

Enterprise Resource Planning Implementation And Organisation Performance: A Case Study Of Egerton University

Abstract

Enterprise Resource Planning (ERP) is a complex system which is very useful in an organisation by making resources accessible from one interface hence improving efficiency, data integrity and customer satisfaction. However the implementation of ERPs is complex hence the need to evaluate relationships between ERP implementation factors and Organisational performance ERPs can be viewed in a “4P model” composed of 4Ps namely Product representing software component or modules installed; Process flow representing business process; Person or customer mindset representing the users and Performance expectation represented by Top management through change management. These four factors implementations are further based on the several theories such as software development, technological acceptance model, theory of reasoned action and activity theory in addition to empirical research on ERPs. This study seeks to investigate the relationships between ERP implementation Factors as Independent variable and Organisation performance as dependent variable. ERP implementation Factors are represented by the following factors namely : Top management Support; Business process Reengineering; Education ,Training & Organisation culture and module completed while Organisation performance is represented by operational efficiency which include improve revenue, improved productivity and strategic which include revenue growth and gains in market share. Egerton University is used as case study.