

A Study on Integrated e-Office Management System in Rajasthan (With a Special Focus on 'RAJ-KAJ' Application)

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Abstract

Government procedures and service delivery methods should be transparent and effective, but the physical file movement of documents in government offices can be slow and prone to theft and loss. To address this issue, the integrated e-office system (RAJ-KAJ Application) is a digital workplace solution that aims to replace manual file and document handling. This system offers built-in benefits such as digital data storage, audit trails, and disaster recovery systems. In case of emergencies, government files are protected by routine backups and disaster recovery systems. Additionally, the application is an online application, allowing users to access it from any location and use a VPN to continue working while offsite. The aim of this study is to highlight the importance of e-Office, explain main products of integrated E office application Raj-Kaj, and provide insights into the consequences on the government office's overall performance in Rajasthan. This system will speed up decision-making, increase system efficiency, and virtually eliminate paper use in the office.

Keywords- e-Office, Rajasthan, file, RAJ-KAJ application, electronic system, government procedures

1.0 INTRODUCTION

There has long been a sense that government procedures and service delivery methods ought to be transparent and effective. Before

top authorities make a final decision, the physical file movement of these documents takes a long time and constant surveillance from desk to desk. As a result, a lot of important decisions are put off because of the slow file movement and/or top officials' absence from the office or lack of availability to clear these files. In most government workplaces, theft and file loss are also frequent occurrences. In this case, there was an urgent need for a system that would allow an authorized

worker to quickly find the necessary files and/or documents, change them, share them with other pertinent individuals, and eventually store them with the appropriate reference. This will speed up decision-making, increase system efficiency, and virtually eliminate paper use in the office. In Rajasthan, the integrated e-Office (RAJ-KAJ Application) is a step towards the future of paperless government. It is a Digital Workplace Solution that uses an effective electronic system to take the place of the current manual file and document handling. Because it is an electronic system, it offers some built-in benefits, like digital data storage and audit trails for each transaction. In the event of an emergency, government files are protected by routine backups and disaster recovery systems. Additionally, since it's an online application, users may access it from any location and use a VPN to continue working while they're offsite. The goal of this study is to make readers realize how important eOffice is, while also helping them comprehend the three stages of eOffice implementation and providing insights into the case study of integrated e-Office implementation in Rajasthan. There is a mountain of paperwork and files in the government office, making it challenging to locate a location or a person behind them. An average document search takes between eighteen and twenty minutes, and occasionally these files are never located. File loss or misplacing is a frequent problem, affecting 3-5% of organizations. Paperwork and data input take up half of an office's time in organizations where work is done on paper. 92 percent of the data is in Manila files in spite of this effort. The government of Rajasthan's Department of Information Technology & Communication launched the Document and Files Management System in response to these issues. This system entailed scanning and digitizing documents and receipts so that they could be tracked via an application. This document tracking application's only goal was to shorten the time it takes to find a document or file in a specific department. How to make sure that file flow within and across departments was closely monitored in order to minimize nodal points and

time-consuming processes was the key question. For those looking to transition towards a fully electronic file management system, the digital workplace solution has served as a one-stop shop. The Rajasthan government has made the bold decision to replace the antiquated physical file movement system with an efficient, accountable, and transparent electronic file movement system. This approach is incredibly reproducible and would greatly improve government management, which would improve citizen service delivery. The department of information technology and communication in the government of Rajasthan developed RAJ KAJ (Integrated e-Office), a Unified Enterprise Platform to offer an electronic and collaborative workplace to all organizations of the government. This platform is assisting government departments in going paperless. Through computerized administration, it seeks to increase internal organizational efficiencies. The application software RAJ-KAJ defines government workflow. The purpose of RAJ KAJ is to serve as the following:

