AN EMPIRICAL STUDY OF ERP IMPLEMENTATION CHALLENGES IN COLLEGES INKANYAKUMARIDISTRICT

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Abstract

In order to manage all academic and non-academic operations efficiently and give students abetter learning environment, including quality instruction, higher education institutions must now usethemostrecenteducationEnterpriseResourcePlanning(ERP)system.Manyactivitiesineducational institutions need a lot of time and labour, including the admissions and fee collectionprocedure, daily attendance, various administrative duties, and the process before and after exams.Different modules are included in education ERP software to efficiently manage all these tasks,which not only saves a lot of time but also ensures accuracy. The study looked at the challengescolleges in the Kanyakumari district had deploying ERP systems. For the study, a simple randomsamplingmethodisusedtoselect25collegesofartsandsciencesand25collegesofengineering.The data were analysedusing percentages andthe "t" test. The respondents suggested that thegovernmentshouldintroduceonlinescholarshipandexaminationsystemsfirstandthatproperawareness andtrainingshould beprovidedtotheseniormanagementand professors atuniversities.

Keywords:ERP,challenges, highereducationmodules,implementation andwebenables.

Introduction

The ERP College web application is a specific type of web application that unifies all of thecollegesystem'smodulesandfeaturesintoasingleplatform.Itmaybemanagedbytheadministrativehead andaccessedby studentsandfaculty memberswithvalidusernamesandpasswords. ERP is a software solution that streamlines information exchange within an organisationbyintegratingandautomatingallbackofficebusinessprocesses.Asignificantnumberofeducational institutions have made significant investments in ERP systems during the past few years.This new IT innovation has helped the majority of the institutions. ERP makes it simple and moreeffective tomanagemany operationsinacollege.ERPassistshighereducationinstitutionsincreating and running their digital campus, which enhances service delivery and personalises theeducational experience by enabling communities, individuals, and systems to engage effectively.There are several types of ERP software that can help an educational institution with its operationsand finances while also allowing it to show and record all of the information. These ERP tools willnot only streamline processes but also regulate implementation, make scale-up easy by allowing real-time updates and estimations, monitor and reduce potential risks, and support the achievement ofgoals. Since the e-learning platform has been combined with a number of apps, it does assist anyassociationto integrateinformation flows, processes,and procedures. Thefeaturesare:

1.   Itprovidesevaluationsofteachers'andstudents'performance.
2.   Itoffers extensiveautomationofpersonneladministration.
3.   Itmakesfinancialplanningandbudgetingeasier.
4.   Itmakesfinancialaccountingeasier tomanagewithoutpaperwork.
5.   Itprovidesawaytoprepareallcertificationsautomatically.
6.   Richinfeaturesandquiteflexible.

StatementoftheProblem

An institute as a whole is made up of numerous departments, and each department is requiredto maintain data. The institute finds it challenging to keep track of all this data since there is a chancethat private data would be lost or duplicated. The ERP system is equally applicable to academicinstitutions. This will support the institution'sefficient use of its resources. Errors are possiblebecausethehumanmemorycannotreliablyretainlargeamountsofvolatiledata.Theerrorquotientis significantly decreased with the use of a system that can store enormous amounts of data in asystematic manner. Therefore, a suitable ERP solution is needed to ensure the efficient operation ofthe firm as a whole. As a result, the author makes an effort to study the challenges in implementingERP systemat colleges in Kanyakumari District.

ReviewofLiterature

According to Holland and Light (1999), a lot of work needs to be done to improve systemanalysisanddesignin theERP system's software,buttherearealsoimplementationproblems.

ZairiandAl-Mashari(1999)-Toovercomeemployees'aversiontochange,anERPimplementation approach must be well planned. The team should have both technical and businessunderstanding and be cross-functional. You must be familiar with the business's operations andgoods. So that they are aware of the necessary infrastructure to support key business processes.(Rosario-2000)

LiteratureGap

The use of ERP systems in SME enterprises and educational institutions has been the subjectof numerous studies. Less emphasis has been paid to comparison studies between engineering andarts and science colleges. Therefore, the purpose of this study is to investigate the challenges thateducationalinstitutions encounterwhen implementingERP systems.

