

ABSTRACT

The advance of the latest technology worldwide has paved the way the introduction of paperless office in most of the organisation. However, there are many organisations that are still embracing the traditional paper works despite of huge benefits for the adoption of paperless office. Each and every one of these organisations has a reason as to why they cannot switch to a paperless office. The research study was conducted at LAPF Pensions Fund headquarter and its zone offices aimed to examine the factors affecting the implementation of paperless office within the organisation. The objectives of the study was to assess the state of implementation of paperless office, to examine the extent to which the available technologies support the implementation of paperless office, to find out how staff competence affect the implementation of paperless office on enhancing service delivery and to find out how management and legal support affect the implementation of paperless office on enhancing service delivery. This study was a descriptive type with qualitative analysis approach. Questionnaires and interviews were used as primary data collection instruments from the sample population of 142 employees. Out of those 135 respondents completed questionnaires which were equivalent to 95.1%. Documentary review was done in order to acquire some relevant secondary data about paperless office from the fund. The data collected were subjected to statistical techniques and analysed by using SPSS and the output were presented in tables, graphs and figures for easy interpretations. The study revealed that paperless office has a positive impact on the organisation but it is facing several challenges which hinder its implementations in most of the organisations. Finally, in light of the findings of this study, there is hope for the actual implementation of paperless office at LAPF Pensions Fund if the findings and recommendations of this study are put into consideration by the authorities. However, in today's world there are many organisations intended to implement paperless office, for that case this findings and recommendations can be used as a base line for the organisations of the similar nature intended to implement paperless office.

