

ROLE OF PAPERLESS OFFICE CULTURE IN THE ORGANISATION

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Paper Received: 08.08.2019 / **Paper Accepted:** 15.09.2019 / **Paper Published:** 16.09.2019

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Abstract

The arrival of new Information and Communication Technology on the world stage has caused a change in the traditional model of management and communication within companies and their customers. Organizations are small and Medium Enterprises (SMEs) or large companies that are aware of this change and see the need to promote the use of these new technologies through the development of e-administration. This aims to offer significant opportunities, improve the services provided, strengthen organizations work processes and support public policies, so that social development and economic growth is favored. The aim is for sustainable development. This paper tries to explain that the paperless office is something that everyone wants and needs, but why cannot it? Why for SMEs it is more complicated? Achieve a paperless office is possible, what is needed regardless of the size of the company, it is administrative will, since it is necessary to reform administrative processes.

Keywords: Document Management, Electronic Documents, Paperless Office, Information Technology, and E-administration.

Introduction

For centuries men have tried using different methods and tools to carry out their work, to make it more efficient and faster, thus for more than four decades we have spoken of the concept of the Paperless office. The Paperless office should be seen as an immediate project within organizations and constitutes an initiative of great interest for the application of new technologies in management, and good environmental practices can contribute to sustainable development. The Paperless office concept means a change in how the technology industry, for information and management, is a "new way of working in the company". This undoubtedly brings other considerations, paradigms and feature works which ultimately impact the labor in all areas of business. The SMEs or large enterprises need technology, not only for the provision of accurate information for which solutions were developed, but also in its implementation phase, which impacts on the operation of the organization and how it is arranged. Technology, it is true, provides answers, but it is undeniable that the solution for a successful company is not likely to be the same as for another, although its organizational structure, business, industry and characteristics are similar.

Right now, frameworks hypothesis and cybernetics offers diverse organizational models or plans applied in the company to give highlights or usefulness, as proper for the sort of industry and business in which it performs; for instance, the

Catholic Church which has a prevalently various leveled structure shaped by the Pope, at that point the Cardinals, at that point the diocese supervisors, etc, can't profit by a structure procedure similarly as in a company that is in the matter of programming improvement; as their needs and reaction attributes and activities are totally unique. In any case, there is something comparable as the two sorts of organizations handle data. Despite their organizational structure or line, data streams, and fills in as a reason for help in basic leadership. Data ought to be put away securely, as it fills in as proof for any unexpected occasion that the company requires.

Important Concepts

Concepts such as Information and Communications Technology (ICT), e-Government and Information Society are increasingly used by many sectors of society. Moreover, the Paperless office may be considered a new term within a world that still uses paper to support multiple activities, but is changing with the introduction of ICT and e-government.

Information and Communications Technology

Data and Communication Technology comprises a lot of progressively compelling instruments to make and spread information and its utilization. For effective individuals throughout everyday life, aptitudes in the utilization of PCs are as basic as

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essential abilities in perusing, composing and math. Cabero says about ICT: "In general we could state that the new advancements of data and communication are those that spin around three essential methods: figuring, miniaturized scale hardware and telecommunications; however rotate, in separation, yet what is increasingly huge in an intelligent and interconnected manner, permitting new communication substances." to put it plainly, ICT could be characterized as advances for capacity, recovery, handling and imparting data, for instance, electronic instruments, for example, TV or cell phones, fax and PC. However, point of fact, the most delegate media of the present society are PCs that permit utilizing various applications (introductions, sight and sound applications, communications and regulatory procedures in offices, and so on.) and all the more explicitly Internet and communication systems. It must be focused on that the significance of ICTs isn't simply the technology, yet the way that it enables access to information, data and communications which are progressively significant in financial and social connection components of present day times.

E-Administration (E-Government)

ICT can help public administrations or private companies, to address their challenges. However, the emphasis should not be on ICT itself, but in its combined use with organizational changes and new skills in order to improve services, business processes and regulations. Good practices in many countries show that e-Administration is a powerful means of providing better services, reducing waiting times and improving efficiency in the use of funds, increasing productivity, transparency and accountability. SMEs (Small and Medium Enterprises) have an important role in the economy, providing economic development and social inclusion, important concepts in society. In fact it is thought that only people with digital skills can take advantage of all the benefits that the information revolution can provide. Electronic government (e-government) is defined as a new form of governance, based on the interactive use of ICT (Internet), with the dual aim of providing better services for citizens and businesses, as well as improving internal processes of organizations. This entails optimizing internal management of organizations and the provision of electronic services.

Information Society

There is much talk of the Information Society which has become the expression of the realities and media capabilities of newer or renovated communication. The profit obtained is due to technological developments that have been consolidated in the last decade of the previous century including television, storage, and

propagation of video, sound and text which have been compressed into storage media or through signals that could not manage all that data if they had not been translated into digital formats. The digitization of information is the lifeblood of the new information revolution. This expression hitherto complex will surely continue to evolve to take on new formats in the medium term on the Internet.