- A single point of contact for all staff members on shared responsibilities and roles.
- A platform that makes it possible to move from "traditional offline manual paper" government operations and transactions to "modern online automated" systems.
- Online translation platform for over thirty office procedures and services tailored to individual employees. Using computers connected via the Rajasthan State Wide Area Network, a point-to-point connectivity, offices in Rajasthan allow departments to work on files.
- Increased efficacy, efficiency, and openness in the interactions between government and employee procedures
- the first state to adopt eFile up to Panchayat Samiti / Tehsil in Rajasthan. The goal of Rajasthan's e-File system deployment is to increase efficiency, boost government transparency, and digitize and streamline administrative procedures.
- The Rajasthani government's move to require APR filing via RajKaj is indicative of its dedication to bringing about modern administrative procedures and encouraging a performance-driven work environment among its staff members.
- APAR (Annual Performance Appraisal Report), File Tracking, Dak Management, IPR (Immovable Property Return), and NOC (No Objection Certificate) are a few of the well-liked modules that are used in online systems. Enhancing efficiency, openness, and accessibility in various administrative operations is the goal shared by all of these processes/modules.

2.0 REVIEW OF THE LITERATURE

In their study, Sugandha, S., & Veer, C. (2021) investigates the primary productivity of eOffice as well as the comprehensibility of the numerous services that the Indian government has provided to facilitate office work. The primary focus of his investigation will be the consequences on the overall functioning of the organization. The use of this term stems from the fact that several organizations adopted work-from-home policies following the Covid-19 pandemic. Using this e-office platform, it has been seen that organizations embracing e-office are handling their office tasks with ease. It's a staffing strategy in which a lot of the standard chores performed at work are artificially managed by technology.

In their chapter, Srivastava, R., & Sharma, K. K. (2021) emphasize the e-Office's digital revolutionary journey in governance. According to them, the E-Office is a crucial component of the Digital India movement, which aims to increase the power of the government's decision-making apparatus by integrating contemporary ICT into government operations. Indian immigration and visa services are now more competitive with respect to other developed countries thanks to the implementation of a centralized system for issuing visas and a number of other flagship programmes, including e-Visa, e-FRRO, Visa on Arrival, Automatic Border Control Systems, and biometrics-based authentication.

The performance of the e-office system in Tanzania's public institutions is examined by Abdallah, S. K., and Kopoka, P. A. (2024) at the President's Office of Public Service Management and Good Governance (POPSMGG). In particular, the study evaluated the impact of using the e-office system at PO PSMGG, looked at the difficulties encountered in using the e-office system at PO PSMGG, and ascertained the degree of e-office system use at PO PSMGG. A cross-sectional research design was used in the study.

In his research study, Satish, K. H., & Rizwana, M. (2023) discovered that, in general, employees are in favor of the project as part of an attempt to better understand their attitude towards the adoption of Eoffice. This mindset might have been a major factor in the Central Power Research Institute's (CPRI) Eoffice implementation's success. The confirmatory factor analysis indicates that attitudes, both positive and negative, have an impact on E-office adoption. But in order to achieve this, optimism acts or positive attitudes as a stimulant for adopting E-office and uniting producers, scholars, and government research centers on a single platform. The efficient operation of all significant governmental agencies in India depends on this technology. According to a study done in an attempt to better understand CPRI employees' thoughts on E-office adoption, there is a good attitude among them towards its deployment.

3.0 RESEARCH GAP

The review of literature revealed organization favors the eOffice in time saving, easy working, storage maintenance and improvement of overall working environment. The basic aim of eOffice i.e. transparency, accountability, responsiveness and efficiency are in real time true. Indian immigration and visa services are now more competitive with respect to other developed countries thanks to the implementation of integrated e office system for issuing visas and a number of other flagship programmes, including e-Visa, e-FRRO, Visa on Arrival, Automatic Border Control Systems, and biometrics-based authentication. The efficient operation of all significant governmental agencies in India depends on this technology. According to a study done in an attempt to better understand CPRI employees' thoughts on Eoffice adoption, there is a good attitude among them towards its deployment. No studies were made on any specific integrated e office application 'RAJ KAJ' developed by DOIT&C GoR. This study aims to examine the main products of Raj-Kaj and get insights into the range of services that the Rajasthan government has implemented to facilitate office tasks. The primary goal of the study will be the consequences on the government office's overall performance in Rajasthan.

