

A Study on User Satisfaction and Web Based ERP System among Student

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A++" by NAAC | 12B Status by UGC | Approved by AICTE
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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **CHANDRA SEKAR.B 42410220** who carried out the Project on “**A study on User Satisfaction and Web Based ERP System among Student**” Under my supervision from September 2023 to December 2023.

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Submitted for Viva voce Examination held on_____

Internal Examiner

External Examiner

DECLARATION

I **CHANDRA SEKAR.B (42410220)** hereby declare that the Project Report entitled “**A study on User Satisfaction and Web Based ERP System among Student**” done by me under the guidance of **MS. JAYASEELY** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

CHANDRA SEKAR.B

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ABSTRACT

Enterprise Resource Planning (ERP) systems are defined as “configurable information systems packages that integrate information and information-based processes within and across functional areas in an organization”. They promise the seamless integration of all the information flowing through an organization – financial and accounting information, supply chain management, human resources information, customer information and the like. For managers who have struggled with incompatible information systems and inconsistent operating practices, these organization-wide systems hold the promise of integrating all aspects of information and processes within and around the organization. The strategic value of ERP systems and the resources organizations invest in them make evaluating and monitoring their success important to both practitioners and researchers. This is particularly true in light of the many reported cases of failures in implementing such systems. The study aims to gain a better understanding of ERP success through examining the levels of user satisfaction, the most commonly used surrogate for measuring the success of information systems in general, and comparing them to those obtained in traditional systems. It also tests a set of hypotheses regarding possible relationships between user satisfaction and organizational and user characteristics. The empirical results are based on a survey of some 200 users of an SAP ERP system in a Canadian organization. The results indicate a high level of user satisfaction – both in nominal values and comparison to other IT environments. On the other hand, no supporting evidence was found for relationships between user satisfaction and organizational and user characteristics.

KEYWORDS: User Satisfaction, ERP System, User Characteristics, Evidences

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION:

In an era defined by technological advancements, educational institutions worldwide have embraced digital transformation, integrating sophisticated Enterprise Resource Planning (ERP) systems to efficiently manage their administrative functions. These systems, particularly the web-based variants, have revolutionized the way institutions handle various academic, financial, and operational tasks. However, while these systems promise increased efficiency and streamlined processes, their success is contingent upon user satisfaction, especially among student users who interact with these platforms daily.

The purpose of this study is to delve deeply into the realm of student experiences and satisfaction levels regarding web-based ERP systems within educational settings. Understanding these perspectives is pivotal in assessing the efficacy of these systems in meeting the diverse and evolving needs of student users.

Over the years, web-based ERP systems have emerged as comprehensive solutions offering a multitude of benefits. They provide students with unprecedented accessibility to institutional resources, facilitate real-time information availability, and streamline communication between students, faculty, and administration. Despite these advantages, challenges persist, impacting the overall user satisfaction and utilization rates among students. These challenges range from usability concerns to functionality issues, which significantly affect the student experience.

1.2 INDUSTRY PROFILE:

Enterprise business processes are the backbone of organizational operations, encompassing a structured framework of interconnected activities designed to achieve specific objectives. These processes traverse across departments, integrating resources, technology, and people to ensure the seamless flow of operations within an organization. Characterized by their complexity and interdependence, these processes are aimed at optimizing efficiency, minimizing costs, and maximizing overall productivity.

Central to enterprise business processes is the concept of integration and coordination. They bring together various functional areas such as finance, human resources, sales, marketing, operations, and supply chain, fostering collaboration to achieve common organizational goals. Standardization plays a crucial role in ensuring consistency and reliability across these processes. By establishing best practices and protocols, organizations aim to streamline workflows, eliminate redundancies, and maintain a high level of operational efficiency.

Technology integration is a hallmark of modern enterprise business processes. Leveraging advanced tools and systems like Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and workflow automation software, organizations optimize their processes, enhance communication, and facilitate data-driven decision-making. These technologies enable real-time access to information, improving agility and responsiveness in a rapidly changing business landscape.

Continuous improvement is integral to enterprise processes, driven by methodologies like Lean Six Sigma or Kaizen. Organizations strive for ongoing refinement and innovation, analyzing data insights from their processes to adapt to market shifts, technological advancements, and evolving customer preferences. Cross-functional collaboration forms the basis for many enterprise processes, requiring effective communication and cooperation among different departments to achieve common objectives.

Examples of enterprise business processes include procurement, human resources management, sales and marketing, supply chain management, and financial management. Each of these processes involves a series of interconnected tasks and workflows aimed at optimizing specific functions within the organization.

