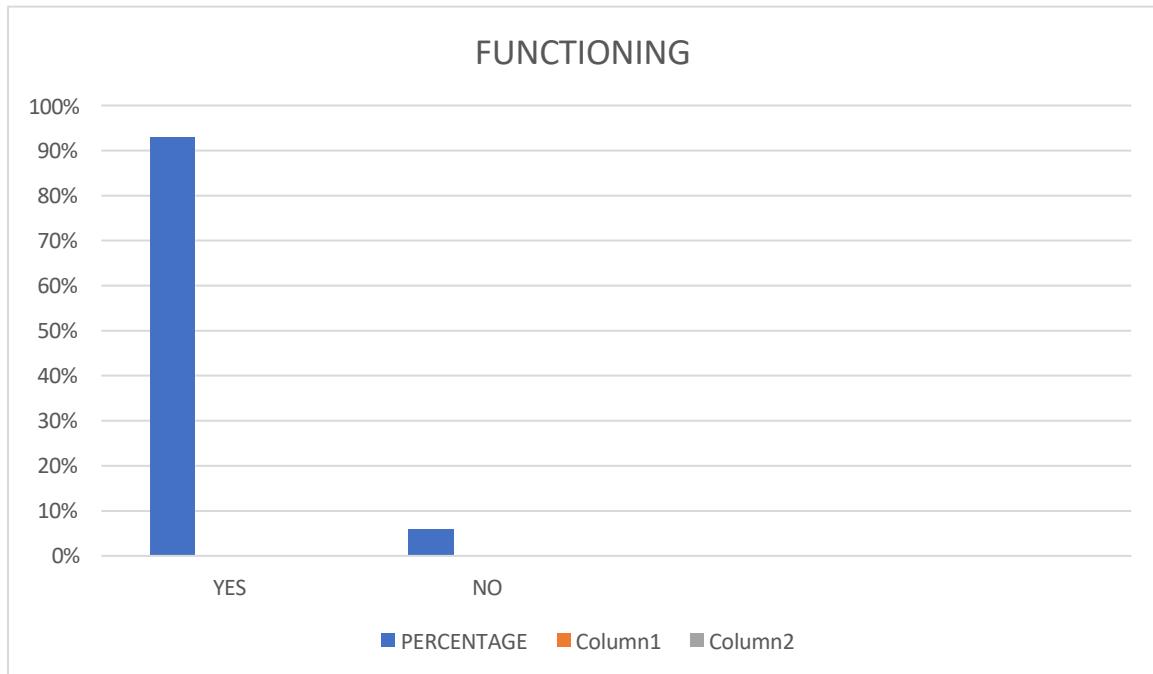
**INTERPRETATION**

The above table and chart show that the improves business performance of customer yes 86% no 13%

