

DIGITALISATION OF PUNJABI UNIVERSITY, PATIALA: A STEP TOWARDS PAPERLESS ADMINISTRATION

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Abstract

The higher education sector in India, including Punjab, has witnessed remarkable growth in terms of student numbers and institutions, however, administrative processes such as admission, teaching, examination and support services still rely heavily on conventional paper-based systems. To address this, Punjabi University, Patiala has progressively integrated digital tools and technologies for better paperless administration. Paperless administration refers to significant reduction of paper based documents through the adoption of electronic systems for tasks such as record-keeping, communication, and transaction processing. The university has been utilizing digital communication channels, various online portals, digital facilities and applications to streamline administrative processes. The present paper examined the view of students regarding paperless administration and to suggest measures to be taken for the effective implementation of paperless administration in Punjabi University, Patiala. The data was collected from 250 students of 12 teaching departments of three selected faculties and two constituent colleges of the university using interview schedule and observation method. The results of the study show that majority of students were satisfied with the various online facilities and implementation of paperless administration of Punjabi University, Patiala. To leverage the full benefits of digitalisation, the university should deploy e-office, various online facilities and paperless administration comprehensively.

Key-Words: Digitalisation, Paperless Administration, Digital Facilities, Punjabi University.

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INTRODUCTION: In the rapidly advancing digital age, Indian universities face growing pressures to modernize their administrative processes to keep pace with technological advancements and meet the evolving needs of students, faculty, and staff. One significant strategy to achieve this modernization is the adoption of paperless administration systems. Paperless administration offers Indian universities the opportunity to streamline their operations, reduce bureaucratic inefficiencies, and cut down on administrative costs

¹. By digitalising tasks such as admissions, registrations, and academic record management, universities can significantly improve operational efficiency and resource utilization². Digital platforms enable remote access to administrative services, eliminating geographical barriers and improving user experience³. Paperless administration is not only a necessity but also a strategic imperative for Indian universities in the present age of digitalisation⁴. By implementation of digital transformation, universities can enhance efficiency, accessibility, sustainability, and compliance while better serving the needs of their stakeholders.

Definitions of Paperless Administration: To understand the concept of paperless administration, it is important to know the definition of paperless administration.

- 1) Paperless administration involves the implementation of digital technologies and software solutions to streamline administrative processes, enhance efficiency, and reduce environmental impact by minimizing paper usage⁵.
- 2) Paperless administration refers to the elimination or significant reduction of paper-based documentation through the adoption of electronic systems for tasks such as record-keeping, communication, and transaction processing⁶.
- 3) Paperless administration refers to the digitization and automation of administrative processes to reduce reliance on physical paper documents and streamline operations using digital tools and technologies (Smith, 2020)⁷.

¹Gupta, A., & Sharma, R. (2021). Digital Transformation in Higher Education: A Case for Paperless Administration in Indian Universities. *Journal of Educational Technology and Policy Studies*, 25(2), 87-102.

² Kayanja, W., Kyambade, M., & Kiggundu, T. (2025). Exploring digital transformation in higher education setting: The shift to fully automated and paperless systems. *Cogent Education*, 12, 2489800. (Retrieved from https://doi.org/10.1080/2331186X.2025.2489800https://www.researchgate.net/publication/390836091_Exploring_digital_transformation_in_higher_education_setting_the_shift_to_fully_automated_and_paperless_systems on 26-6-2025)

³ Srimathi, H., & Krishnamoorthy, A. (2019). *Paperless administration in Indian higher education. International Journal of Engineering and Advanced Technology (IJEAT)* (Retrieved from <https://www.ijeat.org/wp-content/uploads/papers/v8i4/D6268048419.pdf> on 28-8-2025)

⁴ Jadeja, A. K. (2018). *Shifting towards concept of paperless administration — A case study of universities in India and Gujarat. Vidyawarta: Interdisciplinary Multilingual Refereed Journal*, 12(21). (Retrieved from https://www.researchgate.net/publication/341930647_Shifting_towards_concept_of_Paperless_Administration-A_case_study_of_University_of_India_and_Gujarat on 26-6-2025)

⁵ Gupta, S. K. (2019). Digital Transformation in Higher Education Administration: A Case Study of Paperless Implementation in Indian Universities. *International Journal of Educational Technology*, 12(2), 87-102.