4.0 RATIONALITY OF THE STUDY

We are aware that an organization's effectiveness is influenced by both the system it has implemented and the caliber of its workforce. RAJKAJ (Integrated eOffice system) of Rajasthan Government makes an effort to create a relaxed environment in its operations so that the work can be done well. Performance among government staff members is being negatively impacted by numerous manual tasks that require more time and result in less productive work. A change in e-Office culture can save time, which can then be used to increase the organization's productivity. The purpose of this study is to determine how essential it is to implement e-Office as soon as possible in order to improve the organization's performance and create a more pleasant working environment. The purpose of this study is to determine the significance of the Rajkaj application in Rajasthan government offices and the pressing need to implement it in order to improve office/department's performance and create a calmer work environment.

5.0 OBJECTIVE OF STUDY

- To explore the level of awareness and adoption of RAJ-KAJ application among the Rajasthan government office's employees.
- To examine the reason for adoption and non-adoption of the RAJ-KAJ application in government offices under Govt. of Rajasthan.

- To analyze main products and/or utilities under RAJ-KAJ application.
- To evaluate the operational performance of RAJ-KAJ application in Rajasthan Government Offices.
- To examine the department-wise employee registration under Raj-KAJ application as a whole and utilities wise.
- To identify major reason/s for use or non-use of RAJ-KAJ application by government employees.

6.0 LIMITATION OF THE STUDY

- Only quantitative primary data for a comprehensive analysis is used.
- This study is focused on the analysis of RAJ-KAJ application; other applications for e office management are neglected.
- The study has picked up only government offices under Govt. of Rajasthan. Non-Government Offices are excluded.
- This study and its findings are based totally on the reports, data & statistics being published on the website of DOIT&C Government of Rajasthan.

7.0 SCOPE OF THE STUDY

This study is limited to the office platform and how it may improve responsiveness, transparency, and save time. Effectiveness and responsibility within the office, whether it's a public or private entity. The deployment of RAJ-KAJ and its function in ultimately improving performance at work is the fundamental notion underlying this research. It examines the different RAJ-KAJ products and their combined effects.

8.0 METHODOLOGY

The nature of this study is exploratory and descriptive. There has been usage of both primary and secondary data collection techniques. The secondary information gathered from many publications, references, publications, papers from seminars, and journals. The data is analyzed with the help of statistical tool viz. tabulation, classification, annual growth rate and percentage. The diagrammatic presentation has also been used to make an effective presentation of the results of the study. The data analysis is done using statistical forms of tabulation, bar diagrams, and pie charts, as well as mathematical formulas like percentage and growth rate. Hypotheses were developed using secondary data and then tested using primary data. Using the snowball sampling method, the respondents were chosen, and structured questionnaires helped using an online Google

form to gather primary data. Respondents completed 33 questionnaires in total, out of 50.



Source: <https://rajkaj.rajasthan.gov.in/>

9.0 MAIN PRODUCTS OR UTILITIES OF RAJ KAJ APPLICATION

9.1 E-file - E-file is a web-based model in the RAJKAJ project. The e-Files initiative facilitates paperless disposal of files of organizations / State Government Departments. Using this module, personnel / officers can dispose of files online. With this system, the user can process the correspondence related to any subject and department online, the movement of files, updates and other related information can be found online. Timely disposal of files in government offices can be ensured. It is necessary to have the correct mapping of the post and office in the official / employee's job application.

9.2 E-dak- In the Raj-Kaaj application of the Rajasthan government, there is an important arrangement of postal management in paperless office work in government offices. In the e-dak module, mail can be sent and received online, and any mail received offline can be e-filed online.

9.3 IPR (Immovable Property Return)- There is a provision for all gazette / non-gazette officers and employees of the Government of Rajasthan to furnish and make public details of immovable properties purchased or inherited or gifted in their own name or in the name of their dependents. All the state officers and employees submit the details of their immovable property online to the Department of Personnel by filling up the details of their immovable property on the Raj-Kaj application and verifying it with the e-sign Aadhaar based OTP till the date fixed by the Department of Personnel, which is automatically uploaded on various websites like Public Information Portal, Department of Personnel.

