A STUDY OF ERP SYSTEM FOR EMPLOYEE SATISFACTION

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I. INTRODUCTION

To achieve faster growth, profit and revenue organizations are adopting various tools and techniques. One such concept which organizations are adopting is ERP. So if any organization opts for ERP then hasty changes can take place for higher growth; profit and revenue by implementing ERP and now almost all organization want to use ERP. But for that you also need high skilled people, right choice of ERP package etc .If right ERP package is selected and implemented correctly it can increase the revenue and productivity of the organization. Thus selection, implementation and well-organized utilization of right ERP package for the benefit and satisfaction of the employee is very important.

II. RESEARCH METHODOLOGY

Since the effect of an ERP package for an organization cannot be done theoretically therefore survey has been done in an IT organization. The research has been conducted on primary data through questionnaire filled by professional who are currently using the ERP Package in the organization. Techniques have been used to find the results from the primary data are as follows: A sample of 34 professionals have been taken.

Thus with the help of a comparison between old and upgraded or new ERP system a effort is made to discuss and find the relevant issues, satisfaction level and after effects. Techniques have been used to find the results from the primary data are as follows:

- Demographic analysis.
- Analysis of each question
- Hypothesis
- Correlation.

III. DATA ANALYSIS HYPOTHESIS

RULE FOR HYPOTHESIS:-

Null hypothesis is accepted. Test value< likelihood Pearson's value> significance level

Null hypothesis is rejected. Test value> likelihood Pearson's value< significance level

1.) **Hypothesis between:-**

- Qualification of the employees
- Satisfaction level with the ERP system H0 (Null hypothesis): Satisfaction with the present ERP system is independent of qualification of the employees.
- H1 (Alternative hypothesis): Satisfaction with the present ERP system is dependent of qualification of the employees.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)	Monte Carlo Sig. (2-sided)		
				Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Pearson Chi- Square	9.458 a	8	.305	.235 b	.093	.378
Likelihood Ratio	11.076	8	.197	.206b	.070	.342

Fisher's Exact Test	9.638			.206b	.070	.342
N of Valid Cases	34					

Table 1

INTERPRETATION:- In the above chi square table test value=9.458, likelihood value=11.076, Pearsons value=.235, level of significance=0.05.Now as per the rule, in the above hypothesis test value< likelihood & Pearson's value > level of significance, thus null hypothesis is accepted. Therefore it represent that satisfaction with the ERP system is not dependent on qualification of the employee.

Hypothesis between:-

- Difficulty level of the ERP system b. Weakness of the ERP system H0 (Null Hypothesis) - Difficulty to work with the ERP system is independent of key weakness of ERP system. H1 (Alternative Hypothesis) - Difficulty to work in the present ERP system is dependent the key weakness of ERP system.

Chi-Square Tests

				Monte Carlo Sig. (2-sided)			Monte Carlo Sig. (1-sided)		
					95% Confidence Interval		95% Confidence Interval		Sig.
	Value	df	Asymp. Sig. (2-sided)	Sig.	Lower Bound	Upper Bound	Lower Bound	Upper Bound	
Pearson Chi-Square	5	.713 6	.456	.382	.219	.546			
Likelihood Ratio	6	.799 6	.340	.265	.116	.413			
Fisher's Exact Test	5.975			.471	.303	.638			
Linear-by-Linear Association	.304	1	.581	.559	.392	.726	.141	.447	.294
N of Valid Cases	34								

Table2

INTERPRETATION:- In the above chi-square table test value=5.713, likelihood value=6.799, Pearson's value=.456, level of significance=0.05.Now as per the rule, in the above hypothesis test value<likelihood & Pearson's value> level of significance, thus null hypothesis is accepted. Therefore it represent difficulty to work in the present ERP system is independent of key weakness of ERP system.

3. Hypothesis Between :-

- Benefits derived from using ERP software.
- Effective changes to work load by using ERP system.
- HO (Null Hypothesis)-Effective changes to workload by using ERP system is independent of benefits derived from the ERP system.
- H1 (Alternative Hypothesis)-Effective changes to workload by using ERP system is dependent of the Benefits derived from the ERP system.

Chi-Square Tests

	Value	Df	Asymp. Sig. (2-sided)	Monte Carlo Sig. (2-sided)		
				Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Pearson Chi-Square	9.458 a	8	.305	.235 b	.093	.378
Likelihood Ratio	11.076	8	.197	.206b	.070	.342
Fisher's Exact Test	9.638			.206b	.070	.342
N of Valid Cases	34					

Table3

INTERPRETATION :-In the above chi-square table test value= 3.721, likelihood value= 5.179, pearson's value=.293, Level of significance= 0.05. Now as per the rule, in the above hypothesis, test value< likelihood & Pearson's value> level of significance, thus alternate hypothesis is accepted. therefore it represents that Effective changes by using ERP system is dependent of the benefits derived from the ERP system

IV. CORRELATION

1.) CORRELATION BETWEEN

- Satisfaction with the present ERP system
- Designation in the organization.

Correlations

Sig(2-tailed) N		DESIGNATION OF THE EMPLOYEE	SATISFACTION LEVEL WITH THE PRESENT ERP SYSTEM
DESIGNATION OF THE EMPLOYEE	Pearson Correlation	1	1.187
	Sig(2-tailed)		.289
	N	34	34
SATISFACTIO N LEVEL WITH THE PRESENT ERP SYSTEM	Pearson Correlation	.187	1
	Sig(2-tailed)	.289	
	N	34	34

Table4

INTERPRETATION:- The correlation between satisfaction level with the ERP system and designation of the employee is 0.187 which lies between 0 to 0.25 which shows that correlation between the above parameters is positively very low perfectly correlated. This represent that satisfaction level of the ERP system is dependent on designation of employee but to a very small extent.

V. CONCLUSION

To grow in the competitive market change in an organization is the need of the time, and this can be done by using various tools and techniques. But while doing a change on a large scale one should visualize all the factors related to performance of the organization as a whole. As survey has shown that how wrong selection, implementation and messy utilization of ERP system can put the organization under threat; therefore this paper would help the organization to get information about the satisfaction level of employees while working on ERP system and effect of ERP system in the organization.

The biggest reason to shift from old ERP System to new one was to improve the accuracy supported by 70 % and reduction of work load supported by approx. 50% employee. 60% agree that it has benefited the organization. Difficulty faced by employee to work with ERP system is independent of its key weakness. so this difficulty may be because of some other reason like lack of training etc.

Since research has been done by analyzing the survey by direct dealing with a IT organization which are using ERP system, this would help the companies in understanding issues faced by employees and the reason for their unsatisfactions and what can be done to improve it.

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