TABLE 4

TABLE SHOWING SMOOTH FUNCTIONING BASED CLASSIFICATION

functioning	frequency	percentage
Yes	14	93%
No	1	6%
TOTAL	15	100%

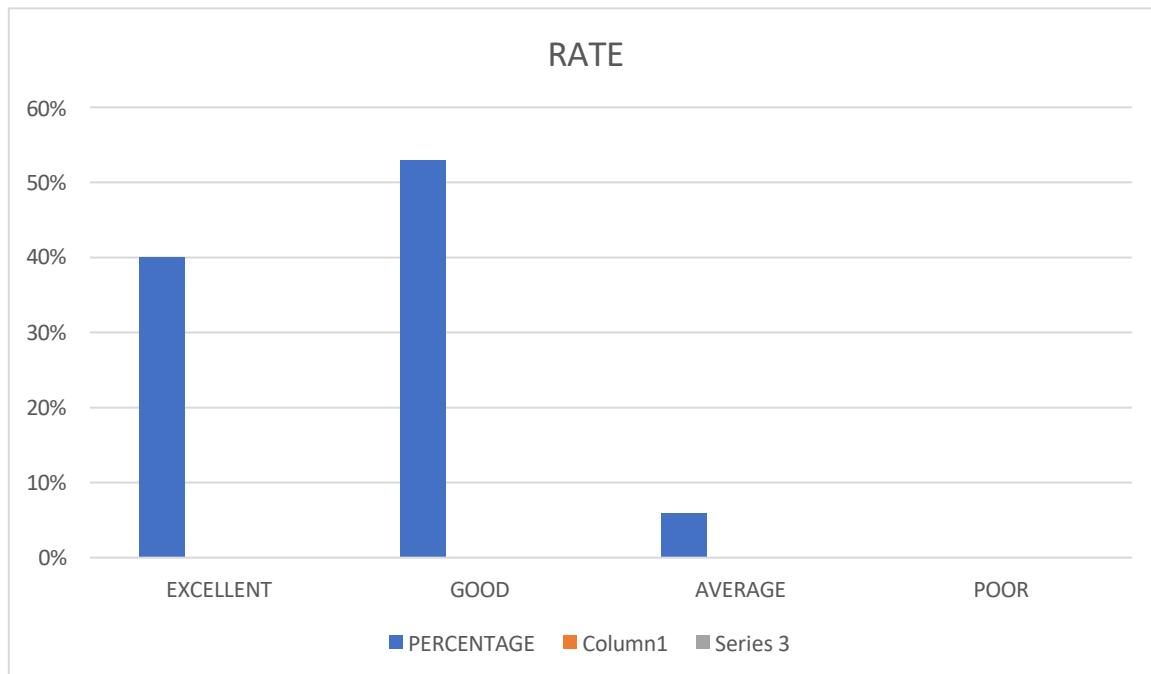


INTERPRETATION

The above table and chart show that smooth company function YES 100% NO 10%

TABLE 5
TABLE SHOWING RATE OVERALL COMPANY

RATE	FREQUENCY	PERCENTAGE
EXCELLENT	6	40%
GOOD	8	53%
AVERAGE	1	6%
POOR	0	0
TOTAL	15	100%

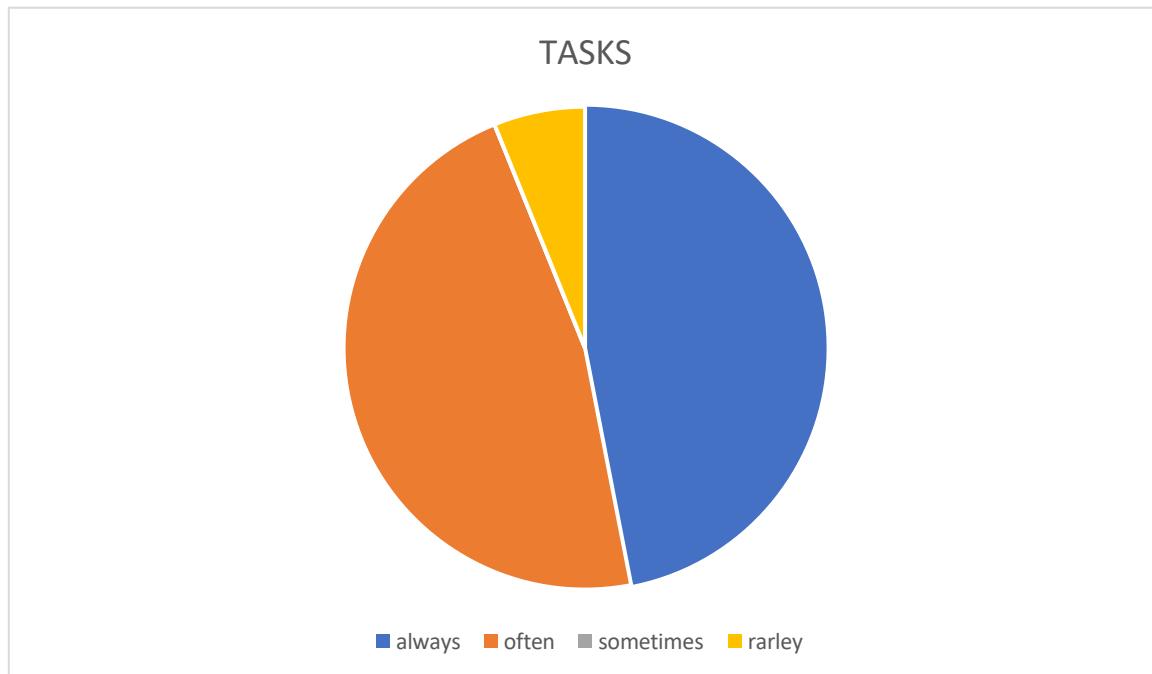


INTERPRETATION

The above table and charts show that the rate overall company GOOD 53

TABLE 6
 TABLE SHOWING TASKS COMPLETED BY RESPONDENTS

TASKS	FREQUENCY	PERCENTAGE
ALWAYS	7	46%
OFTEN	7	46%
SOMETIMES	0	0%
RARLEY	1	6%
TOTAL	15	100%



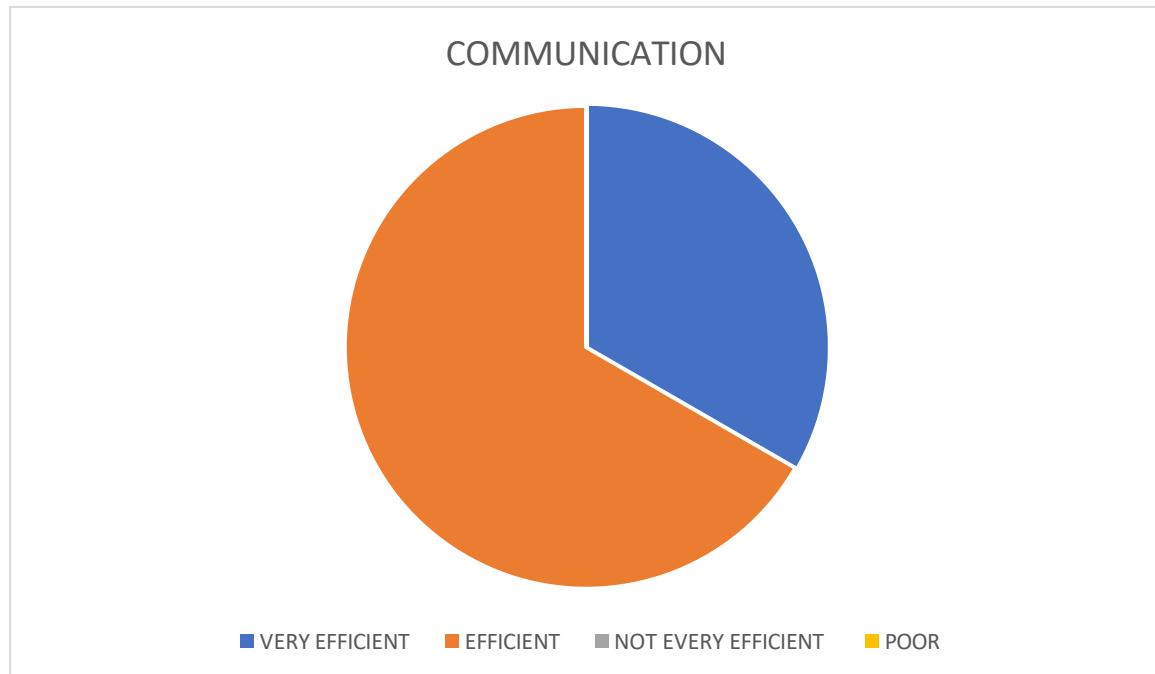
INTERPRETATION

The above table and chart show that task completed time always and often are same 46%

