



## Paper-less office and its impact on employee performance

V Varisha Begum <sup>1</sup>, Dr. M Kavitha <sup>2\*</sup>, Makarand Upadhyaya <sup>3</sup>

<sup>1</sup> Ph.D Research Scholar, Department of Commerce, Vels Institute of Science, Technology & Advanced Studies, Pallavaram, Chennai, Tamil Nadu, India

<sup>2</sup> Professor & Research Supervisor, Department of Commerce, Vels Institute of Science, Technology And Advanced Studies, Pallavaram, Chennai, Tamil Nadu, India

<sup>3</sup> Associate Professor, University of Bahrain, College of Business Administration, Department of Management & Marketing, Sikhar Campus, Kingdom of Bahrain, Bahrain

\* Corresponding Author: **Dr. M Kavitha**

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### Abstract

The shift towards a paperless work environment has gained attention due to its potential to enhance efficiency, reduce costs, and minimize environmental impact. Despite the adoption of new technologies like the Internet for data sharing and collaboration, many organizations, including local governments, continue to struggle with paper-based processes. The concept of a paperless office, initially introduced in the 1980s, has yet to be fully realized. Document management systems offer a solution by enabling electronic document storage, retrieval, and management, but challenges remain in indexing and searching. Moreover, the transition to a paperless system involves considerations of both benefits and drawbacks, especially concerning employee performance. Adopting paperless practices can significantly improve workflow, resource efficiency, and collaboration, ultimately leading to enhanced organizational performance.

**Keywords:** Paperless office, document management, electronic documents, efficiency

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### Introduction

Despite pressures to be more competitive and the large investments that have been made in technology to improve the ability to create, process, update and distribute data, many of us, including local government, are still drowning in a sea of paper that is becoming more difficult to control. Document and information control processes have not kept pace with the volumes of paper that we are creating. During the 1980s concerns were expressed that the growth of paperwork exceeded the corresponding growth in business and attempts were made to introduce digital documentation in order to create the paperless office, but they were never realized. Since then new technological developments like the Internet, with sharing and collaboration capabilities, have been introduced. If the City of Johannesburg's vision is to become a world-class city that operates efficiently, is people centred and environmentally sensitive, should the attempts to create a paperless working environment be revived in the twenty first century? Evidently, working with paper documents creates problems that prevent an employee from being productive and an organization from saving costs. Adopting a paperless system can solve these challenges and achieve benefits like: Saving time spent on locating and retrieving physical files.

Document management software allows the user to store electronic documents in a database for subsequent retrieval and sharing, and it can assign viewing and editing privileges to users. It helps manage the creation, distribution maintenance, organizing and storage of documents. It often includes scanning (converting paper documents to electronic format) and high performance storage. Points out that 'the weakest links in electronic document management are indexing, searching and retrieving'. This underpins that, although the selection of software is important in this regard, the application of appropriate expertise during the indexing phase is critical for finding electronic documents at a later stage. Several document management packages now provide full-text indexing and searching.

The addition of metadata (data about data) to documents is becoming important to enable the user to verify the general quality of the document, for example the reliability, accuracy and currency.

Electronic documents can be stored and delivered in various forms and formats, and delivered as a package to the user as, when and how required. Paperless is a concept where paper-based will be replaced by using digital resources as a means of information. The paperless concept is a new effort from using paper to reduce paper waste and solve environmental problems caused by paper products. A study shows that some people and institutions are interested in going towards the concept of a paperless environment. They began to use electronic mail as long as there is an internet network. Besides being comfortable, the paperless paper is a very effective strategy for managing considerable information. Although many institutions have applied the concept of paperless, they still failed to implement a paperless fully. Some consideration of both the benefits and disadvantages is still being evaluated in implementing the concept, especially in the Electronic Document Management System (EDMS).

### Review of Literature

Gulbush Dugga (2020) <sup>[1]</sup> Green HRM – A way to greening the environment. *Globus An International Journal of Management & IT A Refereed Research Journal* Vol 11 / No 2. Human. Greening employees from top to bottom is not an easy task, but pro environmental plan and implementing Green human resource management (GHRM) practices practically has produced a positive result toward the Green environment. The paper focuses upon the GHRM, various Green Human Resource Practices and explains the role of green human resource process in going green. Finally, the paper suggests some social implication of Green human resource practices for green organization.

Netania Emilisa (2020) <sup>[2]</sup> Consequences of Green Human Resource Management: Perspective of Professional Event Organizer Employees in Jakarta. *Review of Integrative Business and Economics Research*, Vol. 9, Supplementary Issue 1 361. This study aimed to analyze the consequences of Green Human Resource Management (GHRM) on professional event organizer employees in Jakarta. Hypotheses testing results indicate that Green Human Resource Management enhances Employees Organizational Commitment, Employee Eco-Friendly Behavior and Work Performance. Implications for managers that the companies should give reward and compensation to employees who apply Green Human Resource Management (GHRM) so they can be more motivated to do the green movement

Joyce (2020) <sup>[3]</sup> A Theoretical Study on Green Human Resource Management (Ghrm): An Innovative Practice for Organizational Sustainability. *European Journal of Molecular & Clinical Medicine* ISSN 2515-8260 Volume 7, Issue 11. This paper examination is to investigate the green human asset the executive's practices of associations dependent on the existing literature Organizations. The required data for this study were collected from various research papers, websites and companies report. The paper proposes some potential HR activities for Green organizations. This study aims to highlight the Green Human Resource Management through various HRM functions in the companies.