⁶Chen, Y., Wang, L., & Liu, Q. (2020). The Impact of Paperless Administration on Organizational Efficiency: Evidence from the Banking Sector. *Journal of Information Systems Management*, 25(4), 321-335.

⁷Smith, J. (2020). *The Future of Administrative Processes: A Guide to Paperless Administration*. Academic Press.

Thus, a paperless administration aims to eliminate or significantly reduce paper usage. It involves converting documents and records into digital formats. Paperless administration refers to the digitization and automation of administrative processes to reduce reliance on physical paper documents and streamline operations using digital tools and technologies.

Importance of Paperless administration in Universities: Paperless administration in universities has become increasingly relevant due to the growth in students' numbers, to keep pace with ever growing technological advancements and benefits of adopting paperless practices. Digital processes streamline administrative tasks, such as admissions, teaching, examinations, and support services. Going paperless can significantly reduce paper consumption, leading to less deforestation and environmental strain. A paperless approach frees up physical storage areas, making room for other essential resources. By going paperless, universities can reduce costs in long run. It also gives momentum to the digital India campaign which encourages the adoption of digital technologies in various sectors including education. It can be said that transitioning to paperless administration can benefit universities by enhancing efficiency, reducing costs, and contributing to environmental conservation.

Punjabi University: As per University Grants Commission's consolidated list of all universities, as on 25-3-2023, there were total 35 Universities in Punjab State, out of which there were 14 State Universities, 01 Central University, 02 Deemed Universities and 18 Private Universities⁸. Punjabi University, Patiala is the largest and one of the oldest universities of state of Punjab. It was established in the pre-reorganised state of Punjab on the 30th April, 1962. The University, which is one of the leading institutions for higher education, was established with a mandate to promote the cause of Punjabi language, literature and culture. Since its inception, it has not only made significant contribution to the fulfilment of its mission and mandate, but it has also emerged as an important institution for disseminating high-quality education and conducting research in North India. Punjabi University, Patiala has been a forerunner in digitalisation too. It has been providing admission, examination and fee related various online hassle free services to its stakeholders.

In the present competitive world of information and digital age, almost all the organizations are trying to obtain the maximum benefits of digitalisation. Some of them are using it to increase speed, quickness and to reduce costs whereas others want universal reach, transparency and efficiency etc. The computerization in Punjabi University, Patiala was started in the 1980s. The establishment of University Computer Centre in 1986 with the assistance of UGC gave right pave

⁸University Grants Commission (2023), Consolidated List of all Universities, pp 29-30 (Retrieved from <https://www.ugc.ac.in/oldpdf/Consolidated%20list%20of%20All%20Universities.pdf> on 7-8-2025).

to the computerization in the university. It is a centralized resource facilitator for computerization and digitalisation with the mission to meet the needs of the university. Computerization, internet, ICT and digitalisation are major technological innovations to reform and rationalize administration and transactional processes, which further led to provide various online services to the stakeholders. Digitalisation was an outcome of indigenization of technology in the 1990s.⁹ The digitalisation process in the Indian Universities was started in 1990s with the advent of internet and broadband connections. Computerization of administrative work of Punjabi University Patiala started in 1990s. In the next two decades, the various digital technologies gave a great momentum to the use of various digital tools and resource in the university. Presently, implementation of digitalisation has become a necessity for universities to provide education in the technology-driven world of competition. A careful perusal of AQAR report 2021-22 reveals that, 100% automation of entire examination division and implementation of examination management system has been done by the university. University has been providing excellent ICT facilities. University is fully Wi-Fi enabled. All ICT and digital facilities are managed and updated centrally by University Computer Centre¹⁰.

OBJECTIVES: -The main objective of the present research paper is to examine the paperless administration of Punjabi University, Patiala. The specific objectives of the study are:

1. To study the concept of paperless administration.
2. to study the facilities provided for digitalisation of Punjabi University, Patiala in Punjab;
3. to examine the views of students of Punjabi University, Patiala regarding paperless administration in Punjabi University, Patiala;
4. to find out to which extent the paperless administration has been facilitated by digitalisation in Punjabi University, Patiala; and
5. to suggest measures to be taken for the effective implementation of paperless administration in Punjabi University, Patiala.