TABLE 7

TABLE SHOWING COMMUNICATION DEPARTMENTS

COMMUNICATION	FREQUENCY	PERCENTAGE
VERY EFFICIENT	10	33%
EFFICIENT	10	66%
NOT VERY EFFICIENT	0	0%
POOT	0	0%
TOTAL	15	100%

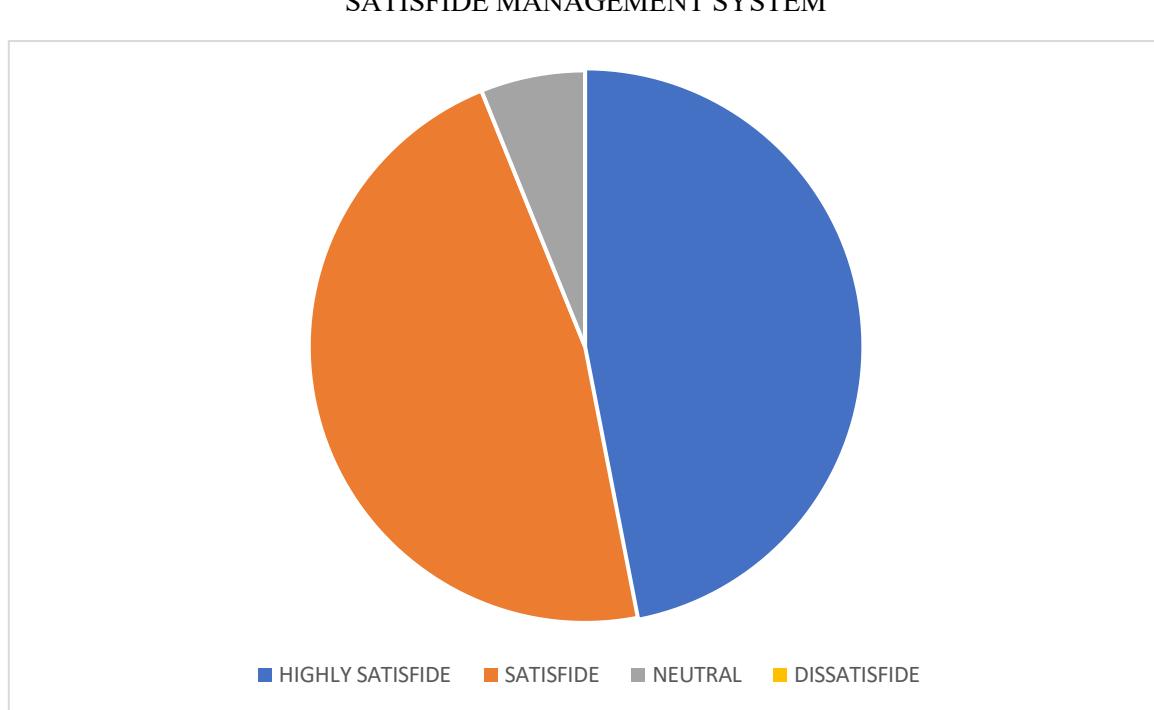


INTERPRETATION

The above table and chart show that communication efficient 66%

TABLE 8
TABLE SHOWING SATISFIDE MANAGEMENT SYSTEM

SATISFIDE MANAGEMENT SYSTEM	FREQUENCY	PERCENTAGE
HIGHLY SATISFIDE	7	46%
SATISFIDE	7	46%
NEUTRAL	1	6%
DISSATISFIDE	0	0%
TOTAL	15	100%

