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Role of eOffice in enhancing performance of the work force: A study on the effectiveness of eOffice of a group of employees of organized sector

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Abstract

eOffice is new technological development approach of the organization. Many of the organizations are now adopting eOffice at their work place. It has been introduced since many past years but many of the organizations are still in the phase of adoption of the technology. The reason behind taking up this concept is the utilization of work from home policy by many of the organization after the Covid-19 crisis. It has been seen that the organizations adopting e-office are easily managing their office activities through this e-office platform. It is a way of staffing also where many of the routine task of the work place are artificially managed by the technology. It is digital workplace solution and all the files are managed online. This platform has been instructed by Government of India for getting transparency in the work place. Performance appraisal, data management, daily activity, PIMS, eTour, etc, have been implemented to do electronically. This research will see the main products of eOffice and also understand the various services introduced by the Government of India to ease the office works. The effects on the overall performance of organization shall be the main aim of the research.

Keywords: eOffice, eTour, PIMS, productivity, efficiency, electronic, transparency, accountability

Introduction

National Informatics Centre, Ministry of Electronics & Information (MEITY) has designed and implemented eOffice. Many of the organized sector are taking help from NIC in setting up eOffice at their place. Employees of the organizations are being trained to work on eOffice. There are various products for staffing and daily work doing platforms.

Products under eOffice are described through below diagram:

eOffice Product Suite	eOffice Lite (eFile)	eOffice Lite (SPARROW)	eOffice Premium	eOffice Lite (eLeave-eTour)
File Management System	✓	-	✓	-
Knowledge Management System	✓	-	✓	✓
Collaboration and Management Services	✓	-	✓	✓
Leave Management System	-	-	✓	✓
Tour Management System	-	-	✓	✓
Personnel Information Management System	✓	✓	✓	✓
Smart Performance Appraisal Report	-	✓	-	-

Source: www.eoffice.gov.in

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Fig 1: Different products of eOffice

Electronic system to maintain transparency, simplification, accountability, responsiveness and effectiveness

Government offices are working and following the process of filing, noting, letters and others. This workflow needs to maintain in proper and smoother way. Through eOffice Government focuses on productivity enhancement. It has been implemented for creating simplified, accountable, responsive, transparent and effective system.

Better document management system

There are large volumes of documents and have different categories also. Many policies, circulars, Acts, Regulations Manuals are there and for maintaining the central repository through e KMS can make it possible to keep tracking of any documents at any level. Every files can be viewed, searched and shared and also has dynamic nature.

Collaborate easily

There is a platform of eOffice Collaboration and Messaging services which is helpful in effective communication and sharing information in real time. They can manage leave, tours, documents and files together at one place.

Getting leave easily

Before e-office leave which is general work of any office was difficult to manage as large paper works were required. Even it was also difficult to maintain the record. There is need of manual effort to maintain record. Now, leave made it possible to apply leave online. Tracking of leave is easy. Hierarchical channel of leave approval is also easy to maintain now.

Application of tour programme at ease

eTour made it possible to efficiently manage the tour programme of employees. Many of the organization has the nature of works carrying large tours. Earlier tour approval was difficult when voluminous paper woks were required. Now eTour helps employees to apply tour from anywhere and get the approval at any place.

Better shape of performance appraisal system

Online filling of annual performance appraisal is systematic through Sparrow. Now PAR can be filled up by the employees from anywhere. It is also to keep the record and it works fastly.

Better Employees’ record management

Personnel Information Management System (PIMS) helps in maintaining the details of an employee. The main details of Employee Identity, Skill Sets, Contact Details, Posting & Location, CGHS, Nomination, Salary Details, HBA, Record Verification Details, etc. are being recorded through this platform. It replaced the manual service books.

Objective of the study

The objectives of the above research study will be:

- To understand the importance of eOffice at work place.
- To assess difference of overall performance after and before eOffice platform.
- To find out the success of eOffice utilization in the organized sector.