Objectivesof theStudy

1. Tofindoutthespecific modulesthatthecollegesintheKanyakumaridistricthaveimplemented.
2. Tolearnaboutthe challenges withERPsystemimplementationintheinstitutions.

Scopeofthe Study

The purpose of the research paper is to examine the challenges faced by the colleges in theKanyakumari district when implementing the ERP system within the organization. The study focusesonboth thechallengesand the specificmodulesthat theinstitutionshaveput in place.

Methodology

Both primary and secondary data are used in this research paper. A questionnaire was used togather primary data. From journals, reports, and other published items, secondary data was collected.Simple random sampling method was employed to choose the colleges as respondents. In the district,there are 28 arts and sciences colleges, 33 engineering colleges, 3 medical colleges, 1 dental college,2 siddha colleges, and 2 physiotherapy institutes. 25 institutions of arts, sciences, and engineeringwerechosen for thestudy.

ToolsforAnalysis

Percentage and the independent sample "t" test were the tools used to analyse the data. The ttestisusedto comparetheaverageresponsesbetweenengineeringandartsandsciencecolleges.

Limitationsof theStudy

1. Duetotimeconstraints,thesamplesizeforthisresancharticleisonly50,andsampleswerechosenusing random sampling.
2. OnlyengineeringinstitutionsandartsandsciencecollegesintheKanyakumaridistrictarethefocusof this essay.

Analysis

The ERP helps higher education institutions in creating and running their digital campus,which facilitates effective community and individual interaction. The number and percentage ofinstitutionsimplementingvarious modules areshown in the table below.

Table1:No.ofinstitutionsimplementingspecificmodules

S.No	Modules	No. ofRespondents	Percentage
1.	Financeonly	7	8
2.	Libraryonly	6	7
3.	Employeesonly	11	13
4.	Students only	3	4
5.	Financeandemployeesonly	17	19
6.	Financeand studentsonly	19	21
7.	Employee and studentsonly	20	22
8.	Alltheabove	5	6

Source:PrimaryData

Accordingtotheaforementionedtable,only6%ofcollegesusemodulesforfinances,libraries,students,andpersonnel.Thettestisusedtocomparethemeanresponsesbetweenengineeringandarts andsciencecolleges.

Table 2: Challenges in implementing ERP system in Arts and Science colleges and EngineeringColleges

S. No.	Issues	MeanScore		T-Satisfaction	P-Value
		ArtsAnd ScienceColleges	Engineering Colleges		
1.	InsufficientERP knowledgeskillamongteamleaders	4.1025	1.6321	1.5621	0.03
2.	Poorperception	3.9910	1.8564	1.816	0.260
3.	Negativeapproachto implementation	1.5672	3.2651	1.6789	0.842
4.	Reluctanttochange mange	2.9861	1.4316	2.3342	0.021
5.	Limitedresources	4.0012	1.4316	2.3342	0.022
6.	Lackof accuratedata	3.651	1.231	0.894	0.168

Source: PrimaryData

According to theabovetable, the main challenges faced by arts andsciencecollegesare alack of ERP knowledge and expertise, a lack of resources, poor perception, and a lack of accuratedata.Theleastinfluencingissuesareresistancetochangeandapessimisticattitudetowardimplementation, as their mean score is the lowest of all the variables. Due to the high mean scores ofthese variables, inadequate resources and resistance to management change are the major problemsengineering colleges confront. Inaccurate data and a lack of ERP expertise are the problems that havethe least impact. Since the p-value is less than 0.05, it is clear that other factors have no significantimpact on the institution's problems, which include lack of resources, resistance to change, andinadequateERP knowledgeand abilities.

Suggestions

Therespondents'suggestionsare.
1. Theseniormanagementpersonnelneed tobe properlyinformed.
2. InstitutionsthatuseERPsystemsshouldbegiven priorityinhumanresourcesmanagement.
3. Theuniversityshould provide workshops and trainingforthestaff.

4. Thegovernmentneedsto launchitsonlinegovernmentscholarshipprogramme.
5. Thesystemused shouldbeversatile andeasytograsp.

Conclusion

TheimplementationofERPsystemsineducationalinstitutionsisasignificantchallenge.The process of effectively and successfully implementing it is time- and distance-consuming. Tosuccessfully deploy the system and enjoy the benefits of ERP system in the future, management andemployeesmust cooperate and work patiently.

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