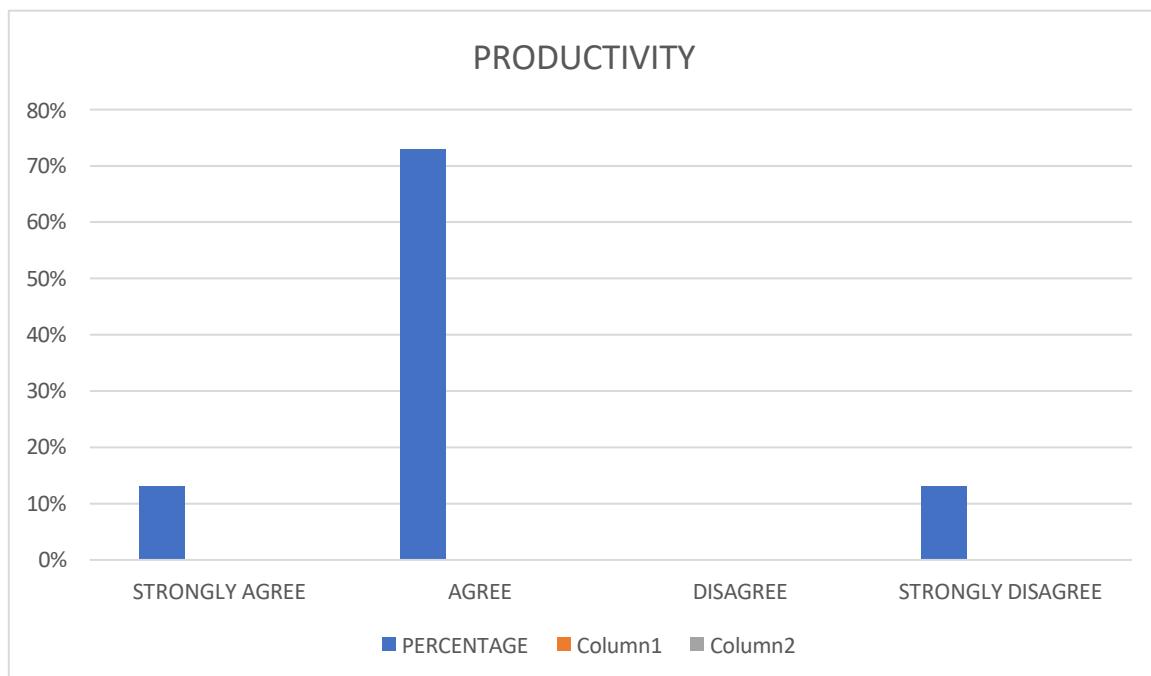


INTERPRETATION

The above table and chart show that the satisfied office management system highly satisfied and satisfied are same 46%

TABLE 9
**TABLE SHOWING IMPROVING PRODUCTIVITY IN OFFICE
ADMINISTRATION**

PRODUCTIVITY	FREQUENCY	PERCENTAGE
STRONGLY AGREE	2	13%
AGREE	11	73%
DISAGREE	0	0%
STRONGLY DISAGREE	2	13%
TOTAL	15	100%



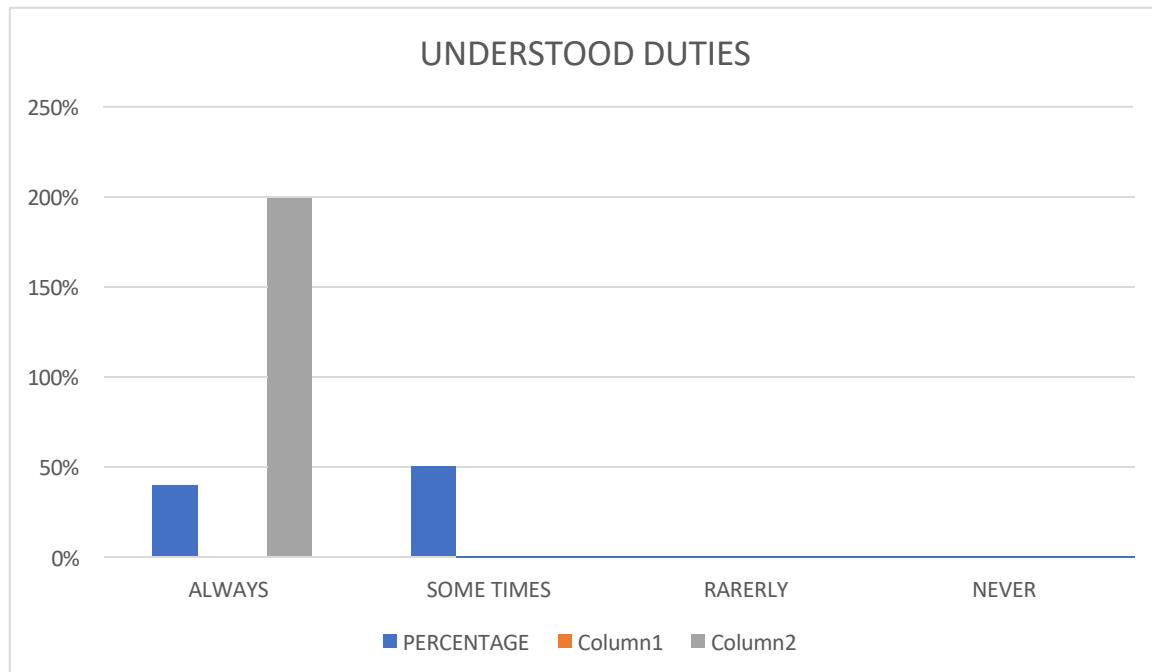
INTERPRETATION

The above table and chart show the improving productivity in office administration agree 73% and strongly agree and strongly disagree are same 13%

TABLE 10

TABLE SHOWING CLEARLY ASSIGNED UNDERSTOOD ADMINISTRATION DUTIES

CLEARLY ASSIGNED UNDERSTOOD DUTIES	FREQUENCY	PERCENTAGE
ALWAYS	6	40%
SOME TIMES	8	53%
RARELY	1	6%
NEVER	0	0%
TOTAL	15	100%



INTERPRETATION

The above table and chart show the clear assigned and understood duties administration sometimes 53% always 40%

