

# **The applications of ERP execution in the manner of customization in different faculties of universities-**

## **An Empirical Study**

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### **Abstract-**

Purpose: – The main reason behind this study is to study the applications of ERP execution in the manner of customization in different faculties of five selected private universities of Punjab region. In this article researcher need to feature and separate various Modules of ERP whether it is helpful for the Institution or not. Additionally, investigate the use of different modules by staff and undergraduates in chosen private Universities.

Approach/Methodology: - For result & findings the surveys about the investigation researcher gathered observational information through an organized questionnaire poll from 282 respondents (Students & Staff) of selected five private Universities of Punjab. Convenience examining strategy is utilized for shortlisting the respondent's reactions. Factor analysis is used with the help of SPSS software for empirical analysis of gathered data.

Findings – Through the point by point investigation results shows that different components reflected in modules and various colleges those are fundamental for the development of the Institution. The inspiration driving this paper is to improve the talk on the criticalness of ERP structures especially in instructive Institutions setting by focusing on the characteristics generally credited to ERP and concentrate experimentally appears there is no importance correlation between the colleges of ERP Implementation. It infers that the Academics/Operations Modules most favors in every single Private college and there is no noteworthiness distinction among the ERP modules in those five Private Universities in Punjab.

Finally, the paper endeavors to uncover knowledge into ERP utilitarian and non-Functional necessities in the propelled training setting.

Managerial Implications-The discoveries may help to Universities and ERP sellers to change and refresh ERP modules according to client necessity and procedure to guarantee effective Implementation.

**Keywords- Enterprise Resource Planning (ERP); Educational Institutions; Enterprise information systems; ERP Modules, ERP Frameworks.**

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### **I. INTRODUCTION**

Enterprise Resource Planning (ERP) programming systems have focused on inside procedure blend of standard limits, for instance, generation, and stock organization. The trade based consolidated getting ready gives particular gadgets that can reinforce stock system coordination anyway meanwhile it has a couple of edges that square the mix with business. ERP is proposed to empower information sharing, business masterminding, and essential initiative on an endeavour wide reason. In this paper first researcher layout the most basic technical applications assemblies and thoughts of ERP structures that help with generation organize. In its crucial definition, ERP is an undertaking wide information structure that fuses and controls all the business shapes in the entire instructive organizations. The Enterprise Resource Planning (ERP) structure is an endeavour information system expected to fuse and redesign the business methods and trades in an undertaking(Abugabah, Sansogni, & Abdulaziz, 2013). As a component of the way toward finding out about understudies, a prerequisites examination stage was led. This involved a progression of visits to guide colleges where key entertainers were met and watched while completing their work. In expansion to this, several polls were dispatched, asking more explicit inquiries concerning framework access for those students dependent on grounds,

(Ifinedo, 2006)what data was applicable to them, what they could and couldn't see, and so on. As it were, in building up this new usefulness there is an acknowledgment that universities are not, all things considered, as different associations. Also, in this sense, it isn't exact to just say that colleges face issues normal to other associations. Unmistakably, inside the account of the Enterprise framework there is no component to manage the particular issue of students.ERP programming is the foundation of numerous enormous undertakings on the planet today. The reason for ERP is to furnish associations with a solitary point arrangement, therefore incorporating all the centre back office business exercises, for example, stock, coordination's, account and (HR), into one framework. Having a solitary coordinated framework builds the association's effectiveness by dispensing with numerous excess exercises that may be required to keep various frameworks synchronized and this prompt extraordinary decreases in the working expenses. In spite of certain issues, for example, long usage periods and mass customisations required, (Abugabah et al., 2013)ERP is "a need" for associations to make due in the present aggressive market. Following counsel from Business Consultation Groups and ERP merchants, associations make an effort not to blend the parts of various ERP items to maintain a strategic distance from combination troubles. The ramifications of following this methodology is that, ventures are attached to a solitary ERP merchant who may impact and direct its costs and innovations.(Ndung'u& Kyalo, 2015)

The need to blend ERP parts Generic endeavour frameworks arrangements are blurring from the scene. The hurry to spread ERP frameworks to more associations is driven by the possibility base. Administrators in enterprises state that nonexclusive items require longer executions, more workarounds, and increment the intricacy of add-on arrangements(Garg, 2011) There is little uncertainty that merchants of synergistic endeavour suites, need to address the market on numerous fronts to fulfil every unique need.

