

## STUDY ON MANAGING CHANGE IN THE ERP IMPLEMENTATION

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### ABSTRACT

The research aims to identify the challenges during the ERP implementation for the business or organizations. The Enterprise Resource Planning systems play a role in the organization's long-term development; the Enterprise Resource Planning systems principle is useful for improving the organization's performance.

ERP solutions are used to manage the activities of a company (accounting, procurement, compliance, production, project management, and other distribution chain operations). Depending on the organization, implementing Enterprise Resource Planning systems can have a variety of effects. The primary goal of the system under construction is to change.

**Keywords:** ERP System, Implementation, Challenges.

### I. INTRODUCTION

The initials ERP originated as an extension of MRP (material requirements planning; later manufacturing resource planning) and CIM (Computer Integrated Manufacturing). It was introduced by the research and analysis firm Gartner in 1990. ERP systems now attempt to cover all core functions of an enterprise, regardless of the organization's business or charter. These systems can now be found in non-manufacturing businesses, non-profit organizations, and governments.

Enterprise resource planning (ERP) refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management, compliance, supply chain operations Etc.

Before an ERP system, there are different databases of different departments which they managed on their own. The employees of one department do not know anything about another department.

After the ERP system, databases of different departments are managed by one system called the ERP system. It keeps track of all the databases within the system. In this scenario, an employee of one department has information regarding the other departments.

### II. LITERATURE REVIEW

#### 1. Hurt (2011)

**ERP Selection process proposed:** - Relates to several established management and information systems concepts. also addresses how resistance to change affects ERP Implementation and how to mitigate these challenges

**Remarks:** - The concepts and change management skills identified need to be applied to other organizations

#### 2. Neto and Morais (2013)

**ERP Selection process proposed:** - A new approach to supporting the transference of the knowledge related to the software process to workers that need it.

**Remarks:** - The research work can be adapted for any other phase of the software process and also during the ERP realization phase developments.

#### 3. Radut and Codreanu (2012)

**ERP Selection process proposed:** - The analytical method based on criteria is specific to the organization.

**Remarks:** - High subjectivity, lack of measurable approach.

### III. RESEARCH METHODOLOGY

The research methodology is the study plan that was carried out. The purpose of this chapter is to concentrate on the study's methodology as well as the steps and methods used in conducting the research. This chapter's

outline includes the formulation of the research problem, the objectives of the study, the hypothesis to be tested, the type of research design, and the related methodology, which includes the study population, selection strategy, as well as data collection and analysis techniques.

**Types of Research**

**(1) Primary Data:** A Structured questionnaire method and in-person interview with the software engineer both the primary and secondary sources of information.

**(2) Secondary Data:** By consulting numerous online websites, papers, publications, etc. regarding employee absenteeism, secondary data was gathered.

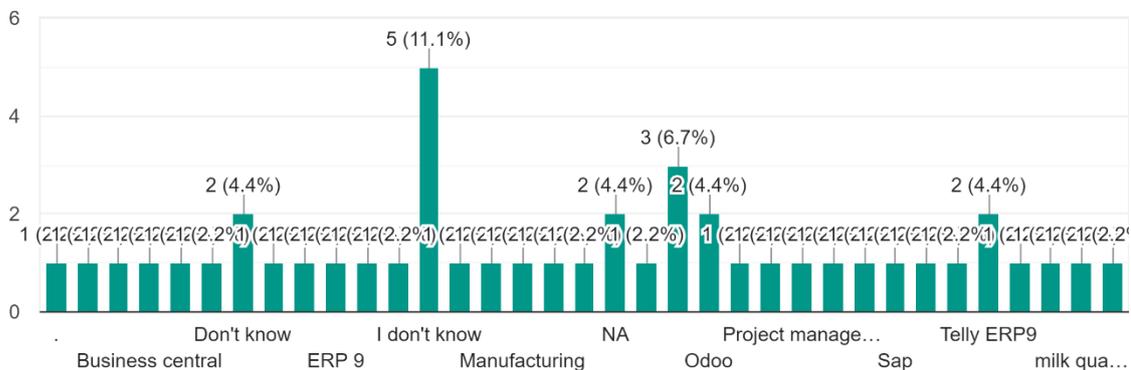
**Objectives of the study**

- What are they face challenges to implementing the process of ERP?
- The purpose of the Change Management process is to control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.
- what are the requirements & customization of the customers?
- How they deal with the customers on the ERP implementation.
- To study the steps required for successful ERP implementation.
- To perform a to-do check and process implementation.

