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The contribution of enterprise resource planning (ERP) systems in enhancing the efficiency of human resources Department

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**THE CONTRIBUTION OF ENTERPRISE RECOURSE
PLANNING (ERP) SYSTEMS IN ENHANCING THE
EFFICIENCY OF HUMAN RESOURCES
DEPARTMENT**

A DISSERTATION

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**THE CONTRIBUTION OF ENTERPRISE
RECOURSE PLANNING (ERP) SYSTEMS IN
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RESOURCES DEPARTMENT**

Dissertation

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Abstract

The objective of this study is to examine the contribution of Enterprise Resource Planning (ERP) systems in enhancing the efficiency of Human Resources department. Of late the number of organization implementing ERP in the hope of increasing the effectiveness of their HRDs is on the rise. This has promoted the need to carry this study with the objective of establishing if indeed ERP improves HRD.

The study employed a qualitative methodology that involved undertaking a critical and comprehensive literature review on the past studies on this topic. The literature review provided important theoretical understanding on how ERP is implemented and how it increases In addition, two case study companies, Camelin Décolletage Industries (CDI) and Motorola were examined. These two companies had adopted ERP and provided information on how ERP had impacted HRD operations.

The findings of this study have shown that ERP when successfully implemented greatly improves the effectiveness of HRD. ERP enhances all aspects of HR management that include Compensation Management, Performance Management, Time Management, Recruitment Management, Human Resource Planning, and Training Management. There is also improvement in communication and sharing of information. In generally, ERP is able to transform HRD and increase its effectiveness. However, this requires that when ERP is implemented, all critical success factors have to be observed, particularly involvement and participation of employees.

The study concluded that ERP contributes in enhancing the efficiency of Human Resources department. However, the study as well recommends that employees should be involved a lot in ERP implementation and the organization has to clearly understand ERP and observe all the critical success factors to achieve expected effectiveness.

Keywords: ERP, HR department, Human resources, Critical Success factors.

Table of Contents

Table of Contents	1
Chapter 1	1
1.0 Introduction.....	1
1.1 Background information	1
1.2 Problem Statement	3
1.3 Aims and Objectives of the study	4
1.4 Research questions.....	4
Chapter 2.....	6
2.0 literature review	6
2.1 What is ERP?.....	6
2.2 ERP Functions, Purpose of ERP Systems.....	9
2.3. The use of ERP in Human Resource Department.....	11
2.3.1. The use of ERP System in HRM	17
2.3.2 Training Management	18
2.3.3 Human Resource Planning.....	18
2.3.4 Recruitment Management.....	18
2.3.5 Time Management	19
2.3.6 Performance Management	19
2.3.7 Compensation Management.....	19
2.4 Critical success factors in implementing ERP	20
2.4.1 User training.....	20
2.4.2 Communication.....	21
2.4.3 Documentation.....	21
2.4.4 Change management.....	21
2.4.5 Process optimization	22

2.4.6 Integration/ extension.....	22
Chapter 3:.....	24
3.0 Research Methodology	24
3.1 Introduction.....	24
3.2 Research Method	24
3.3. Research Paradigm.....	26
3.4 Philosophical underpinning.....	27
3.5 Research design	27
3.6 Type of Design case study	28
3.6.1 Multiple cases	29
3.6.2 Advantages and Disadvantages of case studies	30
3.6.3 Data collection	30
3.7 Data analysis	31
Chapter 4.....	32
4.0 Case Studies	32
4.1 Camelin Décolletage Industries (CDI).....	32
4.1.1 Background and objectives	32
4.1.2 Project description.....	33
4.1.3 Output	34
4.1.4 Production	34
4.1.5 Logistics.....	34
4.1.6 Accounting	35
4.1.7 Overall impact on the company	35
4.1.8 Lessons learned	35
4.2 Case 2 ERP implementation at Motorola.....	36

4.2.1 Background.....	36
Chapter 5.....	39
5.1 Analysis Conclusion and recommendations	39
5.2 Recommendations.....	42
5.3 Further research suggestions.....	43
References	44