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To appropriately adjust and adjust true business forms with ERP usefulness, administrators and ERP groups need to take part in a significant procedure known as "Hole Analysis". Hole Analysis is basic not exclusively to decide the by and large ERP usage technique, yet in addition to pinpoint the joining prerequisites for the ERP framework. The activity powers careful review of the procedures used to gather and move crucial organization information to an ERP framework. The Analysis is characterized by (Ali & Miller, 2017) as the assessment of the capacities gave by the framework, contrasted with the operational procedures important to run the business. The zone, where programming doesn't cover capacities and operational procedure prerequisites is known as the "hole". The hole requires administrators and ERP groups to proactively make a couple of urgent strides:

- (1) look at a business procedure to coordinate an ERP work;
- (2) improve the business procedure to address the issues of the ideal ERP framework result;

## **II. LITERATURE REVIEW**

**Customization in different faculties of an ERP framework, rebuilding the college:** The securing of settled, conventional and corporate PC frameworks is

progressively normal – and not simply among colleges. Firms and associations, instead of commission and construct bespoke frameworks and bundles, are adjusting general answers for their nearby setting. Conventional programming bundles, for example, ERP frameworks(Saini, Saini, Yousif, & Khandage, 2011), spread the fullest range of authoritative exercises and forms and are received with the point of accomplishing generous cost investment funds just as improved access to "attempted and tried" arrangements, new discharges, and a chance to refresh strategies and adjust them to saw "best practice". Notwithstanding, while associations pick ERP bundles due to their monetary advantages they are conceivably an expensive furthermore, high-hazard technique. (Singh & Nagpal, 2014)To begin with, while most early uses of IT were

"discrete advancements" applied to explicit or firmly related capacities, ERP endeavours to incorporate and interface together the entire scope of capacities crosswise over and association. Second, in light of the fact that ERP frameworks are worked with "conventional clients" as a main priority, frameworks only from time to time interpret effectively crosswise over limits, regardless of whether this is between associations inside a similar division, between modern areas or among open and private segment authoritative structures.(Hawking, 2013)There is regularly an inlet between the framework and the particular settings, practices and prerequisites of specific client associations. Among the numerous issue's ERP frameworks raise, of specific worry to specialists is the decision between directing costly "customisation" take a shot at standard arrangements or experiencing undesirable hierarchical change in adjusting their practices to models of work and authoritative procedure inserted in the product. (Shakir candidate, 2002)While advocates of ERP frameworks have contended that, on a fundamental level, such frameworks have "widespread immaterialness", there is a developing collection of proof despite what might be expected. (Klug & Bai, 2015)Adopters frequently discover the suppositions typified by these frameworks about the idea of associations and the manners by which they work oppose existing structures and work practices. For occurrence, portrays how one organization had built up an act of giving its most

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significant clients particular treatment, which included now and again sending them items that had just been designated to other accounts. Under the new ERP framework, be that as it may, it never again had the adaptability.

**Table 1. Applications of ERP Customization**

(Saini et al., 2011)	Employee
	Communication
(Klug & Bai, 2015)	Project Accounting
(Ali & Miller, 2017)	Real Time Access
(Rani & Rani, 2016)	Centralized database
(Umar, Khan, Agha, & Abbas, 2016)	Logistic Application
(Jalal, 2011)	Operations Management
(Harrison, 2004)	Financial Applications
(Venkateswaran, 2010)	Planning Application

## **III. OBJECTIVES OF STUDY**

The study has the following objectives:

1. To find the applications of ERP execution in the manner of customization in different faculties of universities.

## **IV. RESEARCH METHODOLOGY**

The initial part of this study includes the utilization of engaging measurements appearing frequencies and rates of the statistic factors. The second part of the investigation looks at the elements that impact ERP execution achievement, utilizing & comparing different Modules in five selected private universities of Punjab.