**IV. DATA ANALYSIS**

Which ERP is your company using? What is the name?

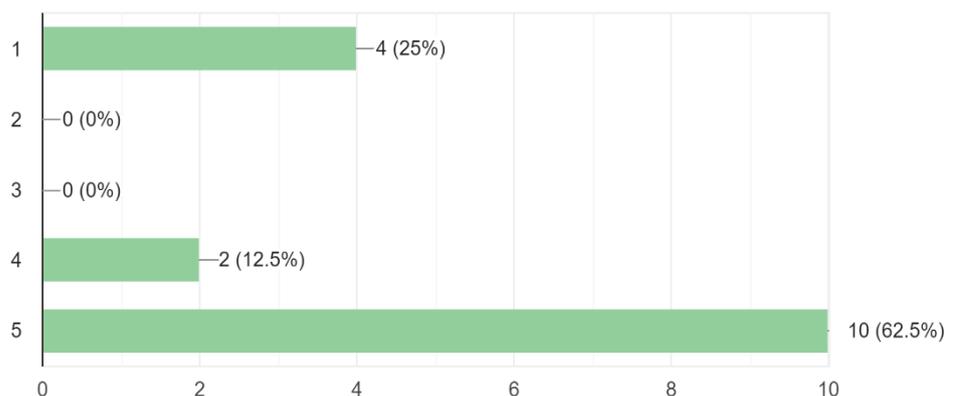
45 responses



**INTERPRETATION:** The above chart shows that Most of the employees Don't Know Which ERP They using & some of the using BUSINESS CONTROL, ERP9, Odoo, SAP & Telly ERP9 Commonly using ERP.

How effective has the ERP system been at meeting your business requirements ?

16 responses

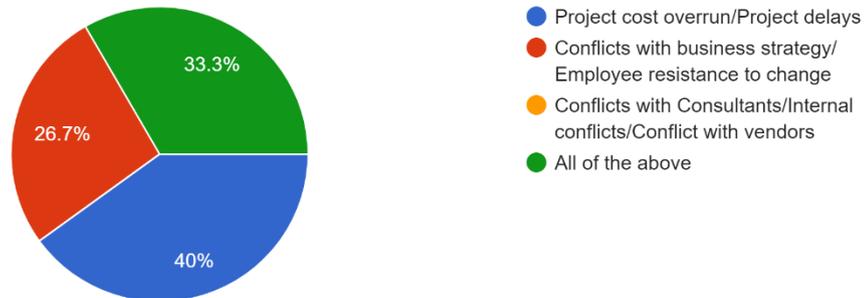


**INTERPRETATION:** The above chart shows that (62.5%) of people highly effective with the ERP system at meeting your business requirements (12.5%) of people not highly effective has the ERP system been at

meeting your business requirements & the (and 25%) are low effective has the ERP system been at meeting your business requirements.

What managerial problems, if any, were faced during or after the ERP implementation?