9.4 FTMS (File Tracking Management System)- FTMS is a web-based module which is intended to facilitate monitoring of movement and timely disposal of files of organizations and state government departments through which files of user offices can be tracked. The Raj-Kaj user can monitor the correspondence related to any subject and department from this system. Movement updates and other related information can be found online. Timely disposal of files in government offices can be ensured.

9.5 APAR (Annual Performance Appraisal Report)- The objective of Annual Performance Appraisal Module of Raj-Kaj (Integrated Raj e-Office) application is to automate the appraisal process for employees belonging to the State Government Departments/Organizations/PSUs. Before an employee can start filling his Annual Performance Appraisal Report (APAR / PAR/ACR), his PAR Hierarchy should be configured and PAR should be initiated. If the PAR hierarchy of an employee is not configured, then employee may either create PAR Hierarchy by himself (permissible only for employees of selected Departments/Services, e.g. RAS officers) or contact the concerned Establishment Section for configuration of hierarchy and initiation of PAR

9.6 Leave- The objective of Leave Management Module of Raj-Kaj (Integrated Raj e-Office) application is to automate Leave Management process of an employee belonging to State Government Departments/PSUs. Before an employee can start applying for leave, following are the prerequisites: • Leave balance should be updated (already done at the level of concerned Establishment Section) • Leave approval hierarchy should be configured for that particular leave type (already done at the level of concerned Establishment Section) If the leave balances/approval hierarchy of an employee are not updated/configured, then employees may contact the concerned Establishment Section for updating leave balance and configuration of leave approval hierarchy.

9.7 NOC (No Objection Certificate) - As per the rules of the Government of Rajasthan, there is a provision for the employee to obtain a no-objection certificate from the employer for making a passport, for permission before departure on foreign travel, in order to appear in higher education and competitive examinations, and for permission to take charge and discharge upon posting. The facility of issuance of No Objection Certificate has been provided through the NOC module of the Raj-Kaj application.

9.8 Store Management- The purpose of the Store module in the RAJKAJ application is to make all the activities of the department / office store online. In this process, all the work related to the store is completed online. Efforts were made to make this module transparent and in line with the in-store process of the departments / offices. The following features of this application are - Online application, Online retention of store stock, Online monitoring of applications by applicant / store keeper / store in-charge, Online generation of indents, Notification of applications on mobile.

9.9 Cabinet Meeting Management- The objective of the Cabinet Meeting Management Module of RAJKAJ is to make the process of holding a Cabinet meeting by the Hon'ble Chief Minister online. Through the Cabinet Meeting Management Module, online facilities of preparation of cabinet memos by administrative departments, issuance of orders for cabinet

meetings, circulation agenda and table agenda etc. are available.

9.10 Government Accommodation- The Rajasthan government makes the process of housing allotment in the state easy, transparent and online for all the workers. Online applications for government accommodation by personnel are submitted to the General Administration Department through Raj-Kaj. The order of preference for allotment of accommodation in the state is automatically determined. The administrative department for the application of the Government Housing Authority is the General Administration Department. Application for government accommodation can be made by all the employees of the state at any time of the year.

9.11 Child Declaration- Before starting the process of promotion of employees in government departments, there is a provision to seek information about their children from eligible workers for promotion. In the event of the Department of Employment asking for the information details of the children, the provision has been made for the personnel to fill and submit the information of their children in the Online Child Declaration Module through the Raj-Kaj Application, in which the details of the information can be filled by the personnel themselves and verified by e-sign.

9.12 Transfer Request Self-A provision has been made for the transfer request self-process in the state government for the employees of the Rajasthan government to send their transfer application to the employer department in a simple and easy way. To apply for transfer, the details of the application are submitted online using the Transfer Request Self process available in the Raj-Kaaj application.