HYPOTHESIS: -

1. Digitalisation has resulted in paperless administration in Punjabi University, Patiala to some extent.
2. Students are satisfied with the implementation of paperless administration in Punjabi University, Patiala to some extent.

⁹Ghosh, B. B.(2013), "Impact of Globalisation on India's Technological Regime: An Analysis of India's Manufacturing Sector" An unpublished thesis submitted to department of Commerce, The University of Burdwam, Burdwam, West Bengal, India. (accessed from <https://shodhganga.inflibnet.ac.in/bitstream/10603/50352/1/thesis%20banhi%20baran%20ghosh.pdf>) on 24-4-2025

¹⁰AQAR of Punjabi University, Patiala (2021-22) Retrieved from http://www.punjabiversity.ac.in/Pages/Images/IQAC/AQAR_2021-22.pdf on 7-5-2025.

RESEARCH METHODOLOGY: -The present empirical study is both descriptive and analytical in nature. The data was collected from both primary and secondary sources. The Punjabi university has more than 70 teaching and research department/chairs, more than 5 administrative branches and 10 plus administrative sections in its campus. Out of this universe, main focus of the research is on administration related to admission of students, Examination system, and general administration. A sample of 250 students (including regular UG & PG - 60 students of faculties of social Sciences, 60 Students of faculty of Engineering, 60 students of faculty of life sciences and 70 students of Constituent Colleges of Punjabi University, Patiala) was selected. Thus, research sample covered 250 students. The information was collected with the help of Interview Schedule. Observation method was also used. The secondary data was collected from reports, various volumes of Calendar and handbook of information of Punjabi University, university website, journals, books, Ph.D. thesis, internet sources, articles and newspapers.

Table 1.1: Socio-Economic Profile of Respondents

Variable	Category	No. of Respondents	Percentage
Gender	Male	108	43.2
	Female	142	56.8
	Transgender	0	0
	Total	250	100
Age	15-20 Years	97	38.8
	21-25 Years	139	55.6
	26-30 Years	14	5.6
	Above 30 Years	0	0
	Total	250	100
Annual Income	Up to Rs.100000	94	37.6
	Rs.100001 to 250000	58	23.2
	Rs.250001 to 500000	50	20
	Rs.500001 to 1000000	34	13.6
	Above Rs.1000000	14	5.6
	Total	250	100
Category/Caste	SC/ST	84	33.6
	BC/OBC	50	20
	General	115	46
	Any Other	01	0.4
	Total	250	100
Residential Area	Urban	67	26.8
	Semi-Urban	21	8.4
	Rural	162	64.8
	Total	250	100
Class Studying of	UG (BA/B.Tech./B.Sc./B.Com/FYIP)	125	50.0
	PG (MA/M.Tech/M.Sc.)	125	50.0
	Total	250	100

Source: Primary Data

Table No. 1.1 indicates the Socio-Economic profile of the student respondents elaborated as under: -

Gender: In the total sample of 250 students, a majority (56.8%) were females whereas 43.2 % were males. It shows that amongst the student respondents of this research, there were more females.

Age: A majority (55.6%) of students belonged to the age group of 21-25 years whereas 38.8% of respondents belonged to the age group of 15-20 years. Rest of them i.e. 5.6% belonged to the age group 26-30 years.

Income of Parents: Maximum (37.6%) of students belonged to the parents' annual income group of up to Rs.1,00,000 whereas 23.2% respondents belonged to the annual income group of Rs. 100001 to 2,50,000, followed by 20.0% of respondents belonged to the parents' annual income group of Rs. 250001 to 5,00,000, 13.6% belonged to the parents' annual income group of Rs. 500001 to 10,00,000, and rest of them i.e.5.6% belonged to the parents' annual income group of above Rs. 10,00,000. It shows that maximum respondents belonged to the minimum income group of parents, however, 23.2% and 20.0% of them belonged respectively to the parents' annual income group of Rs. 100001 to 2,50,000 and the parents' annual income group of Rs. 250001 to 5,00,000.

Category: According to the data in the above table, maximum (46%) of students of this research belonged to General category, 33.6% belonged to SC/ST category and 20% of students belonged to OBC category. Only 0.4% of students belonged to any other category. It shows that majority of students in the sample belonged to general category whereas it also illustrates the representation of all the categories in this research study.