Therefore, it would be better to speak of a society of information and even data. However, this does not negate the fact of a knowledge society for the same reasons of accumulation and transformation. The development of the information society implies human beings strengthened by confidence in their own value.

Paperless Office

The Paperless office idea is new and hard to comprehend in a world that still uses paper as a help for various social, communications, advertising, monetary, instructive employments. This propensity has prevailed in civilizations since paper has expanded in late decades. With the presentation and expanded availability of ICT, a long way from diminishing the utilization of paper it has taken off in utilization. The effect of ICT is progressively evident in the working environment, open or private setting, as they have mechanized a large portion of their procedures, achieving the improvement of systems and items and services for clients, without fundamentally reducing paper utilization. The causes are numerous and varied, for example, absence of new advances, wrong use, the underlying dismissal of progress, custom printing and the conviction that a printed report is more valuable than a computerized one, and so on.

Benefits and Challenges of the Paperless Office

The implementation of a Paperless office has many advantages, not only from an environmental point of view but also for the internal functioning of organizations and for the benefit of customers. However, this is not without difficulties, especially techniques such as electronic processing involving constant adjustments to innovation and technological developments. Some of the benefits and difficulties of the process of establishing the organization.

Benefit

Organization Processes and Services

- Centralized management.
- Processes and effective and efficient services.
- Increased efficiency by integrating and simplifying processes.
- Increased productivity.
- Optimization of resources.

- Reduction of errors.
- Decreased costs (administrative, communications, stationery, etc.). entities.
- Quick and easy access to information and services of the organization.
- Increase the availability of services, extension of hours of care 24 hours a day, all year.
- Improving the quality and speed of service by reducing response time.
- Decrease waiting time and attention.
- Multiple users can perform the same procedure simultaneously.
- Avoid transfer to face service points, saving time.

Environment

- Save paper.
- Reduced waste disposal costs.
- Reduced environmental impact:

Difficulties

These are presented for the three classifications that are broken down into Benefits:

- Difficulties in implementation processes, especially technical and cultural changes regarding attitude and aptitude towards new technologies.
- Investment. Greater initial investment is needed in equipment and software (fax, scanner, databases, Internet, Intranet, etc.).
- Expenditure on staff training and organizational changes.
- Technical difficulties and integration of applications, electronic signature, etc.
- Constant innovation of computer systems, which requires continuous renewal.

Good Environmental Practices

Good environmental practices involve saving paper, hence the name Paperless office. But to achieve savings, the following is necessary:

- Use the form if possible.
- Encourage the use of e-mail for internal and external communications.
- Save and distribute documents digitally, sharing information using the possibilities of Intranet, e-mail, etc.
- Revise the text on screen before printing, for spelling, margins, "preview", reducing font size, etc. texts to avoid errors.
- Adjust the documents to fit two pages on one side, if you must print consultation documents.
- Photocopying and printing duplex reduces paper usage by half.
- Recycle paper already printed on one side for internal documents, notebook, erasers, faxing, etc.

- Don't set up the fax with a cover page, it uses less paper and transmission is faster.
- Preferably use recycled paper, now its quality is similar to conventional.

Conclusion

The purpose of a Paperless office is to use information technologies and communication to improve the quality and accessibility of services by reducing costs and protecting the environment. A Paperless office can reduce costs for both businesses and governments and facilitate transactions between administrations, management, suppliers and customers. This work has created a little awareness and promotes the idea that the concept of Paperless office is a reality. However, from experience, the authors know that the success of any documental management program always is born of an organization study. In light of the processes and procedures the information is unique and not due to considerations such as recording medium in which it is located. Not all electronic information is essential and not all essential information is in electronic format. This forces the professional to take a more active role not only as custodian of information, but as an observer and processes reviewer on stage management, because only the professional knows the value of information in time. Further electronic information is dynamic and usually due more to concepts of immediacy than true conservation policies. The incorporation of technology is not bad, nor counterproductive, simply conforming specific criteria, and supports the needs of the organization obeying a structured implementation plan. But how will the future? A paperless office will be really possible? The paper continues to play an important role in everyday life and business. Particularly, it is the older generations hardest to rid them of the paper. We believe that a paperless office possible, be achieved for small businesses and homes. The use of paper is a cultural thing, but you can change achieved, the paper can still dominate, which leads to think that the paperless office is a myth; it is not, the important thing is to change the idea that people and businesses can reach their goals without paper. With each technological advance, the information and the workload is multiplied, the digital revolution is beneficial for the industry and the people in general and for the role, in particular. At first glance, it seems that paper consumption can be reduced radically, thanks to technology. Right now, "a paperless office means a work area where the use of paper has been omitted or considerably reduced.

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