TABLE 11
 THE TABLE SHOWING OFFICE RESOURCES PROPERLY MANAGED

RESOURCES	FREQUENCY	PERCENTAGE
ALWAYS	7	46%
OFTEN	8	53%
SOMETIMES	0	0
NEVER	0	0
TOTAL	15	100%



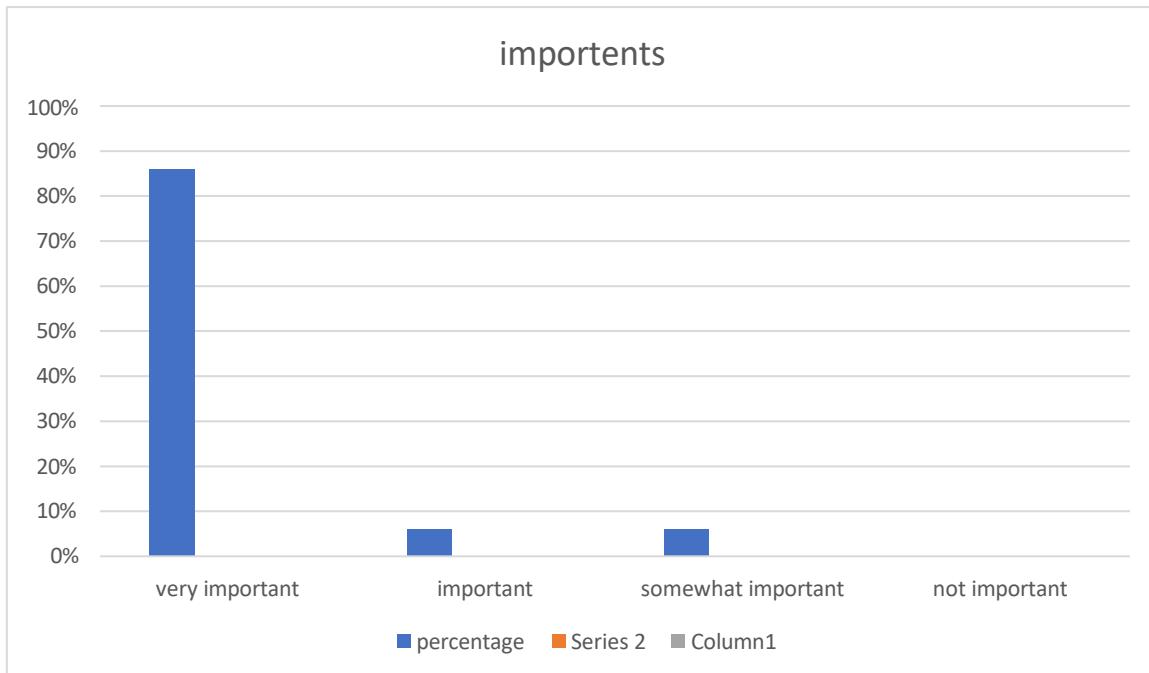
INTERPRITATION

The above table and chart show the office resources properly managed often 53% always 46%

TABLE 12

THE TABLE SHOWING IMPORTANT OF OFFICE ADMINISTRATION IN BUSINESS SUCCESS

IMPORTENT	FREQUENCY	PERCENTAGE
VERY IMPORTANT	13	86%
IMPORTANT	1	6%
SOMEWHAT IMPORTANT	1	6%
NOT IMPORTANT	0	0%
TOTAL	15	100%



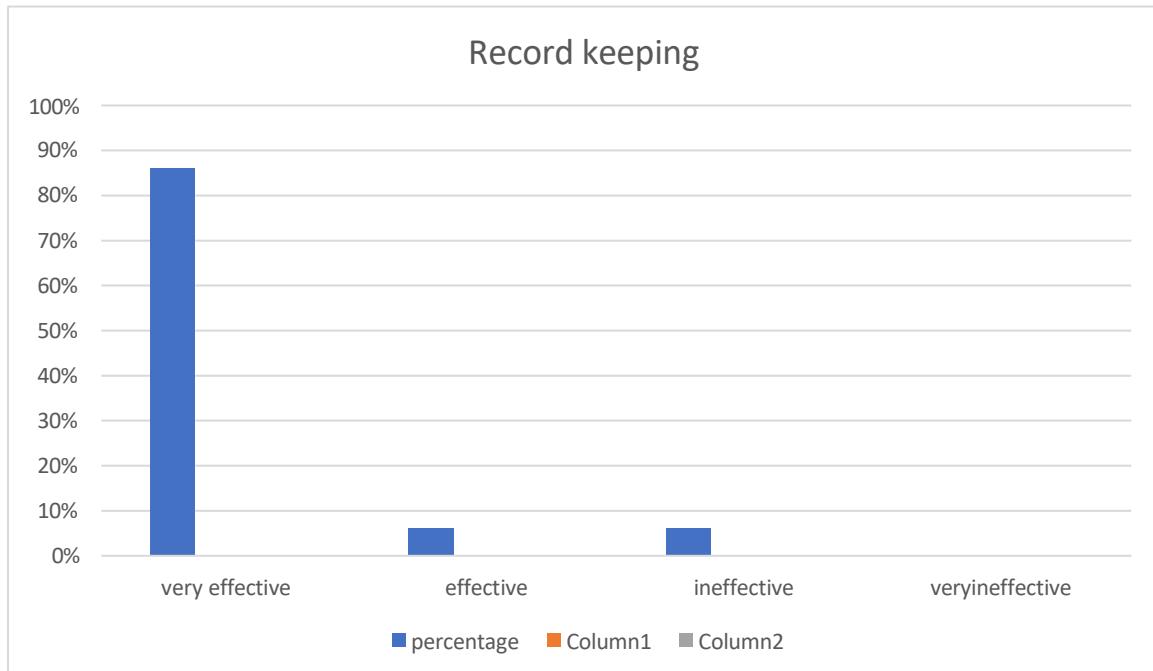
INTERPRETATION

The above table and chart showing that the important of office administration in business success very important 86%

TABLE 13

THE TABLE SHOWIN EFFECTIVE RECORD KEEPING IN OFFICE

RECORD KEEPING	FREQUENCY	PERCENTAGE
VERY EFFECTIVE	7	86%
EFFECTIVE	7	6%
INEFFECTIVE	1	6%
VERY INEFFECTIVE	0	0%
TOTAL	15	100%