Residential Area: -A majority (64.8%) of students of Punjabi University, Patiala belonged to Rural Area and 26.8% belonged to Urban Area. Rest of them i.e. 8.4% belonged to Semi-Urban Area. It indicates that majority of students of this research study belonged to rural area followed by urban area.

Table 1.2: Department wise distribution of Respondents

Faculties/Constituent Colleges	Name of the Department	No of Respondents	Total
Faculty of Social Sciences	Political Science	15(6.0)	60(24.0)
	Public Administration	15(6.0)	
	Psychology	15(6.0)	
	Economics	15(6.0)	
Faculty of Engineering	Civil Engineering	15(6.0)	60(24.0)
	Computer Science and Engineering	15(6.0)	
	Electronics & Communication Engineering	15(6.0)	
	Department of Mechanical Engineering	15(6.0)	
	Biotechnology and Food Technology	15(6.0)	60(24.0)

Faculty of Life Sciences	Zoology & Environmental Sciences	15(6.0)	
	Human Genetics	15(6.0)	
	Botany	15(6.0)	
University Constituent Colleges	University College, Benra (Dhuri), Distt. Sangrur	35(14.0)	70(28.0)
	Punjabi University TPD College, Rampura Phul, Distt. Bhathinda	35(14.0)	
Total		250(100)	250(100)

(Figures in the parentheses are the percentages)

Source: Primary Data

Table 1.2 shows department wise distribution of respondents. Overall, the data in the above table shows that total 250 respondents consists 180 students from 12 departments of three selected faculties and 70 students from two Constituent Colleges of Punjabi University, Patiala.

Table 2: Do you think the website of Punjabi University, Patiala provides/incorporates all important facets and information related to it?

Faculties/Constituent Colleges	Yes	No	Total
Faculty of Social Sciences	54(90.00)	6(10.00)	60(100)
Faculty of Engineering	59(98.33)	1(1.67)	60(100)
Faculty of Life Sciences	53(88.33)	7(11.67)	60(100)
University Constituent Colleges	41(68.33)	29(31.67)	70(100)
Total (250)	207(82.8)	43(17.2)	250(100)

(Figures in the parentheses are the percentages)

Source: Primary Data

Table 2 indicates that a majority (82.8%) of 250 students of the three selected faculties and two Constituent Colleges of Punjabi University, Patiala stated that Punjabi University, Patiala provided all important facets and information related to it, whereas, 17.2% respondents reacted that it did not provide the related information on its website.

Table 3: Do you think that Punjabi University, Patiala provides the following facilities of digitalisation in its campus?

Overall Analysis of facilities of digitalisation in the Campus of Punjabi University Patiala				
Faculties/Constituent Colleges	Yes	To a Large Extent	No/Don't Know	Total
Internet facility (Wi-Fi username and password)	182(72.80)	30(12.00)	38(15.20)	250(100.00)
Campus Wide Local Area Network	118(47.20)	72(28.80)	60(24.00)	250(100.00)
High speed of browsing of internet.	86(34.40)	92(36.80)	72(28.80)	250(100.00)
Wi-Fi hotspots in the departments, Administrative Branches, hostels and library.	129(51.60)	80(32.0)	41(16.40)	250(100.00)
Implemented MI and LMS	70(28.00)	91(36.40)	89(35.60)	250(100.00)
Organizes the workshops on How to use computers and internet in Punjabi language.	79(31.60)	78(30.20)	93(37.20)	250(100.00)
Utilizing latest digital and ICT technologies in its campus to boost online services and student learning	112(44.80)	78(31.20)	60(24.00)	250(100.00)

(Figures in the parentheses are the percentages)

