

Enterprise Resource Planning System Implementation and Organisational Performance. A Case of the Medical Research Council, Uganda

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Introduction

The study was about Enterprise Resource Planning System implementation and Organisational Performance a case study of Medical Research Council Uganda. The study was guided by the following objectives.

Objectives

1. To establish the factors influencing Enterprise Resource Planning System implementation at Medical Research Council Entebbe.
2. To establish the strategies for improving the success of the technology.
3. To determine the contribution of Enterprise Resource Planning System implementation to the performance of Medical Research Council Uganda.

Methodology

The study focused on the case study strategy and a cross-sectional study design and used both qualitative and quantitative

approaches. The study used a population of 73 with a sample size of 62 which was derived using Solvin's formula. The study used purposive and simple random sampling techniques. A self-administered questionnaire and an interview guide were the main data collection instruments. Data were analyzed using Statistical Package for the Social Sciences - SPSS

Key findings

The study established that many factors influenced the success of ERPS implementation including the organisational culture, management support systems, the effectiveness of the implementation teams, stakeholders involvement, feedback mechanism.

The study established a positive and significant correlation between the factors that influence implementation, performance levels, and strategies to the success of ERPS implementation. The study also discovered that there were feedback mechanisms for the questions/queries on challenges encountered in ERPS implementation.

Regarding the strategies for the success of ERPS implementation, it was found out that training the end-users was very important because it improves their productivity levels. The study also revealed that involving stakeholders in the design and development addressed the challenges experienced by the implementation team.

Recommendations: The study recommended that there should be a wider awareness of staff on the Enterprise Resource Planning System implementation. There is a need to increase the stakeholder interactions and empowerment of the lead team to deliver the expected results that would ensure full participation and address some of the challenges experienced during implementation. The implementation team should be fully involved and properly guided by the lead team which forms the task force for implementation.

Key references

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