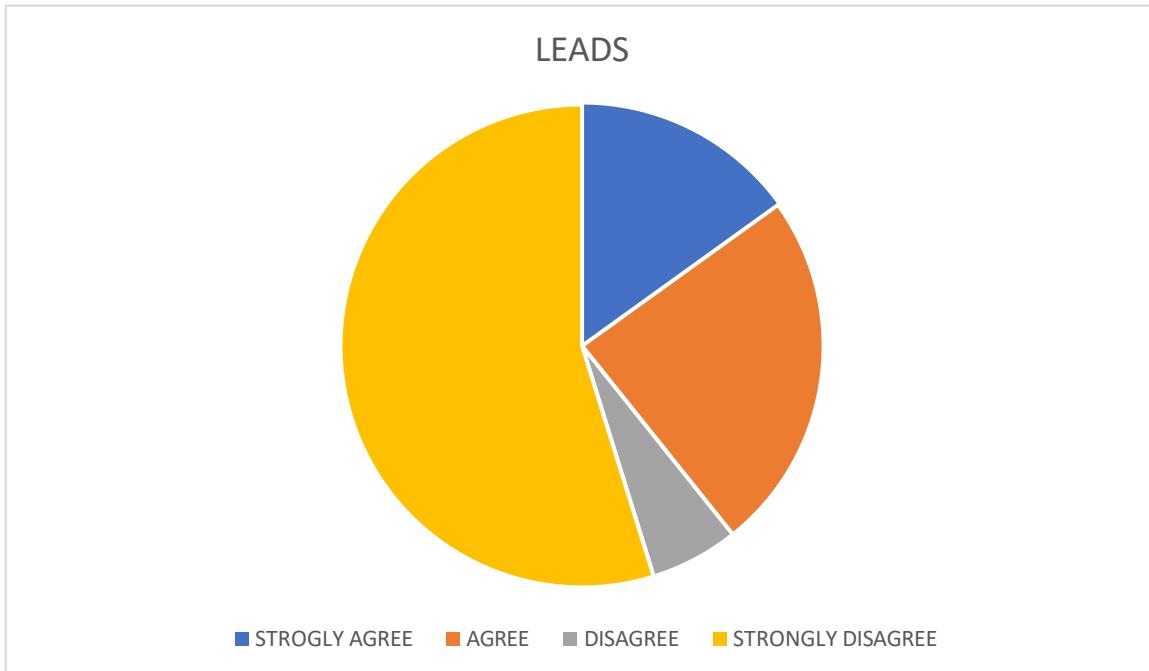
INTERPRETATION

The above table and chart show that effective record keeping in office very effective 86%

TABLE 14

THE TABLE SHOWING ADMINISTRATION LEADS TO BUSINESS LOSS

LEADS	FREQUENCY	PERCENTAGE
STRONGLY AGREE	5	33%
AGREE	8	53%
DISAGREE	2	13%
STRONGLY DISAGREE	0	0%
TOTAL	15	100%

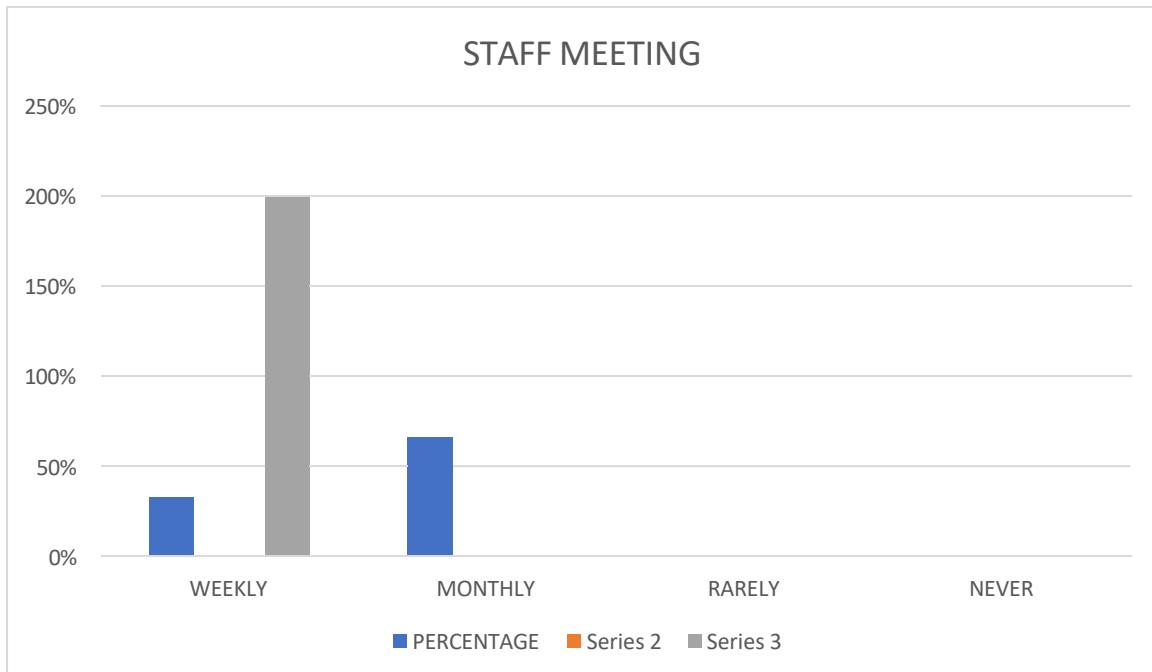


INTERPRETATION

The above table and chart show administration leads to business success agree 53%