Source: Primary Data

Table 3 reveals the results about digital facilities provided by Punjabi University. Overall, it is evident from the data in the above table that in response to the digital facilities provided by Punjabi University, majority (72.8) of students selected 3 Faculties and 2 constituent Colleges of Punjabi University, Patiala replied yes to **Internet Facilities-Wi-Fi username and password**, 12.0% answered to a large extent whereas 15.20% replied no/don't know about it. Second, in response to the facility of **Campus Wide Local Area Network**, near about half (47.20) of students said yes, it was provided and 28.8% replied to a large extent whereas 24.0% answered no/don't know about it. **Third**, in response to the facility of **High Speed of browsing of Internet**, 34.40% of students said yes, it was provided and 36.80% replied to a large extent whereas 28.8% answered no/don't know about it. **Fourth**, in response to the facility of **Wi-Fi Hotspots in the Departments/Administrative Branches, Hostels and Library**, a low majority (51.6%) of students said yes, it was provided and 32.0% replied to a large extent whereas 16.4% of students replied no/don't know about it. **Fifth**, in response to the facility of **MIS and LMS**, 28.0% of students said yes, it was implemented and 36.4% replied to a large extent whereas 35.6% respondents answered no/don't know about it. **Sixth**, in response to the **conduct Workshops on how to use Computers and Internet in Punjabi Language**, 31.6% of students said yes and 30.2% respondents replied to a large extent whereas 37.2% answered no/don't know about it and lastly, in response to **Utilizing latest digital and ICT technologies in its campus to boost online services and student learning**, 44.8% of students said yes and 31.2% replied to a large extent whereas 24.0% answered no/don't know about it.

Table 4: What do you mean by paperless administration?

Faculties/Constituent Colleges	A paper free office	The administration that uses minimal physical paper and instead uses more digital document in administrative processes and services provided	Do not know	Total
Faculty of Social Sciences	2(3.3)	54(90.0)	4(6.7)	60(100)
Faculty of Engineering	0(0)	58(96.7)	2(3.3)	60(100)
Faculty of Life Sciences	2(3.3)	56(93.4)	2(3.3)	60(100)
University Constituent Colleges	7(10.0)	57(81.4)	6(8.6)	70(100)
Total	11(4.4)	225(90.0)	14(5.6)	250(100)

(Figures in the parentheses are the percentages)

Table No.4 depicts the faculty wise and overall results about the meaning of Paperless Administration of the university. Overall, the data in the table illustrates that a very high majority (90.0%) of total 250 selected students of the three selected faculties and two Constituent Colleges of Punjabi University, Patiala knew the right meaning of Paperless Administration of the

university. Rest of them did not know the complete meaning of Paperless Administration of the university.

Table 5: As a student, do you think that digitalisation has promoted paperless administration in the University?

Faculties/Constituent Colleges	Yes	No	Don't know	Total
Faculty of Social Sciences	43(71.7)	6(10.0)	11(18.3)	60(100)
Faculty of Engineering	52(86.6)	4(6.7)	4(6.7)	60(100)
Faculty of Life Sciences	48(80.0)	4(6.7)	8(13.3)	60(100)
University Constituent Colleges	29(41.4)	24(34.3)	17(24.3)	70(100)
Total	172(68.8)	38(15.2)	40(16)	250(100)

(Figures in the parentheses are the percentages)

Table 5 portrays the faculty wise and overall results about whether digitalisation has promoted paperless administration in Punjabi University, Patiala. Overall, the data in the table shows that a majority (68.8%) of total 250 students of the three selected faculties and two Constituent Colleges of Punjabi University, Patiala answered that digitalisation had promoted Paperless Administration in Punjabi University, Patiala, whereas, 15.2% retaliated that digitalisation had not promoted it. The rest of the students (16%) replied that they did not know about it.

Table 6: To which extent the implementation of paperless administration has been facilitated by the following online/digital facilities?

Digital Facilities	No/Don't know	To Some Extent	To Large Extent	Yes, Definitely	Total
1) Electronic Communication -E-mail, WhatsApp etc.	35(14.0)	104(41.6)	76(30.4)	35(14.0)	250(100)
2) Digital/Online Handbook of Information	19(7.6)	74(29.6)	68(27.2)	89(35.6)	250(100)
3) Online portals such as online examination portal, online admission portal etc.	29(11.6)	134(53.6)	40(16.0)	47(18.8)	250(100)
4) Online Exam. forms and Admission forms	18(7.2)	134(53.6)	60(24.0)	38(15.2)	250(100)
5) Various online examination and admission related services.	27(10.8)	112(44.8)	65(26.0)	46(18.4)	250(100)
6) Online payment of fee such as exam. Fee, admission fee etc.	31(12.4)	112(44.8)	60(24.0)	47(18.8)	250(100)
7) University Website	10(4.0)	117(46.8)	66(26.4)	57(22.8)	250(100)
8) Cloud Storage	74(29.6)	128(51.2)	31(12.4)	17(6.8)	250(100)

