EFFECT OF ORGANIZATIONAL FACTORS ON A SUCCESSFUL ERP IMPLEMENTATION IN AN ORGANIZATION

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Supervisor – Student Meeting Record

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1	26/11/18	CUBICLE	CHAPTER 3	
2	3/12/18	CUBICLE	CHAPTER 4 & 5	
3	10/12/18	CUBICLE	CONCLUSION	

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Abstract

Purpose- The aim of this study is to examine and study the connection between organizational variables (i.e. top management support, enterprise-wide communication, user training and education) how they relate to one another and in turn affect the implementation of an Enterprise Resource Planning system in an organization. Basically how they impact the implementation and the business functions of the organization.

Methodology & Design- Quantitative research design was used in this study along with cross sectional technique. The survey was carried out through an online questionnaire which was distributed among various respondents mainly to the people with the knowledge of ERP.

Findings- After a thorough scrutiny of all the hypotheses, the results clearly indicated that all three organizational factors, top management support, user training and education, and enterprise-wide communication had a positive impact on the implementation of ERP which in succession had a positive organizational impact.

Limitations- The biggest limitation in this research was definitely the inability to approach the managerial level in organizations for the survey. A good number of responses from the managers would have definitely given a new insight on ERP implementation. As a result, there were respondents who didn't have much experience with ERP yet their responses were counted for this study as there were other restrictions to keep in check such as the time constraint for this study. On the other hand, people with no experience with ERP, they were eliminated from the data gathering procedure.

Recommendations- Approaching big organizations that have been using ERP systems for years would allow to expand the scope of the study and get more accurate responses as the people in such organizations would know the ins and outs of all Information Systems implementations. Approaching the managerial level would also allow to assimilate the lesser known flaws and problems that one should stay clear of.

Directly making way to such organization to get responses is an inconvenient task due to different protocols that they follow, but it would also save time as they are the elites and they have more experience with ERP than anyone else so they would know what the study requires from them and get more precise and faultless answers.

Keywords- erp, erp implementation, management support, user training, organizational impact, enterprise resource planning, organizational factors

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