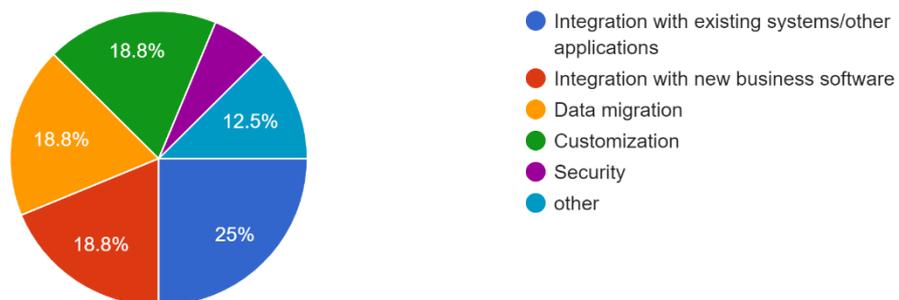
15 responses



**INTERPRETATION:** The above chart shows that (40%) of people are facing the project cost overrun/project delays problem. (26.7%) people are facing conflicts with business strategy/ Employee resistance to change problems. (33.3%) people facing the All of the problems including conflicts with the consultants/vendors & internal conflicts.

What technical problems, if any, were encountered during or after the ERP implementation?

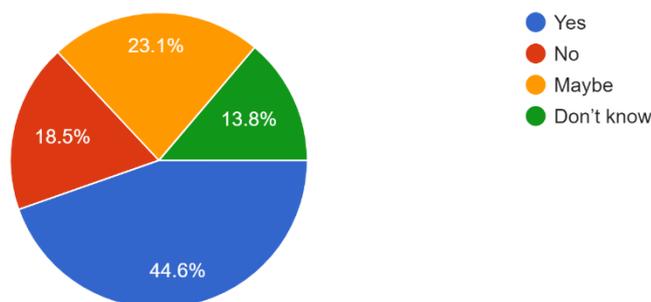
16 responses



**INTERPRETATION:** The above chart shows the technical problem they facing while ERP implementation (25%) faces the integration with the existing system/other application. (18.8%) facing the integration with the new business software. (18.8%) facing the data migration. (18.8%) facing the customization. (6.1%) facing security. (12.5%) others.

Did your organization use outside consultant to assist with ERP implementation?

65 responses



**INTERPRETATION:** The above pie chart shows that their organization uses an outside consultant to assist with the ERP implementation in that Case (44.6%) People saying Yes, (23.1%) saying Not sure, (and 18.5%) saying No & (13.8%) saying that they don't know.

### RESPONSE ANALYSIS

- According to the responses every organization uses different ERPs some employees don't know which ERP they used.
- The 2<sup>nd</sup> one is how effective the ERP is for their business So, 62.5% of people highly effective, 12.5% of people are not highly effective & 25% are low effective has the ERP system meeting their business requirements.
- The 3<sup>rd</sup> one is what managerial problem are they facing during the ERP So, 40% of people are facing the project cost overrun/project delays problem, 26.7% people are facing conflicts with business strategy/ Employee resistance to change problems, 33.3% people facing All of the problems like consultants/vendors & internal conflict.
- The 4<sup>th</sup> one is what technical problems are they facing during the ERP So, 25% face the integration with the existing system/other application, 18.8% face the integration with the new business software, and 18.8% face the customization. (6.1%) facing security. 12.5% others.
- The 5<sup>th</sup> one is the organization's use of an outside consultant to assist with ERP So, in that case in that Case, 44.6% of People said Yes, 23.1% said Not sure, 18.5% said No & 13.8% said that they don't know.

### Hypothesis

H0: - There is no significant impact of the ERP system on the organization

H1: - there is a significant impact of ERP systems in an organization

H0: - there is no significant impact of the organization's managerial and technical problems.

H1: - there is a significant impact of managerial and technical problems in the organization

## V. CONCLUSION

After analysis of data from the responses & research paper, the following conclusion is made. Enterprise Resource Planning (ERP) is a system that manages and organises organisational data and information to integrate business functions. ERP is the most dependable system for data management, ensuring its consistency, uniformity, transparency, and visibility across the organisation.

According to the responses, the ERP system helps the business run smoothly, Effectively & can easily manage the complexity of the functions. Majorly they face the integration with the existing system/other applications & customizations. Or if we talk about the managerial problem then they majorly face the project cost overrun/project delays problem.

## VI. REFERENCE

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