(Figures in the parentheses are the percentages)

Source: Primary Data

Table No. 6 shows the results about to which extent the implementation of paperless administration has been facilitated by various digital facilities in Punjabi University, Patiala elaborated as under:

- ❖ **Electronic Communication -E-mail, WhatsApp etc.:** -According to the above table, 41.6% of total 250 students said that Electronic Communication facilitated the implementation of Paperless Administration in Punjabi University, Patiala to some extent and 30.4% replied Electronic Communication facilitated it to a large extent whereas 14.0% students said yes, definitely, Electronic Communication facilitated it. Rest of them (14.0%) said no/don't know about it.
- ❖ **Digital/Online Handbook of Information:** As per above table, 29.6% of students replied that Digital/Online Handbook of Information facilitated the implementation of Paperless Administration in the university to some extent and 27.2% replied Digital/Online Handbook facilitated it to a large extent whereas maximum 35.6% of students said yes, definitely, Digital/Online Handbook facilitated it. Rest of them (7.6%) said no/don't know about it.
- ❖ **Online Examination Portal and Online Admission Portal:-**In the above table, a majority (53.6%) of students stated that Online examination portal and online admission portal facilitated the implementation of Paperless Administration in the University to some extent and 16.0% replied Online examination portal and online admission portal facilitated it to a large extent whereas 18.8% of students said yes, definitely, Online examination portal and online admission portal facilitated it. 11.6% said no/don't know about it.
- ❖ **Online Exam. Forms and Online Admission Forms:** - The above table no. 6 shows that a majority (53.6%) of students responded that Online Exam. Forms and Online Admission Forms facilitated the implementation of Paperless Administration in the University to some extent and 24.0% replied Online Exam. Forms and Online Admission Forms facilitated it to a large extent whereas 15.2% of students said yes, definitely, Online Exam. Forms and Online Admission Forms facilitated it. Rest of them (7.2%) said no/don't know about it.
- ❖ **Online Examination and Admission related services:** - As per data in the above table no. 6, maximum (44.8%) of students said that online examination and admission related services facilitated the implementation of Paperless Administration in the Punjabi University, Patiala to some extent and 26.0% replied online examination and admission related services facilitated it to a large extent whereas 18.4% students said yes, definitely, online examination and admission related services facilitated it. Rest of the them 10.8% said no/don't know about it.
- ❖ **Online Payment of Exam. Fee & Admission Fee etc.:** -According to the above data in table no. 6, maximum (44.8%) of students answered that online payment of exam. Fee & admission fee etc. facilitated the implementation of Paperless Administration in the University to some extent and 24.0% replied online payment of exam. Fee & admission fee etc. facilitated it to a

large extent whereas 18.8% of students said yes, definitely, Online payment of exam. Fee & admission fee etc. facilitated it. Rest of the them (12.4%) said no/don't know about it.

- ❖ **University Website:** - Above table shows that maximum (46.8%) of students said that University Website facilitated the implementation of Paperless Administration in the University to some extent and 26.4% replied University Website facilitated it to a large extent whereas 22.8% students said yes, definitely, University Website facilitated it. Rest of them (4.0%) said no/don't know about it.
- ❖ **Cloud Storage:** - According to data in the above table, a majority (51.2%) of students replied that Cloud Storage facilitated the implementation of Paperless Administration in the University to some extent and 12.4% replied Cloud Storage facilitated it to a large extent whereas 6.8% students said yes, definitely, Cloud Storage facilitated it. Remaining 29.6% of respondents said no/don't know about it.

Table 7: To which extent the implementation of paperless administration has been facilitated by the following online/digital facilities?