### *A. Sample of the Study :*

The applied structure of the investigation was inspected and tried with the utilization of organized poll on an example of chose five private universities of Punjab .The universities was chosen based on ERP Implimenatation since most recent five years .

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**Table-II Selected Universities Details**

Sr.No.	University Name	ERP Name	Using ERP Since (Year)
1.	Lovely Professional University	(UMS)University Management System	2007
2.	Chandigarh University	(CUIMS) Chandigarh University Information Management System	2010
3.	Chitkara University	CHALKPAD	2010
4.	DAV University	DAV Information System	2013
5.	Rayat Bhara University	EDP (Electronic Data Processing)	2009

ERP related information collected from universities website and also through personal visit in universities .

### *B. Collection of Data :*

The organized survey was utilized for information assortment in this poll was circulated to respondents through online just as disconnected mode. Google structures used for online information assortment for poll. In the wake of visiting each of the 5 chose colleges as referenced in Table-II, in excess of 300 polls were appropriated through both medium (on the web, disconnected) to take an interest in the overview. However, just 282 appropriately filled poll returned. After check every single vital control each of the 282 study reactions were utilized for the information investigation was led with the assistance of information examination apparatus SPSS 25.

### *C. Reliability & Validity :*

The organized survey that was utilized for the examination was tried both develop and substance legitimacy . The control for the substance content legitimacy authenticity was conducted going before the beginning of the examination and included scholastics conference of the field, interview with experienced specialists, and pilot testing. The control for the assemble authenticity build legitimacy was coordinated in two phases. Every one of the six factors investigate factors was evaluated for its unidimensionality and steady quality dependability, for the honesty of fit to the proposed research model.

## **V. RESULT & ANALYSIS**

ERP vendors frequently get engaged with the customization procedure amid the ERP imple- mentation basically to guarantee that the client's necessities coordinate with the ERP arrangement. The executing association may change its business forms as a mirror picture of the picked ERP item, as ERP gives the accepted procedures in the business. Then again, the association may demand the ERP seller to tweak the picked ERP framework.

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## KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.750
Bartlett's Test of Sphericity	Approx. Chi-Square df Sig.
	6891.554
	136
	0.000

KMO value is more than .6 hence it clearly shows the KMO value of fourth objective is desirable value.

**Measure of Sampling adequacy through Kaiser-Meyer-Olkin table** – This measure varies between 0 and 1, & values which are closer to 1 are better. As this table depicts value of KMO is .750 which is above suggested minimum.

**Bartlett's Test of Sphericity:** - In this test the null hypothesis that the correlation matrix is an identity matrix. A matrix in which all of the diagonal elements are 1 and off diagonal elements are 0, is an identity matrix. Together these tests provide a minimum standard which should be passed before factor analysis.

	Name	Statement Numbers	Cronbach alpha	Items
<b>Factor 1</b>	Satisfaction	8.15, 8.16, 8.27	0.93	3
<b>Factor2</b>	Effectiveness & efficiency	8.2, 8.7, 8.17	0.91	3
<b>Factor 3</b>	Modernization	8.6, 8.9, 8.10, 8.24	0.89	4
<b>Factor 4</b>	Result Orientated	8.14, 8.26, 8.3	0.86	3
<b>Factor 5</b>	Transparency	8.8, 8.12	0.82	2
<b>Factor 6</b>	Easiness	8.5, 8.1	0.78	2

From the table 4.20 the scale is designed to measure the consumers' likelihood of buying a product if it is been endorsed by the celebrity. The scale's reliability and validity were examined to ensure that the results of the findings are trustworthy and can be relied upon. Exploratory factor analysis was used to examine the unidimensional of the scale. The scale exhibited single dimension, suggesting that the scale was unified and there were no underlying sub-dimensions of the scale. The reliability of the scale was examined using Composite reliability and Cronbach's alpha. Composite reliability (CR) is the better measure of reliability. The minimum

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recommended value of CR is .7. As shown in table 4.4, the observed CR of loyalty scale was .87 which is good. Cronbach's alpha coefficients were assessed utilizing the rules recommended by George and Mallery (2016) where > .9 magnificent, > .8 great, > .7 adequate, > .6 flawed, > .5 poor, and  $\leq .5$  unacceptable. The  $\alpha = 0.93$  was found to be acceptable. The convergent validity of the scale was established through average variance extracted (AVE). The value of AVE should be greater than .50, which means average 50% of the variance of each variable has been explained. The observed AVE of scale was .50 which satisfy the condition of convergent validity. The scale is unidimensional; therefore, the discriminant validity is not questionable.

