

2016

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Bulahya, E (2016) Implementation and the use of enterprise resource planning (ERP) among government institutions: a case of Tanzania broadcasting corporation (TBC). Master dissertation, University of Dar es Salaam, Dar es Salaam.

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Implementation and the use of enterprise resource planning (ERP) among government institutions: a case of Tanzania broadcasting corporation (TBC)

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This study aimed at assessing the implementation and use of enterprise resource planning among government institutions. Specifically, the study determined the management factors influencing enterprise resource planning implementation and use, the technological factors influencing enterprise resource planning implementation and use and the human resource factors that influence enterprise resource planning implementation and use among government institutions. Data was collected from 89 respondents and analyzed following descriptive techniques to find frequencies and mean values. The results indicate that, the management factors influencing implementation and usage of ERP include allocation of resources required for ERP, employment of skilled and adequate personnel to manage the system, alignment of information systems to the vision and mission of the organization, provision of enough time to use and realize benefits of ERP, and demanding regular reports on the impacts of the ERP usage for evaluation. The technological factors include provision of up to date information technology infrastructure which are compatible with ERP, availability of reliable bug- fixing, rework and solution during ERP, usage, Improvement of Information Technology skills among the users, getting internal information technology specialist, readily available provision of reliable technical support, provision of enough experimental, conceptual, systematic and routine knowledge to the staffs to ensure successful implementation and usage. The human resource factors which influence the use and implementation of ERP include the level of training and frequencies of refresher courses, teamwork among line staff, availability of proper staffing to handle inefficiencies, and availability of skilled personnel for effective implementation and usage of ERP. It is therefore recommended that the organization implementing the ERP should ensure that the resources necessary for implementation and use of the same are available and adequately equipped to man the system. These resources include up-to-date information technology infrastructure, skilled and trained personnel as well as information technology specialists. Moreover, the management should be committed and support all around initiatives entailing enhancing ERP use including financing, building an organizational culture to integrate functions and streamlining of tasks to fit and suit ERP implementation and use.