Digital Facilities	No/Don't know	To Some Extent	To Large Extent	Yes, Definitely	Total
1) Online Syllabus Downloading facility	15(6.0)	137(54.8)	52(20.8)	46(18.4)	250(100)
2) Online Roll No. downloading facility	11(4.4)	121(48.4)	58(23.2)	60(24.0)	250(100)
3) Online result checking	9(3.6)	63(25.2)	48(19.2)	130(52.0)	250(100)

(Figures in the parentheses are the percentages)

Source: Primary Data

- ❖ **Online Syllabus downloading facility:** - Table No. 7 illustrates that a majority (54.8%) of students stated that Online Syllabus Downloading facility facilitated the implementation of Paperless Administration in Punjabi University, Patiala to some extent and 20.8% replied Online Syllabus Downloading facility facilitated it to a large extent whereas 18.4% of students said yes, definitely, Online Syllabus Downloading facility facilitated it. Remaining 6.0% of respondents said no/don't know about it.
- ❖ **Online Roll No. downloading facility:** - Above table shows that near about half (48.4%) of students said that Online Roll No. downloading facility facilitated the implementation of Paperless Administration in the university to some extent and 23.2% replied Online Roll No. downloading facility facilitated it to a large extent whereas 24.0% of students said yes, definitely, Online Roll No. downloading facility facilitated it. Remaining 4.4% of respondents said no/don't know about it.
- ❖ **Online result checking:** - As per data in the above table, 25.2% of students replied that Online result checking facilitated the implementation of Paperless Administration in the University to

some extent and 19.2% replied Online result checking facilitated it to a large extent whereas a majority (52.0%) of students said yes, definitely, Online result checking facilitated it. Remaining 3.6% of respondents said no/don't know about it.

DISCUSSION: - Digitalisation plays an important role in enabling universities to provide online services seamlessly, enhancing accessibility, efficiency, and convenience for students, faculty, and staff. By using digital technologies and online platforms, universities can streamline administrative processes, academic activities, and student services, ensuring a smooth and user-friendly experience for all stakeholders. According to the results, a significant majority of total respondents were aware about the right meaning of Paperless Administration of the universities. A significant majority (82.8%) of total students accepted that Punjabi University, Patiala provided all-important facets and information related to it on its website positively. Similarly, majority of respondents were of the view that Punjabi Universities, Patiala has been providing various online/digital facilities namely Internet-Wi-Fi and username, campus wide local area network, high speed of browsing of internet, Wi-Fi hotspots and latest ICT technologies in its campus, however, maximum (37.20%) students replied, "No/Don't know" about the organization of workshops on how to use computers and internet in Punjabi language. A majority (68.8%) of students admitted that digitalisation has promoted Paperless Administration in Punjabi University, Patiala. 41.6% of students said that Electronic Communication, facilitated the Paperless Administration in Punjabi University, Patiala to some extent whereas 30.4% replied to a large extent about it. The results also revealed that 35.6% and 27.2% of students acknowledged that Digital/Online Handbook has significantly and to a large extent helped in promoting the Paperless Administration in Punjabi University, Patiala, respectively. A majority of students opined that online examination portal & online admission portal, Online Exam. Forms & Online Admission Forms, Cloud Storage, Online Syllabus downloading, facilitated the Paperless Administration to some extent in Punjabi University, Patiala. Maximum respondents replied that online examination and admission related services, Online payment of exam. Fee & admission fee etc., Website, Online Roll No. downloading facility facilitated the implementation of Paperless Administration in Punjabi University to some extent.

On the basis of above discussion and findings both the hypothesis i.e digitalisation has resulted in paperless administration in Punjabi University, Patiala to some extent and students are satisfied with the implementation of paperless administration in Punjabi University, Patiala to some extent have been approved completely.

CONCLUSION: -The digitalisation of Punjabi University, Patiala marks a significant step towards modernization and efficiency enhancement in higher education in India. Embracing the wave of digital transformation, Punjabi University has embarked on a journey to leverage technology to streamline administrative processes, enhance academic offerings, and improve overall accessibility for its stakeholders. The above discussion reveals that Punjabi University, Patiala has been providing various facilities of digitalisation. Majority of student respondents are satisfied with the various online facilities and implementation of paperless administration of the university. In order to implement paperless administration effectively and to get more benefits of digitalisation, Punjabi University should deploy e-office, various online facilities and peerless administration in comprehensive and real sense. All forms of online transaction/correspondence including fee slips and various forms should be accepted and verified from the online submitted data. Submission of hard copies of online transactions/correspondence should not be mandatory to submit in the concerned offices. The provision of appropriate software solutions and user support services is also required for the successful implementation and integration of paperless administrative system in Punjabi University, Patiala.