**Total Variance Explained**

Component	Initial Eigenvalues			Extraction Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	5.291	31.536	30.536	5.291	31.536	31.536	3.335	19.032	29.032
2	2.745	16.145	46.681	2.745	16.145	46.681	2.866	17.446	46.478
3	2.490	14.647	61.329	2.490	14.647	61.329	2.668	16.284	52.762
4	1.947	11.455	72.784	1.947	11.455	72.784	2.524	15.436	69.198
5	1.397	8.215	81.000	1.397	8.215	81.000	1.878	11.636	82.834
6	1.016	5.976	86.975	1.016	5.976	86.975	1.114	7.141	88.975
7	.828	4.869	91.844						
8	.679	3.993	95.837						
9	.289	1.702	97.539						
10	.130	.765	98.303						
11	.078	.461	98.765						
12	.069	.405	99.170						
13	.047	.276	99.446						
14	.046	.268	99.714						
15	.026	.151	99.865						
16	.014	.081	99.947						
17	.009	.053	100.000						

Extraction Method: Principal Component Analysis.

Table 4.21 exhibits the number of variables used in factor analysis is same as the initial number of factors. It can be seen that all the factors used have come up with considerable value and all 6 factors are retained as shown in table.

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**Rotated Component Matrix<sup>a</sup>**

	Component					
	1	2	3	4	5	6
8.15 In university getting satisfactory results	.968					
8.16 I am satisfied with ERP system	.964					
8.27 Overall, I feel the ERP implementation in my university has been successful and beneficial to both me and the University	.962					
8.2 Redundancy in the database will be reduced		.958				
8.7 Internal audit possible		.943				
8.17 ERP maintain and provide data with high speed & accuracy		.935				
8.6 Attendance, quiz, test will be taken though online portal			.939			
8.9 It will modernize the campus with IT environment			.938			
8.10 Replacement of class room teaching via online processes				.663		
8.24 The ERP has enabled people / departments to work much more efficiently with better coordination				.660		
8.14 Will produce accurate and prescribe results					.969	
8.26 I feel I have personally benefited a lot due to the ERP implementation					.936	
8.3 Making top management more focus towards students' progress					.861	
8.8 Refined & transparent guidance to student						.964
8.12 Will enhance the transparency in the system						.952
8.5 With the use of ERP system students are feel ease to use digital library						.782
8.1 It makes easier for top management to make decisions						.628

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 6 iterations.

**Table 4.22 Exhibits the following:**

**Factor 1: Satisfaction-** The first three variables of rotated component matrix lies in 1<sup>st</sup> factor named satisfaction as the table clearly shows the values of variables in matrix is desirable significant values.

**Factor 2: Efficiency –** In this factor three statements are related with the factor i.e. 8.2,8.17,8.7 it also represents the desirable significant output i.e. all statements factor loading is above than 0.5 and having accepted value.

**Factor 3:Modernization -** Table depicts the value of 4 factors i.e. 8.6,8.9,8.10,8.24 which gives factor loading on rotated component matrix which is above than 0.5 and is the desired value.

**Factor 4: Result-Oriented-** 8.14,8.26,8.3 statements give the factor loading on rotated component matrix above than 0.5 and is acceptable & in accordance with result-oriented factor.

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Component 5.21 brings out the highest factor loading value from the components 5.21,5.20,5.19. The value is .798 out of three components, which is a significant desired value and is highly related with the factor of quick working.

**Factor 5: Transparent-** Components 8.8, 8.12 gives output of factor loading on rotated component matrix is having highest value for component 8.8 which is highly related with Transparent factor.

**Factor 6: User-friendly** – Components 8.5, 8.1 which gives factor loading on rotated component matrix which is above than 0.5 and is the desired value.