Table 1: Demographic Details of the Respondents

S.No	Demographic Detail	Label	No. of respondents	% of total respondents
1	Designation	Assistant Professor	18	54.55
		Evaluation Officer	1	3.03
		Naib Tehsildar	1	3.03
		Enforcement Officer	1	3.03

		Assist. Account Officer	1	3.03
		Research Assistant	3	9.09
		Sr Assistant	4	12.12
		Programme Officer	3	9.09
		Assistant Statistical Officer	1	3.03
			33	100.00
2	Department of Rajasthan Govt	College Education	21	63.64
		Evaluation	3	9.09
		Finance	1	3.03
		Revenue	1	3.03
		Land Settlement	1	3.03
		Minority Affairs	3	9.09
		Food Supply	1	3.03
		Reproduction & Child Health	1	3.03
		Rural Development	1	3.03
			33	100.00
3	Gender	Male	29	87.88
		Female	4	12.12
		Other	0	0.00
			33	100.00
4	Qualification	Secondary	0	0.00

		Sr Secondary	0	0.00
		Graduate	3	9.09
		Post Graduate	28	84.85
		M Phil/Ph.D	2	6.06
			33	100.00

Source: Self- made by Author

10. FINDINGS

10.1 Respondents are quite aware about the Raj-Kaj application being implemented in Rajasthan govt offices-

Based on the responses, it has been found that the government offices where the respondents work are quite aware about RAJ-KAJ (integrated e-office management system). 100% of participants responded in favor of the RAJ-KAJ application's awareness and adoption at work, which shows that government employees in Rajasthan have a positive approach towards implementation of RAJ-KAJ application in place of manual office procedures.

Table:1 Awareness & Adaptation of Raj-Kaj Application

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	33	100.00
2	No	0	0.00
		33	100.00

Source: made by author

Source: made by author

Are you aware about RAJ-KAJ (integrated e-office management system) being implemented in Rajasthan govt offices?
33 responses



10.2 Respondents understand about the basic objective of the Raj-Kaj application being implemented in Rajasthan govt offices-

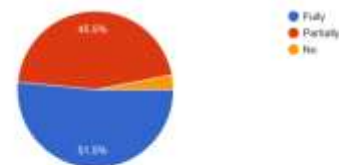
It has been discovered that the respondents have less understanding towards the basic objective of RAJ-KAJ Application. Only 45.5% respondents understand the basic objective of RAJ-KAJ fully, 51.5 % respondents understand its objective partially and the remaining 3 % do not understand.

Table:2 Understanding of Basic Objective of Raj-Kaj Application

S.No.	Answer	No.s of Respondents	Percentage
1	Fully	17	51.52
2	Partially	15	45.45
3	No	1	3.03
		33	100.00

Source: made by author

Do you understand basic objective of RAJ-KAJ Application?
33 responses



Source: made by author

10.3 Respondents use/adopt Raj-Kaj application in their workplace.-

It has been discovered that the respondents use the integrated eOffice system, or Raj-Kaj project, at work. The majority of respondents came from the offices or departments of the Rajasthan government. Raj-Kaj is available in most government offices and departments where employees are employed. 93.9% responders from government offices who used the Raj-Kaj application.

Table:3 Existence of Raj-Kaj Application in office/department

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	31	93.94
2	No	2	6.06
		33	100.00

Source: made by author

Is there RAJ-KAJ (Integrated e-office management system) in your office/department ?
33 responses



Source: made by author

10.4 Respondents feel that office work is easier after Raj-Kaj application in their workplace.-Based on the responses, it has been determined that the government offices where the respondents work feel that their job is more accessible now that they are utilizing the RAJ-KAJ application. 97% of participants responded in favor of the RAJ-KAJ application's simple feel at work, while 3% of respondents claimed they didn't feel it, which may have to do with their lack of e-platform knowledge.

