TRAINING IS ESSENTIAL TO BECOME ACQUAINTED WITH THE ERP SOFTWARE EVEN FOR GOOD IT SKILLS

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Abstract: The user plays a very critical role at the time of the implementation of the ERP software in an organization/ institution. Upon the successful implementation of the software the user is given the training and education in order to fully use the implemented system. Primary data is used for the purpose of this study. Different statistical tests are used to analyse the primary data.

Keywords: ERP software, Primary data, Statistical Test, Training and education.

I. INTRODUCTION

To provide the training to the users is critical to the success of the implementations of ERP software. The training manuals are the important documents for the end users. The efficiency of the users will depend on the manuals knowledge they will perceive and also increase in the efficient use of the ERP system. Only then the user will make less chances of error in the software. The future of successful ERP implementation does not rely on further improvements of technology, but on bringing people and business up to speed on the appropriate use of ERP technology to fit their defined business needs and objectives [1]. Therefore, it is recommended that every user (skill or unskill) must take the training of the new software to become acquainted with the new system and it improves their efficiency.

II. REVIEW OF LITERATURE

User participation in ERP systems implementation is different from that of traditional data processing and management information systems. This is because the implementation of an ERP system requires customization of the various modules which in turn will affect how the users interact with the system.

Review of literature conducted by [2] [3] mentions that one of the most cited critical success factors in the implementation of ERP systems is user participation and involvement. However, this is only presented in the form of user education and training in order to fully use the implemented system.

Upon an organization's successfully implementation of the ERP system, the attention moves forward to the most efficient use of the system. Especially since considerable resources have been invested in the ERP implementation, the best possible utilization of the system is anticipated. Indeed, the value of an ERP system draws from its effective and efficient usage and not so much from the system itself as the process of moving from functional applications to an ERP system is difficult as well as challenging [4]. Moreover, the decision to use an ERP system is expensive, and it requires development of new procedures, actions, training and education in conveying or converting data [5].

Thus, this greatly depends on, greater cooperation with senior level management, clearer and more defined business plan and/or vision, effective project management priorities, teamwork, appropriate ERP software system selection, user involvement and efficient education/training.

Educating and training users to use ERP is important because ERP is not easy to use even with good IT skills [6]. [7], Cited lack of availability of adequate skills as one reason for failure. According to [8], users involvement in terms of education and training is one of the most cited critical success factors in ERP implementation projects

III. METHODOLOGY

Descriptive Research studies are ideal for studying complete characteristic features of phenomenon under study [9]. Hence, it accurately depicts and portrays research participants as the frame from where information is collected is not manipulated. This study involves utilization of different statistical tests to analyse the primary data and hence can also be termed as Analytical Research.

Primary data is used for the purpose of this study which is collected from respondents by means of using a questionnaire. Primary data refers to the data that is obtained by researcher through first hand investigation [10].

The responded questionnaire was coded and the captured opinions were then subjected to further analysis by using S.P.S.S. (Statistical Programme for Social Sciences) Software version 23 and AMOS for windows. AMOS is an added module of S.P.S.S. used for SEM or Path Analysis or Confirmatory Factor Analysis.

The objective of the study is to find which type of software is used and any training is required by the user.

IV. ANALYSIS AND INTERPRETATION

Descriptive Study:

  a)   Frequency distribution for "Which type of software is used (TOSU)".

Respondent were asked to tell which kind of software is used by using two response options:

1 = SAP, and

2 = Customize ERP

Table (a): Which type of software is used (TOSU)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SAP	3	2.3	2.3	2.3
Customize ERP	129	97.7	97.7	100.0
Total	132	100.0	100.0	

Interpretation: The above frequency distribution table shows that majority of the colleges uses customize ERP software. 97.7% of the college uses customize ERP and   2.3% uses SAP.

  b)   Frequency distribution for "Is any training required by the end user (TR)"?

  Respondent were asked to tell whether any training is required by the end user by using two response options:

  1. Yes, and

  2. No

Table (b): Is any training required by the end user (TR).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	57.6	57.6	57.6
	No	56	42.4	42.4	100.0
	Total	132	100.0	100.0	

Interpretation: The above frequency distribution table shows that the training is required by the end users. 57.58% of the end users response is that they require training of the modules whereas 42.42% of the end users don't require any type of the training.

The pie diagram enables us to show the partitioning of the total into component parts. In the below mention diagram a circle is divided into several sectors, area of which are proportional to the magnitude represented by table (a) and table (b). The number of sectors will be equal to the number of components. The angle of a particular sector is given by:

$$\theta° = (\text{Partial Quantity/Total Quantity}) * 100$$
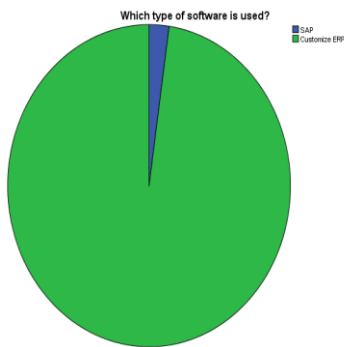

Fig. (a): Which type of software is used?

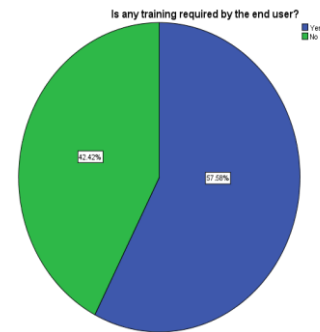Fig. (b): Is any training required by the end user?

Table (c): Reliability Test – Retest Method (TOSU)

Pair	Coefficient Test	P Value	Result
TOSU(TEST)↔TOSU(RETEST)	Phi = 0.667	0.003	Reliability Supported

Table (d): Descriptive Statistics (TOSU)

	N	Mean	Std. Deviation
TOSU	5	4.80	.447
Valid N (list wise)	5		

Table (e): Reliability Test – Retest Method (TR)

Pair	Coefficient Test	P Value	Result
TR(TEST)↔TR(RETEST)	Phi = 0.787	0.000	Reliability Supported

Table (f): Descriptive Statistics (TR)

	N	Mean	Std. Deviation
TR	5	5.00	.000
Valid N (list wise)	5		

V. RESULT AND DISCUSSION

In the current study that "which type of software is used (TOSU)" is being done by the using different options. The variables under study are the categorical variable. The phi and cramer's V was used to study the degree of associations between different sets of responses. Phi and cramer's V value from the above Table (c): Reliability Test – Retest Method (TOSU) is more than 0.5 which indicates the reliability. In the current study the variables are above threshold, hence reliability is supported.

From the above Table (d): Descriptive Statistics (TOSU), it can be seen that the variables have the mean value above 4.0. Hence validity is supported.

Similarly, in the current study that "is any training required by the end user (TR)" is being done by using different options. The variables under study are the categorical variable. The phi and cramer's V was used to study the degree of associations between the different sets of responses. Phi and cramer's V value from the above Table (e): Reliability Test – Retest Method (TR) is more than 0.5 which indicates the reliability. In the current study the variables are above threshold, hence reliability for the same is supported.

From the above Table (f): Descriptive Statistics (TR), it can be seen that the variables have the mean value above 4.0. Hence validity is also supported.

VI. CONCLUSION

In the current study, all variables are above the threshold, hence reliability and validity is supported and also it indicates that there is a degree of associations between all the different sets of the variables for giving the training to the users of the ERP systems.

Therefore, it is recommended that every user must take the training of the ERP software to become familiar and this improves their efficiency.

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