TABLE 15
 THE TABLE SHOWING REGULAR STAFF MEETING CONDUCTED

MEETING	FREQUENCY	PERCENTAGE
WEEKLY	5	33%
MONTHLY	10	66%
RARELY	0	0%
NEVER	0	0%
TOTAL	15	100%



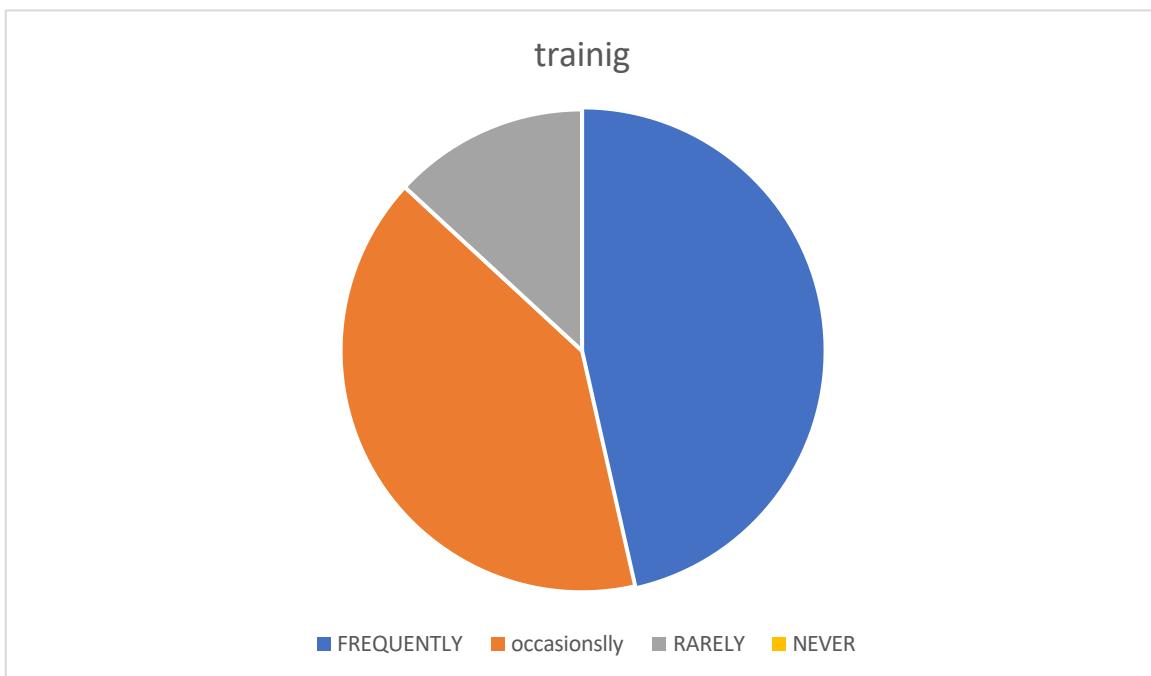
INTERPRETATION

The above table and chart showing regular staff meeting monthly 66%

TABLE 16

THE TABLE SHOW STAFF TRAINING OR UPDATED WITH NEW TOOLS

TRAINING	FREQUENCY	PERCENTAGE
FREQUENTLY	7	46%
OCCASIONALLY	6	40%
RARELY	2	13%
NEVER	0	0%
TOTAL	15	100%



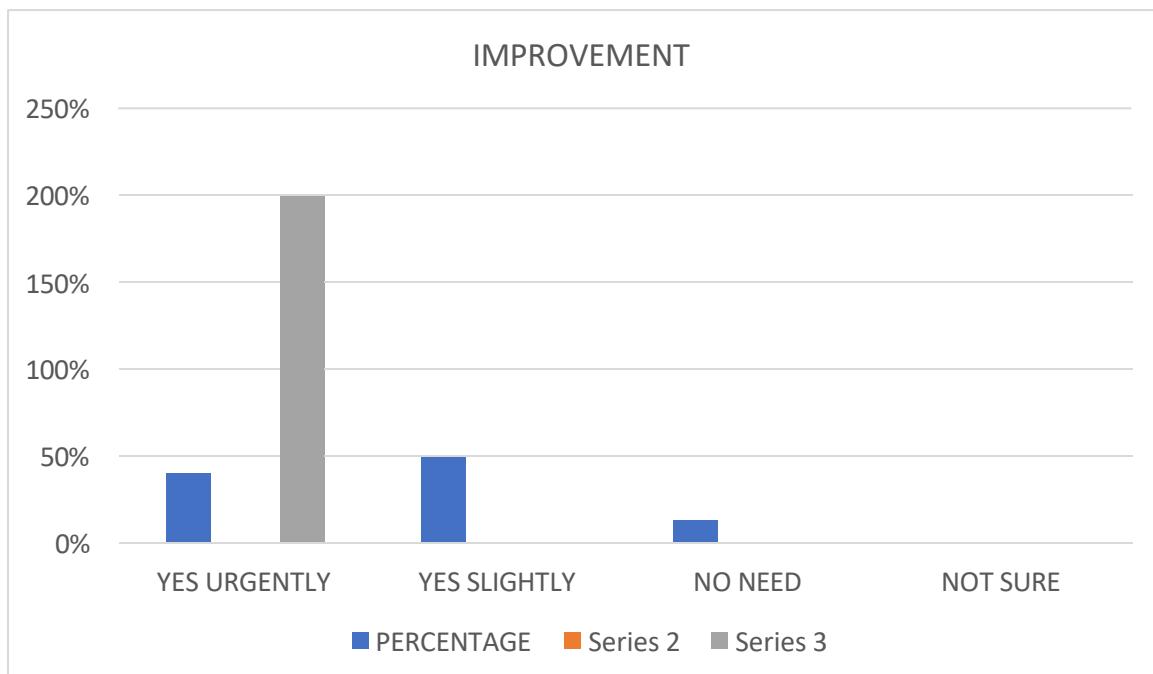
INTERPRETATION

The above table and chart are show staff train frequently 46% then occasionally 40%