Table:4 Easiness of Raj-Kaj Application in office work

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	32	96.97
2	No	1	3.03
		33	100.00

Source: made by author

Do you works on Raj-Kaj Application in office and by using Raj-Kaj (Integrated eoffice system) feels that work is easier than earlier?
33 responses



Source: made by author

10.5 Respondents experience that office work is faster than earlier after Raj-Kaj application in their workplace.The study's participants expressed that they can sense and see that work is moving more quickly than it did before the RAJ-KAJ application was implemented at their place of employment. 100% Respondents said that they can now work quickly by utilizing the RAJ-KAJ application systems

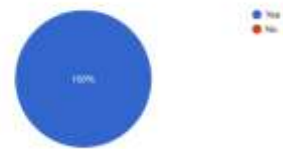
Table:5 Fastness in office work after Raj-Kaj

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	33	100.00

2	No	0	0.00
		33	100.00

Source: made by author

Are you experienced that work is faster than earlier after using RAJ-KAJ Application.
33 responses



Source: made by author

10.6 Respondents feel that recording/storage of files, documents is easier than earlier after Raj-Kaj application in their workplace.The primary motto of the Rajasthan government makes it clear that the RAJ-KAJ Integrated e-Office system has also been established into effect for the appropriate storing of copious amounts of papers and records. When asked if they supported better recording than they had previously done, 97% of the respondents indicated that RAJ-KAJ had made it easier to record and store work. Because of their lack of experience with the RAJ-KAJ application, 3% of respondents are unsure.

Table:6 Easy to recording/storage of files in Raj-Kaj

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	32	96.97
2	No	1	3.03
		33	100.00

Source: made by author

Do you feel that recording/storage of files, documents, reports and records, is now easier after RAJ-KAJ application implementation in govt offices.
33 responses



Source: made by author

10.7 Respondents feel that there is much time savings in office work after Raj-Kaj application in their workplace.The goal of this study is to determine how the RAJ-KAJ application affects time savings, as this platform has also been used to save time by switching from manual labor to RAJ-

KAJ. Working on the e-Office system RAJ-KAJ can save time, according to 90.9% of respondents, whereas 9.1% disagreed with this assertion. Being a new platform, less training for RAJ-KAJ may be the reason for their disfavor.

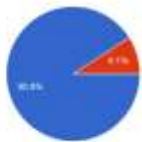
Table:7 Time Saving in office work after Raj-Kaj

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	30	90.91
2	No	3	9.09
		33	100.00

Source: made by author

Do you feel that there is much time saving after RAJ-KAJ application at your office?

33 responses



Source: made by author

10.8 Respondents feel that the overall work environment has been improved after Raj-Kaj application in their workplace- It has been attempted to ascertain the purpose of e-Office as a means of establishing responsiveness and transparency in government offices. Inquiries concerning the effects of as asked about RAJ-KAJ's overall impact on the working environment, 90.9 % of respondents said that they thought the environment had improved as a result of the program's adoption, while 9.1 % said they didn't think so, possibly because of RAJ-KAJ's lack of training.

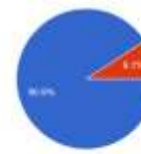
Table:8 improvement in overall working environment after Raj-Kaj

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	30	90.91
2	No	3	9.09
		33	100.00

Source: made by author

Do you feel that overall working environment have been improved after RAJ-KAJ at your office.

33 responses



Source: made by author

10.9 Respondents feel that there is no proper training to be given before or after Raj-Kaj application in their workplace- It is found that there is lack of proper training of RAJ-KAJ Application in offices of Rajasthan govt. 57.6% respondent accepts that they are not trained by implementing agencies for RAJ-KAJ. Due to lack of training, government employees are not being benefited fully. Only a few modules of RAJ-KAJ applications such as e-file, e-dak, IPR and APAR are being used by them mostly.

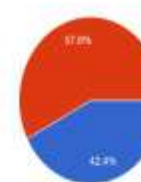
Table:9 Proper training to Govt. Employees after Raj-Kaj

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	19	57.58
2	No	14	42.42
		33	100.00

Source: made by author

Is proper training of RAJ-KAJ Application is given to you, before or after implementation of this application in your office?