ANOVA Analysis on Different faculties (Departments) in selected private Universities of Punjab:

	Management	Pharmacy	Engineering	Non-Teaching Staff
<b>Factor 1 Satisfaction</b>	49	22	27	36
<b>Factor2 Effectiveness &amp; efficiency</b>	45	23	29	40
<b>Factor 3 Modernization</b>	46	25	30	39
<b>Factor 4 Result Orientated</b>	47	21	27	37
<b>Factor 5 Transparency</b>	48	20	26	39
<b>Factor 6 Easiness</b>	44	24	28	38

ANOVA

<i>Source of</i>						
Variation	SS	df	MS	F	P-value	F crit
Rows	11	5	2.2	0.722628	0.616785	2.901295
Columns	2061.833	3	687.2778	225.7482	1.060052	3.287382
Error	45.66667	15	3.044444			
Total	2118.5	23				

$H_0$  = There is no significant difference between the applications of ERP execution in the manner of customization in different faculties of universities.

$H_a$  = There is significant difference between the applications of ERP execution in the manner of customization in different faculties of universities.

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As Table exhibits the p value is greater than the value desired value .05 so alternate hypothesis is accepted that Ha. It clearly shows, yes there is a significant difference between different department of universities in the manner of customization. Empirical study results represent that after the implementation of ERP in different universities at various selected departments having the customized applications after implementation of ERP framework. As Management department having maximum number of responses in all factors as compare to other department this shows Management department faculties having most significant in the manner of customization after ERP execution.

## **V. CONCLUSION& FUTURE SCOPE**

This paper verifies that ERP structure is genuinely and observationally critical discoveries of ERP application. Through the point by point examination results shows that different customized applications reflected in modules and various Universities those are fundamental for the development of the Institution. The inspiration driving this paper is to improve the examination on the importance of ERP structures especially in instructive Institutions& Universities of Punjab setting by focusing on the characteristics generally credited to ERP and shows how ERP is in Business and Its Characteristics when appeared differently in relation to ERP system in Higher Education. The paper endeavours to uncover understanding into ERP utilitarian and non-Functional necessities in the propelled training setting. Current ERP structures for business have a different social occasion of functionalities that is authoritatively unique in relation to the insightful functionalities required for higher instructive establishments. ERP for cutting edge instruction should be uniquely crafted absolutely to address the academic value. In this manner, ERP for cutting edge instruction should begin with the affiliation structure including method/game plan, data stream, business methodology structure, and insightful functionalities as a unique request. This paper ought to plan an end, that end being progression for using ERP in cutting edge training in full satisfaction, nowadays the strategies become the End. There is a run of the mill error in the ERP showcase attests that getting a top tier ERP application is the end, really, having the ERP in not the end, anyway it is the place the end is a complete customer satisfaction. Finally, as Universities can push toward some best-practice models, the probability of having proper ERP system for advanced education should be conceivable viably and adequately in case we have a sensible importance of the advanced education ERP functionalities, by then can be gathered into cutting edge training ERP modules as indicated by the ERP things in the market. This examination discoveries serves to ERP sellers to evaluate their relative goodness or obnoxiousness, by then take essential exercises to improve. It is noteworthy for the University's more significant position authority progressively unmistakable master to considering these revelations while picking an ERP bundle and concentrating on what parts of their ERP systems during the execution method to diminish the danger of structure frustration.

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## *A. Research Impact:*

The research study incorporated empirical study into the present paper has a twofold impact. From one viewpoint, offers huge principles to universities executing an ERP structure and on the other, the discoveries may help to Universities and ERP sellers to adjust and refresh ERP modules according to client prerequisite and procedure to guarantee effective Implementation. Additionally, develops a lucid applied sensible structure that by and large investigates the methodology of the effective utilization of an ERP system, as such, extending the comprehension on the issue. Given the effect of ERP structures on business accomplishment, such a twofold duty has all the earmarks of being to some degree huge for the two clients and academics. The article has concentrated on how obligation regarding the goals of this similitude relationship is appropriated during endeavours to redo the framework. When we focus on these procedures it is conceivable to perceive how (and where) such issues are settled.

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