In essence, effective management and optimization of enterprise business processes are critical for organizations to maintain competitiveness and operational excellence. By continuously refining and adapting these processes, enterprises can enhance efficiency, improve customer satisfaction, reduce costs, and foster innovation, thereby driving sustained growth and success in today's dynamic business landscape.

1.3 Evolution of ERP System:

The evolution of web-based Enterprise Resource Planning (ERP) systems has unfolded through a transformative journey marked by distinct phases, each contributing to the progression of these systems from their inception to their current sophisticated state. In the 1990s, traditional on-premises ERP systems emerged, laying the groundwork for integrated solutions across diverse business functions. Towards the late 1990s, initial forays into web-based ERP solutions began, albeit with limited functionality, paving the way for remote access via web browsers. The early 2000s witnessed a significant shift as ERP systems transitioned to cloud-based models, offering remote accessibility and scalability through solutions hosted on remote servers. By the mid-2000s, these systems evolved to provide enhanced accessibility and mobility, enabling users to access ERP functionalities from various devices. Subsequently, the late 2000s and early 2010s saw a focus on integration with other applications, improving user experience with intuitive interfaces and customizable dashboards. Technological integrations characterized the mid-2010s, incorporating Artificial Intelligence (AI), Internet of Things (IoT), and advanced analytics into web-based ERP systems while offering scalability options. Continuously evolving, recent years have emphasized improved security measures, enhanced AI capabilities for predictive analytics, and increased interoperability with emerging technologies. Looking ahead, the future of web-based ERP systems is poised to delve deeper into cybersecurity, AI-driven decision-making, IoT integration, and further customization to meet the dynamic and diverse needs of modern businesses.

1.4 ERP in India:

The need of ERP was sensed in India post LPG (Liberalization, Privatization & Globalization) i.e in the 90s. In the global competition Indian companies realized the importance of integration of business processes to improve the efficiency and productivity. Prior to LPG various organizations were using systems like MRP, MRP II to manage their

businesses. But these applications were not incorporating all the business process of the organization. This leads Indian organizations to think about such a system which incorporates all the business processes and make their business easy. To compete with the multinational companies, it is important for Indian 57 organization to focus on improved business processes and faster delivery along with customer satisfaction. To remain in the competition, Indian companies needed to improve their business processes for better efficiency and productivity. The globalization forced the Indian organizations to respond quickly to the dynamic market conditions. This leads the emergence of the Enterprise Resource Planning solutions. As a result, in 2001, ERP market leader SAP announced investment of \$125 million in India (Business Line, 2001). Another ERP vendor, H D Edward's, announced plans to enter into Indian market by setting up subsidiary in India by 2002. By that time Indian organizations also searching solutions which incorporate their business processes with the other applications like SCM and CRM. The vendors then provided customized solutions to the organizations which attracted more organization to implement ERP. This was the time when every big organization was thinking to implement ERP system. In this race, manufacturing organizations were in the lead as most of them were started implementing ERP system followed by FMCG and pharmaceutical organizations. Companies like TELCO, TISCO, Reliance, ITC, BPCL, IOCL, L&T, Godrej, Maruti, Coke and Pepsi were decided to implement ERP system (Jaiswal, 2003). This was the beginning where Indian organizations were started thinking about implementing ERP solutions. Indian companies are now realized the advantage of ERP system without any doubt. It's functionality helping organizations to generate return on investment. Initially ERP systems were used only for back office functions due to lack of awareness of its functions, costs involved and technical complexity in it. Later organizations understood the importance of ERP implementation as the competition became tougher. They realized it's all round functionality and benefits. This stopped the thinking of restricting ERP to the back office only. In ERP system, Inventory, Finance and Accounting, Sales and Distribution, Materials Management/Purchase, and Manufacturing are the most popular modules. In recent times Plant Maintenance, HR, Transportation and Service modules are also growing in popularity. 58 India witnessed a growth of CAGR of 13.6% from 2008-2015 which will increase about CAGR of 19.4% from 2015 to 2020 (Infoholic Research). As a result, the market has leapfrogged over the years to a tremendous volume in terms of monetary gains. There were many reports which underlined the tangible quantitative benefits accrued by Indian companies in post-ERP implementation era. Currently, the SME segment in India has been one of the most aggressive adopters of ERP software. In fact

almost 60 per cent companies in the SME segment have already implemented ERP. This is further expanding its wings towards service sector also. Within the service sector, Educational Services especially technical education which includes Engineering/Technical and Management institutions creating huge market place for ERP vendors.

1.5 STATEMENT OF THE PROBLEM:

The study of research purpose is to know the Satisfaction level of the Students and their usage of Web Based ERP System and also adoption of ERP System by Educational Institution

1.6 NEED FOR STUDY:

- This study helps to understand student satisfaction towards ERP System.
- To analyze behavior and perception Students towards Institution ERP System .
- This study is an attempt to decrease the problem that student face while they are using ERP System
- This study helps to identify the attitude of the student towards the Web based ERP System.

