




Resolving the Challenges Faced While Adapting to Enterprise Resource Planning (ERP) in Sales Organizations

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MS23007338

A THESIS
SUBMITTED TO
SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY
IN PARTIAL FULFILMENT OF THE REQUIREMENTS
FOR THE DEGREE OF
MASTER OF SCIENCE IN INFORMATION SYSTEMS

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.



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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is entirely my own and not of any other person, unless explicitly acknowledged (including citation of published and unpublished sources).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.

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ABSTRACT

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December 2024

This study investigates the factors impacting ERP (Enterprise Resource Planning) adaptation at DIMO (Diesel and Motor Engineering Company), a Sri Lankan corporation that just switched from a legacy system to a new ERP platform. As a result of switching to new ERP, Employees are struggling a lot to adjust to the new ERP. This makes the transition difficult. Observing these problems, the study identified four essential characteristics that influence ERP adaptation as user training, support desk efficiency, top management support, and user participation. This criterion was identified through a review of existing research and the related studies. This research was performed according to the Sri Lanka context. A quantitative method was used to examine the impact of user training, support desk efficiency, top management support, and user participation towards ERP adaptation. So the data collected via a standardized questionnaire which was issued to a sample of DIMO personnel. This questionnaire was used to identify the impact of all identified factors towards ERP adaptation via a quantitative manner. The study's goal is to identify the association between user training, support desk efficiency, top management support, and user participation towards ERP adaptation in Sri Lankan context. This is focused to gain insight into how each element influences the system change. Finally, to aid the ERP adaptation process, a Microsoft Power Automate support structure was developed to give additional assistance. This study delivers the impact of identified factors towards ERP adaptation at DIMO. Additionally, this research will be helpful other comparable firms in Sri Lanka who are confronting ERP transition.

ACKNOWLEDGEMENT

I would like to express my heartfelt gratitude to Prof. Dasuni Nawainna for her valuable assistance with my research project. Her guidance, ideas, and encouragement have been invaluable at every level of this research journey. I am extremely appreciative of the research tools she offered, her continuous efforts in examining and editing my work, and the encouragement she gave me to persist. Her constant support has been a motivating force in helping me reach my objectives, and I am grateful for her guidance.

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List of Abbreviations

AVE	Average Variance Extract
BPR	Business Process Reengineering
CSF	Critical Success Factors
DIMO	Diesel and Motor Engineering PLC
ERP	Enterprise Resource Planning
ERP	Enterprise Resource Planning
HPWS	High Performance Work System
HTMT	Heterotrait-Monotrait Ratio
IS	Information System
IT	Information Technology
SAP	Systems, Applications & Products
TAM	Technology Acceptance Model