33 responses



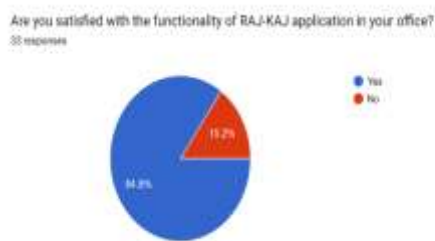
Source: made by author

10.10 Respondents satisfied with functionality of Raj-Kaj application in their workplace- Most of the respondents (84.8%) are satisfied with the functionality of this application in government offices. It shows high acceptability ratio and popularity of RAJ-KAJ application among government employees of Rajasthan govt.

Table:10 Satisfaction with functionality of Raj-Kaj in office

S.No.	Answer	No.s of Respondents	Percentage
1	Yes	28	84.85
2	No	5	15.15
		33	100.00

Source: made by author



Source: made by author

11.0 CONCLUSION

By name, Raj-Kaj (Integrated e-office System) suggests that offices use electronic methods to complete their tasks. Raj-Kaj is a software designed to assist government offices in Rajasthan, in streamlining their daily operations. It takes a lot of work to store and properly record papers in an organization because large organizations have a lot of written documents, manuals, policies, and circulars that need to be preserved. The manual process of maintaining these records may lead to inefficiencies in management on the one hand, and increased time spent on it on the other. The government office/department also handles regular tasks like submitting applications for receipt and dispatch of orders/circulars, transfer application, child information for promotion, store, non-objection certificate, leaves of absence, and performance reviews. These submissions and applications are routine in nature, and the operations require upkeep virtually every day. Raj-Kaj application offers a wide range of solutions, such as e-File, e-Dak, APAR/ACR, e-Leave, FTMS, IPR, e-NOC and others, that facilitate fast flow in addition to filling up from any location. Additionally, approval can be obtained quickly and easily. Additionally, tracking the application is simple. Even storing is made easier with convenient access. Anytime they choose, the concerned party can access their information and take the appropriate action. The purpose of this study is to examine the effects of RAJ-KAJ application deployment on time management, productivity, workplace atmosphere, improved storage, and ease of use. The results show that RAJ-KAJ is superior to traditional office software in terms of time savings, ease of use, storage upkeep, and overall workspace enhancement. Since the RAJ-KAJ is a new application

software and many government employees of Rajasthan govt. are receiving training on how to use it, the respondents who expressed disapproval may have been motivated by a lack of training. It may take longer for someone who is still in training mode to understand it. These results demonstrate that the fundamental goals of RAJ-KAJ Application in Rajasthan Govt.'s Offices —transparency, accountability, responsiveness, and efficiency—are achieved in the present. Time savings and a comfortable workplace can easily increase an organization's total productivity. More research is required to have a deeper understanding of the RAJ-KAJ implementation and application approach and its impact on improved office/ department performance, which will facilitate the attainment of goals of good governance. Additionally, it is proposed that autonomous bodies, public sector units, and grants-funded organizations and small offices under the government of Rajasthan, which lack organizational structure use this RAJ-KAJ to increase efficiency.

12.0 SUGGESTIONS

On the basis of replies, received by respondents through google forms “research questionnaire for Raj-Kaj application”, the following suggestions are being recommended to implementing agencies.

- Efforts should be made to reduce the time taken in file processing. It takes a lot of time.
- Time to time training of Raj-Kaj should be imparted to all government staff whether ministerial/Subordinate or officers.
- As most of the government employees in Rajasthan speak in Hindi and they have command on it, so there should be an option in English or Hindi version/converter like android phone.
- New version or update in Raj-Kaj should be launched with new features as per requirement of government employees.
- Most government employees face the problem of slow servers while working in office, so server problems should be resolved and required infrastructure should be developed for Raj-Kaj application.

13.0 ACKNOWLEDGMENT

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15.0 Websites-

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- <https://scholar.google.com/>
- <https://doitc.rajasthan.gov.in/>

16.0 Appendix

Research Questionnaire on Raj Kaj application