TABLE 17

THE TABLE SHOWING CURRENT OFFICE ADMINISTRATION NEED IMPROVEMENT

IMPROVEMENT	FREQUENCY	PERCENTAGE
YES URGENTLY	6	40%
YES SLIGHTLY	7	46%
NO NEED	2	13%
NOT SURE	0	0%
TOTAL	15	100%



INTERPRETATION

The above chart and table show that needs improvement in office yes slightly 46% and yes urgently 40%

CHAPTER 5

FINDINGS & SUGGESTIONS

FINDINGS

1. Majority of Customers (20–30 age group):

Indicates that the business mostly attracts a young customer base, which can influence marketing and product strategies.

2. Gender Distribution: 60% female and 40% male customers show a slight female dominance in the customer base.

3. Impact on Business Performance: 86% of respondents believe office administration improves business performance.

4. Smooth Company Functioning: 100% of respondents agree the company functions smoothly showing strong operational management.

5. Company Rating: 53% rated the overall company performance as good, leaving room for improvement.

6. Task Completion Timing: 46% said tasks are completed "always" or "often" on time suggesting decent time management.

7. Efficient Communication: 66% agree communication is efficient, but improvement is still possible.

8. Satisfaction with Office Management System: 46% are either highly satisfied or satisfied shows balanced but not overwhelming satisfaction

. 9. Improved Productivity: 73% agree technology and systems improve productivity.

10. Clarity in Duties: 53% said duties are sometimes clear, 40% always — clarity still needs

SUGGESTIONS

- 1. Improve Clarity in Job Roles:** Develop clear job descriptions and responsibilities to avoid confusion.
- 2. Enhance Training Programs:** Increase the frequency and quality of staff training to boost performance and satisfaction.
- 3. Upgrade Communication Tools:** Invest in better communication platforms or protocols to reach more than 66% efficiency.
- 4. Resource Optimization:** Improve tracking and monitoring of office resources to reach “always properly managed” level.
- 5. Increase Staff Engagement:** Make staff meetings more interactive and involve employees in decision-making.
- 6. Focus on Female-Centric Marketing:** Since the majority of customers are female, tailor marketing and products accordingly.
- 7. Improve Office Systems:** While many are satisfied, upgrading technology and workflow systems could further improve efficiency and satisfaction.
- 8. Address Identified Weak Areas Urgently:** 40% feel urgent improvements are needed — management should investigate these concerns immediately.
- 9. Strengthen Record-Keeping Digitally:** Maintain the current effectiveness by ensuring data backup, access security, and automation.
- 10. Monitor Task Timeliness:** Aim to raise the percentage of tasks “always” completed on time

CONCLUSION

CONCLUSION

The study clearly shows that good office administration has a positive impact on business success. Efficient management of office tasks like communication, resource handling, staff coordination, and record-keeping helps improve productivity, employee satisfaction, and overall performance. In the case of Neyyar Food Products, most employees and customers agree that proper office systems support smooth company functioning. However, there is still a need for better training, clearer role definitions, and improved use of technology. By focusing on these areas, the company can further enhance its success and growth.

QUESTIONNAIRE

QUESTIONNAIRE

1: Do you believe good office administration improves business performance?

- a] Yes
- b] No

2: Is proper coordination between departments essential for smooth functioning in your company?

- a] Yes
- b] No

3: How would you rate the overall office administration in your company?

- a] Excellent
- b] Good
- c] Average
- d] Poor

4: How often are administrative tasks completed on time?

- a] Always
- b] Often
- c] Sometimes
- d] Rarely

5: How satisfied are you with the current office management system?

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied

6: Does the office administration help in improving productivity?

- a) Strongly agree
- b) Agree
- c) Disagree

d) Strongly disagree

7: How efficient is the communication between departments?

- a) Very efficient
- b) Efficient
- c) Not very efficient
- d) Poor

8: Are administrative duties clearly assigned and understood?

- a) Always
- b) Sometimes
- c) Rarely
- d) Never

9. How often are office resources properly managed?

- a) Always
- b) Often
- c) Sometimes
- d) Never

10. How important do you think office administration is to business success?

- a) Very important
- b) Important
- c) Somewhat important
- d) Not important

11: How effective is the record-keeping system in your office?

- a) Very effective
- b) Effective
- c) Ineffective
- d) Very ineffective

12. Do you think poor administration leads to business loss?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

13. Are regular staff meetings conducted to discuss administrative issues?

- a) Weekly
- b) Monthly
- c) Rarely

d) Never

14. How often are administrative staff trained or updated with new tools?

- a) Frequently
- b) Occasionally
- c) Rarely
- d) Never

15. Do you think the current office administration needs improvement?

- a) Yes, urgently
- b) Yes, slightly
- c) No need
- d) Not sure

16: Age?

- 20-30
- 31-40
- 41-50

17: Gender?

- A] Male
- B] Female
- C] Other