Research Methodology

The study is empirical in nature. Both secondary and primary data collection methods have been used. The secondary data collected from various books, reference Journal, seminar papers and articles. On the basis of secondary data, hypothesis were formed and further teste on primary data. The respondents were selected through snowball sampling method and the data was collected through Google online form with the help of structured questionnaire. A total of 192 questionnaires were filled by respondents.

Significance of the study

We know that the organizations’ performance depends on the quality of the employees and also the system adopted in the organization. Implementation of eOffice by Government of India tries to establish a ease atmosphere in the organization for proper running of the works there. Many of the manual activities are diminishing the performance of the employees by taking more time in less productive works. Time can be saved by shifting in eOffice culture and this saved time can be applied for productivity enhancement of organization. This research will find out the importance of eOffice implementation and its urgency to apply for smoother working environment and better performance of the organization.

Scope of the Study

This research is confined to the office platform and its roles in time saving, enhancing transparency, responsiveness, accountability and effectiveness in the organization, it may be public or private. The basic idea behind this research is the implementation of eOffice and its role in ultimate better performance at work place. It covers the study of various products under eOffice and its together effects.

Demographic Details of the Respondents

Demographic Details		Label	%
1.	Gender	Male	150
		Female	42
2.	Qualification	Graduate	20
		Post Graduate	172
		Ph.D/ M.Phil	0
3.	Monthly Income	0-10000	0
		10000-20000	0
		20000-30000	0
		30000-40000	0
		40000-50000	0
		500000+	192
4.	Marital Status	Married	170
		Unmarried	22
5.	Occupation	Business	0
		Govt. Job	192
		Home Maker	0
		Private Job	0
		Students	0

Findings

Respondent employees are working in the organizations having eOffice in their organization.

The question that if the organizations are having eOffice application, it has been found that the respondents are using eOffice at their work place. Respondents were from mostly from public sectors. Most of the organizations are having e-office platform at their work area. 100% of the respondents from the organizations using eOffice.

Table 1: eOffice existing

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	192	100%
2	No	0	0%

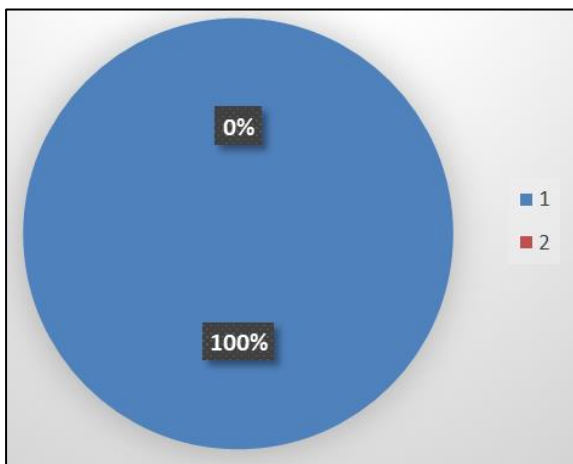


Fig 2: Respondent employees are working in the organizations having e-office in their organization

Respondent employees are working in organizations and using eOffice feels that work is easier than earlier.

It has been derived from the respondents that the organizations in which they are working feel that work is easier than earlier after using eOffice. 99% respondents replied in favour of easy feel of work due to eOffice and 1% of the respondents said they don't feel it, that can be due to less learning of the e-platform.

Table 2: Ease of work on eOffice

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	190	99%
2	No	2	1%

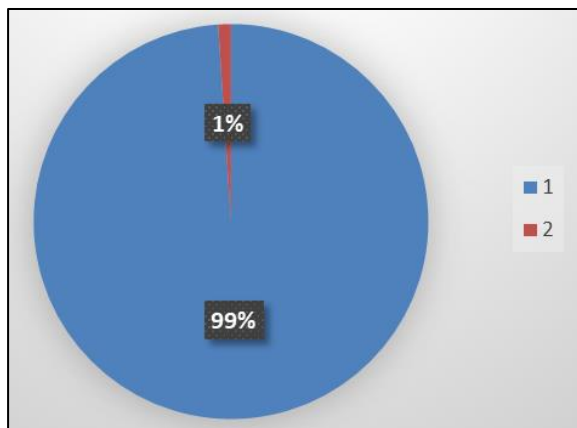


Fig 3: Respondent employees are working in organizations and using e-office feels that work is easier than earlier

Respondents experienced that work is faster than earlier after using eOffice.