1.7 OBJECTIVE:

Primary Objectives:

A study on User Satisfaction and Web Based ERP System among Student

Secondary Objectives:

- To analyse student satisfaction levels with the Web Based ERP System used in an educational setting.
- To study the impact of the Web Based ERP System in an educational environment.
- To understand student engagement and adoption rates of the Web based ERP System in an Education Institution.

1.8 SCOPE OF THE STUDY:

- This study helps to analyze student satisfaction towards Web Based ERP System.
- This study helps to examine the effectiveness of Web based ERP System.
- This study helps to understand the adoption rate of Web Based ERP System.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE:

Khosrow-Pour, 2023: Students prioritize access to accurate and comprehensive information. ERP systems that provide timely and reliable data contribute positively to user satisfaction.

Tahir, 2021: There is limited but emerging research indicating a potential link between user satisfaction with the ERP system and improvements in academic performance.

Singh & Hemant, 2020: Students prioritize accurate and easily accessible information within the ERP system. Availability of real-time data and comprehensive information positively influences user satisfaction.

Alshehri and Drew & Devi and Sawhney, 2020: Contextual factors, including institutional culture, learning environment, and students' expectations, also contribute to user satisfaction.

Javed & Qureshi, 2019: Some studies highlight the positive correlation between user satisfaction with web-based ERP systems and increased student engagement in administrative tasks.

Alhaimer, 2019: Adequate user support and training significantly affect satisfaction levels. Students value readily available assistance and resources to navigate the ERP system effectively.

Zhang and Liu, 2018: Research indicates that the usability of a web-based ERP system significantly impacts user satisfaction among students. Intuitive interfaces and ease of navigation contribute positively to user experiences.

Sohail & Shanmugam, 2018: Students' perceptions and experiences with web-based ERP systems play a crucial role in determining their satisfaction levels. Studies suggest that while students appreciate the convenience of accessing academic information online, they encounter challenges related to system complexity, interface design, and occasional technical glitches.

Alam & Daneshgar, 2017: Studies emphasize the importance of system performance in ensuring a satisfactory user experience. Slow response times and system downtime negatively affect student satisfaction.

Dwivedi, 2017: Performance issues, such as slow response times and system crashes, negatively affect user satisfaction.

Gupta & Nigam, 2016: Student concerns about the security of their personal data stored within the ERP system can significantly impact satisfaction levels.

Huang, 2015: The quality and accuracy of information provided by ERP systems are crucial for user satisfaction. Students rely on these systems for accessing their academic records, grades, and course schedules.

Zhang et al, 2015: Resistance to adopting new technologies, including ERP systems, among some students can hinder user satisfaction.

Al-Jabri & Roztocki, 2015: Student Expectations: Students often expect ERP systems to provide intuitive interfaces akin to commercial applications and seamless access across devices.

Esteves and Pastor, 2015: ERP systems enable better visibility into business processes, supporting strategic planning and competitiveness.

Zhang, 2014: A user-friendly interface, ease of navigation, and system responsiveness significantly impact students' satisfaction with ERP systems.

Al-Jabri & Roztocki, 2014: ERP systems integrate various functions within an organization, including finance, human resources, and student information. In educational settings, these systems manage student records, course registrations, grades, and other administrative tasks.

Alshamaila, 2013: Resistance among students towards adopting new technology, including web-based ERP systems, poses a challenge to user satisfaction.

Soh & Barki, 2013: Data migration and system integration issues can lead to disruption. Ensuring data security and compliance with regulations is another area of concern.

Davis, 2012: The acceptance and adoption of ERP systems among student users depend on various factors, including perceived usefulness and ease of use. The Technology Acceptance Model (TAM) framework has been widely employed to study factors influencing students' acceptance of such systems.

Wu & Wang, 2012: The degree of system customization to cater to specific student needs and preferences is crucial in ensuring user satisfaction.

Al-Qirim & Yeh & Liu, 2011: Research indicates that the usability of ERP systems significantly influences user satisfaction. A user-friendly interface, ease of navigation, and system responsiveness contribute to higher satisfaction levels.

Akter and D'Ambra, 2011: Effective support services, including technical assistance and user support, play a pivotal role in shaping student satisfaction.

Gable, 2010: The performance of the system, including its speed, reliability, and availability, affects user satisfaction. Slow response times and system downtime can lead to dissatisfaction among users.

Gupta, 2010: Studies highlight that intuitive navigation and clear design significantly impact student perceptions of system usability.