Mohammed Aboramadan (2020) <sup>[4]</sup> The effect of green HRM on employee green behaviors in higher education: the

mediating mechanism of green work engagement. Building on the social exchange theory (SET), this study aims to propose a model of the effects of green human resource management on employee in-role, extra-role and green innovative work behavior (GIWB). This study proposes, building on both the job demands-resources model and SET, that the aforementioned links can be explained through the mediating role of green work engagement (GWE). The results suggest that green human resources management (GHRM) was a significant predictor of employee in-role green behavior, extra-role green behavior and GIWB.

Bandaru Sirisha (2020) <sup>[5]</sup> Effectiveness of Green HR Practices on Organizational Performance in selected IT Companies - Indian Perspective. The present study has been emphasized on the Green HRM practices on the Organizational Performance in IT sector. The study has considered the Wipro, Cognizant and TCS organizations located in Hyderabad district of Telangana state. The study mainly considered the three important factors of HRM practices (Training & Development, Recruitment and pay & Rewards) role in the organizational performance growth. The study has applied the bi-variate correlation and the result stated that the Training and development is having the strong relationship with the organizational performance. The structural equation model has been framed and the result revealed that the Training & Development is having better impact on the Organizational performance of the IT sector.

Xiao Qing Liang (2020) <sup>[6]</sup> The Sustainable Development of Green Human Resource Management in Jiangxi of China. *International Conference on Sustainability Management*. The concept of Green is addressed in every area. But Green Human Resource Management (GHRM) is not a common concept in management practices at present in Jiangxi of China. Most of the Human Resource managers in Jiangxi are not aware of this concept and those who have heard about this concept do not have much clear concern of GHRM. This paper analyses the influencing factors of GHRM in Jiangxi. The data obtains from the questionnaire survey and is sorted out by spss23.0 and Amos21.0 software. The result is that enterprises of Jiangxi in the third-tier cities need to change the concept of leaders to implement green human resource management and pay more fines to the government in the short term

Kavitha M (2022) <sup>[7]</sup> Performance Appraisal and its impact on Employee's Perception. *Neuroquantology*. Volume 20. No.21. Performance appraisal has increasingly become part of a more strategic approach to integrating HR activities and business policies and may now be seen as a generic term covering a variety of activities through which organizations seek to assess employees and develop their competence, enhance performance and distribute rewards. The main aim of this study is to find the employee's perception towards performance appraisal and to analyze the impact on performance appraisal on staff productivity. Employees are having various perceptions about performance appraisal. There are develop skill, career growth, determine goal, determine growth, identify weakness, self-appraisal, evaluate strength of the employees. Finally, it concludes that performance appraisal shows the positive impact staff productivity.

### Intend of the Study

To study the benefits of paperless work in the office

To find the impact on paperless work on Employee

performance.

### Analysis and Discussion

Basically, the concept of green computing has provided a good idea for reducing the use of energy, materials, and resources. For example, the most prominent role in environmental preservation efforts is the paperless system. Paper occupies a physical space, which makes it well suited for official documents like certificates, contracts and licenses. Finally, as the price of memory goes up, the costs of data storage also goes up, in which case, paper provides an alternative cheaper means of data storage. The factor analysis like principle component methods is applied are eight variables of paperless office and the following research are obtained.

**Table 1:** KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.935
Bartlett's Test of Sphericity	Approx. Chi-Square	7344.001
	Df	28
	Sig.	.000

Source: computed data

From the above table is formed by the KMO measure the sampling adequacy is 0.935. Bartlett's test of sphericity with

**Table 3:** Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
Document management	7.294	91.173	91.173	7.294	91.173	91.173
Work flow	.193	2.417	93.590			
Intrane	.159	1.984	95.574			
Environment friendly	.109	1.359	96.933			
Resource efficiency	.101	1.268	98.201			
Process Management	.065	.813	99.015			
Standardization	.045	.557	99.572			
Sharing and collaboration	.034	.428	100.000			

Extraction Method: Principal Component Analysis.

Source: computed data

From the above table it is formed that the eight variables with cumulative variance 72.924%, which is statistically significant. The factors are enumerated as follows. This leads to the variable loading for each factor. The factors are Document management, workflow, intranet, environment friendly, process management, resource efficiency, standardization and Sharing and collaboration. Above all the factors sharing and collaboration, workflow leads to employees performance as effective.

### Findings and Conclusions

Paperless is a concept where paper-based will be replaced by using digital resources as a means of information. The paperless concept is a new effort from using paper to reduce paper waste and solve environmental problems caused by paper products. The factors influenced by the employees in the paperless office are Document management, workflow, intranet, environment friendly, process management, resource efficiency, standardization and Sharing and collaboration. Above all the factors sharing and collaboration, workflow leads to employee's performance as effective.

approximate chi-square value =7344.001 are statistically significant at 5%. This leads to verification of interrelationship among the variables in the following communalities scale.

**Table 2:** Communalities

	Initial	Extraction
Document management	1.000	.900
Work flow	1.000	.947
Intrane	1.000	.905
Environment friendly	1.000	.897
Resource efficiency	1.000	.882
Process Management	1.000	.903
Standardization	1.000	.917
Sharing and collaboration	1.000	.943

Source: computed data

From the above table it is formed that the eight variables possess the variance ranging above 0.80. This indicates all the eight variables can be considered in the data reduction process.

The following total variance table indicates the total variance executed by these variables.

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