The respondents of the research conveyed that they can easily feel and observe that work is now faster than earlier after implementation of eOffice at work place. 98% respondents said they can now work fast by using various platform of eOffice and 2% said they don't feel so as it may be due to less training of eOffice.

Table 3: Faster work on eOffice

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	189	98%
2	No	3	2%

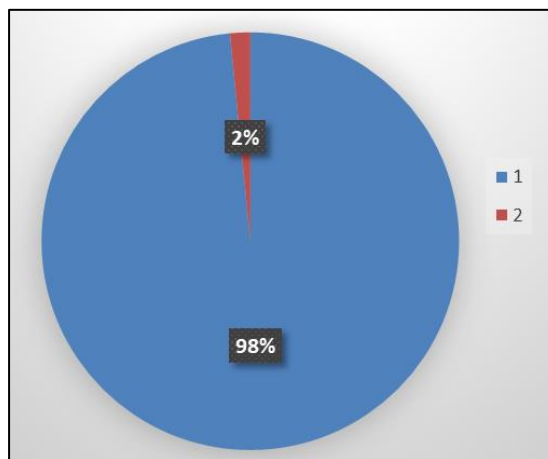


Fig 3: Respondents experienced that work is faster than earlier after using e-office

Respondents feel that recording/storage of work is now easier after eOffice implementation.

By looking at the prime motto of Government of India it can easily be found that eOffice has also been implemented for proper storage of voluminous documents and records. When the respondents were asked to response in favour of better recording than earlier 96% of the respondents said that recording/ storage of works is now easier after eOffice. 4% respondents have doubt in it due to less training of eOffice.

Table 4: Faster work on eOffice

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	185	96%
2	No	7	4%

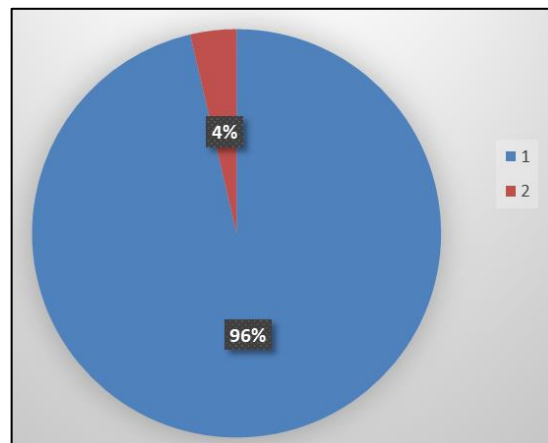


Fig 5: Respondents feel that recording/storage of work is now easier after e-office implementation

Respondents feel that there is much time saving after eOffice at their work place.

In this research it is tried to find that the impact of eOffice in time saving as this platform has also been implemented to time saving through manual work shifting to eOffice. 96% respondents replied that they can save their time through working on eOffice and 4% said they are not in favour of this statement. Their disfavor can be due to less training of eOffice as it is a new platform.

Table 5: Storage on eOffice

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	185	96%
2	No	7	4%

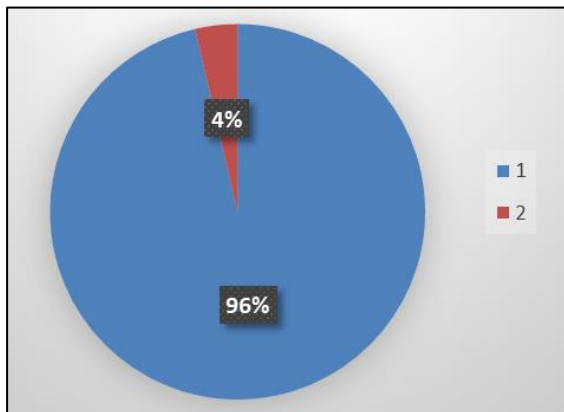


Fig 6: Respondents feel that there is much time saving after e-office at their work place

Respondents feel that overall working environment have been improved after eOffice at their work area.

