Scaling Up Usability for Cloud-ERP Adoption: A Study on User-Experience In Sri Lanka

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A THESIS

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I certify that I have read this thesis and that in my opinion it is fully adequate, in scope and in quality, as a thesis for the degree of Master of Science.

19/1/2025

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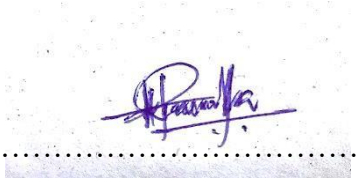
DECLARATION

This is to certify that the work is entirely my own and not of any other person, unless explicitly acknowledged (including citation of published and unpublished sources). The work has not previously been submitted in any form to the Sri Lanka Institute of Information Technology or to any other institution for assessment for any other purpose.

Sign:  …….

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ABSTRACT

Development of a Framework for Legal Reseasch using Text Mining

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MSc. in Information Management

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Cloud ERP systems can be viewed as a ladder for growth of the businesses where it helps to gather numerous benefits. Therefore, it is essential for a business to adopt ERPs. Studies show that most of the Sri Lankan businesses do not use Cloud based ERP systems. The growing popularity of cloud-based Enterprise Resource Planning (ERP) systems in organizational settings highlights the need to fully understand the Usability for their implementation. The user experience component of increasing Usability preparedness for cloud-ERP adoption is examined in this study. This study promises to offer insights into improving businesses readiness to successfully deploy cloud-based ERP systems by examining a pain point of Usability and how criteria of usability is helped for scaling up usability through user experience within Sri Lankan context. To capture a range of viewpoints and experiences, the study uses a quantitative methodology that incorporates quantitative questionnaires. The research's conclusions help in the creation of plans for enhancing user experience and promoting the effective implementation of cloud-based ERP systems in business environments.

Keywords: Cloud-ERP, Implementation, Usability, User Experience

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