Here I tried to find out that the due to aim of eOffice as an establisher of transparency and responsiveness in the organization. The respondents were asked about impact of eOffice on overall working environment and it has been

found that mostly 96% respondents replied that yes overall working environment has been improved after eOffice implementation and 4% respondents replied that they don't feel so, it may be due to less training of eOffice.

Table 6: Working environment on eOffice

Sl. No.	Answer	No. of Respondents	Percentage
1	Yes	184	96%
2	No	8	4%

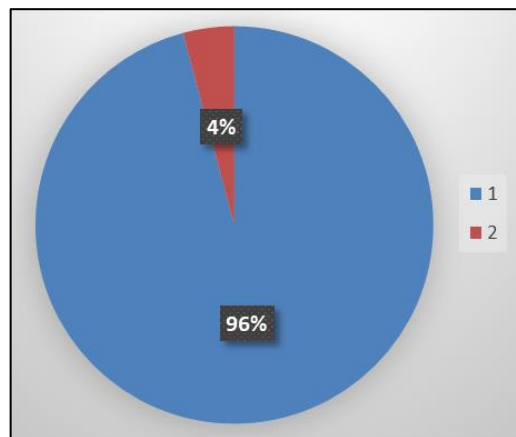


Fig 7: Respondents feel that overall working environment have been improved after e-office at their work area

Hypothesis Formation

H0: There is no impact of eOffice on the overall work performance.

H1: There is an impact of eOffice on the overall work performance.

Hypothesis Testing Using Chi Square Test

Hypothesis (H0): There is no impact of eOffice on the overall work performance.

Rank	Particulars	O _i	E _i	(O _i -E _i) ²	(O _i -E _i) ² / E _i
1	Work performance	120	32	7744	242
2	Time Saving	21	32	121	3.78
3	Storage Improvement	21	32	121	3.78
4	Fast work	21	32	121	3.78
5	Good working environment	9	32	529	16.53
6	Others	0	32	1024	32
					Total= 301.87

Calculated Chi Square = 301.87, Tabulated value of Chi square at (n-1) degree of freedom i.e. 5 degree of freedom at 5% level of significance= 11.070

Since Calculated value of Chi Square test is > Tabulated value of Chi Square test.

So our H0 (null hypothesis) is not accepted. Hence the H1 (alternative hypothesis) is accepted.

So we can say that the there is an impact of eOffice on the overall work performance.

Conclusion

eOffice by name it is suggesting office using electronic way to do their work. eOffice is a platform which tries to help the organization in smoothening their day-to-day activities. Storage and proper documentation in the organization is tedious task as large organization has voluminous documents in the form of policies, manual, circulars, written

documents which need to be maintained and managed properly. Manual maintenance of these documents can cause inefficiency in management at one side and also at other side it may result in more time taking due to manual way. There are also routine activities in the organization like performance appraisal submission, leave submission, tour submission, medical and other applications. These applications and submission are routine in nature and almost daily maintenance is needed for the activities. eOffice has many different products like eTour, eLeave, PIMS, etc. which are not helping only to fill up from anywhere but also fast flow is there. Approval can be taken easily and fastly as well. Tracking of the application is also easy. Accessing is easy even storage is easier. Concern individual can any time access their information and do the needful anytime. In this research the data has been collected to see the impact of eOffice implementation on time management, fast working,

overall environment, storage in better way and easy working at the work place. The findings convey favours the eOffice in time saving, easy working, storage maintenance and improvement of overall working environment. The respondents who disfavoured can be due to lack of training of eOffice as it is a new way and many of the individual are getting training on how to use it. Whosoever are still in training mode can take more time in understanding it. These findings can establish that the basic aim of eOffice i.e. transparency, accountability, responsiveness and efficiency are in real time true. As overall productivity of the organization can easily be enhanced through time saving and good working environment. This research needs to be carried further for having more insight towards the approach of implementation of eOffice its role of better organizational performance so that goal of the organizations can easily be achieved. It is also suggested that this eOffice can be used in small sector also which are not much organized for better productivity.

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