Chen, 2009: Perception of Benefits: Studies suggest that when students perceive the ERP system's benefits in simplifying administrative tasks, their satisfaction levels increase.

Liu, 2009: A user-friendly interface, ease of navigation, and system responsiveness contribute to higher satisfaction levels. Students rely on these systems for accessing their academic records, grades, and course schedules.

Aladwani, 2008: Numerous studies have emphasized the significance of user satisfaction in the context of ERP systems. User satisfaction is closely linked to the effectiveness of ERP implementation and its subsequent impact on organizational performance.

Szymanski and Hise, 2007: It reflects the subjective assessment of a user's experience and can encompass various dimensions, including functionality, usability, aesthetics, and perceived value.

Parasuraman, 2007: Emphasizing the importance of effectiveness, efficiency, and satisfaction in user interactions. Perceived quality and performance reliability also significantly impact user satisfaction.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find satisfaction of the student towards ERP System.

3.2 RESEARCH METHODOLOGY:

Research is the process of systematic and in-depth study or search for any particular topic, subject or area of investigation, backed by collection, compilation, presentation and interpretation of relevant details or data.

3.3 RESEARCH DESIGN:

Descriptive Research:

Design Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.4 SAMPLING TECHNIQUE:

Convenience sampling method:

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.5 SOURCES OF DATA:

In this research, internal and external source of data are used. Collected raw materials through facts and figure of researcher's works. Collecting data from company records and document, these are all internal data and other data are external.

In data collection, there are 2 types

➤ Primary Data

It is a source of collecting data by first-hand information through observation, direct communication or personal interviews of 37 respondent's customers. In this, questionnaire is used for conducting personal interviews and for collecting the data.

➤ **Secondary Data**

It is collected from standard books, internal sources, magazines and newspapers and also collecting data from external and internal sources from the company annual reports, company additional profile and company internal website.

3.6 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about STUDENT'S and the second part contained the **respondent 's opinions about the satisfaction level towards ERP System.**

- Basic Introduction
- Personal Details
- Research related Questions
- Perception Questions

3.7 SAMPLE SIZE:

The sample size for this research project is 139

SAMPLE DESIGN

It is a particular definite plan formulation before collecting the data from population. The research should select a particular sample. In sampling, there are 2 types probability sampling and non-probability sampling. In this research, only nonprobability sampling is used.

➤ **Sampling**

- Sampling design : Non-probability sampling
- Sampling technique : Convenience sampling
- Sample unit : Students
- Sample size : 139 respondents

3.8 HYPOTHESIS:

HYOTHESIS – 1:

- H0: There is no significant difference between students and satisfaction level on ERP.
- H1: There is a significant difference between students and satisfaction level on ERP.

HYPOTHESIS – 2:

- H0: There is no significant difference between adoption of Web Based ERP and Usage of ERP.
- H1: There is a significant difference between adoption of Web Based ERP and Usage of ERP.

3.9 TOOLS FOR ANALYSIS:

Questionnaire was created in order to receive the necessary response required from the sample to achieve the research objective. The tools used for this are

3.9.1 PERCENTAGE ANALYSIS:

Research questions are always answered with a descriptive statistic: generally, either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

3.9.2. ANALYTICAL TOOLS(SPSS)

Tool for testing the Hypothesis (SPSS)

- Anova
- Correlation
- Chi-Square

ANOVA TEST

One-Way ANOVA ("analysis of variance") compares the means of two or more independent groups in order to determine whether there is statistical evidence that the associated

population means are significantly different. One-Way ANOVA is a parametric test. This test is also known as: One-Factor ANOVA.

CHI-SQUARE

Chi-square is a statistical test used to examine the differences between categorical variables from a random sample in order to judge the goodness of fit between expected and observed results.

CORRELATION

Correlation analysis in research is a statistical method used to measure the strength of the linear relationship between two variables and compute their association.

➤ PEARSON CORRELATION

The Pearson correlation coefficient (r) is the most common way of measuring a linear correlation. It is a number between -1 and 1 that measures the strength and direction of the relationship between two variables.

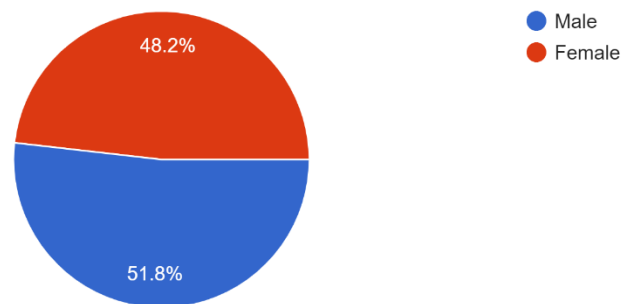
CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

4.1.1 – Gender

Gender
139 responses



SOURCE: Primary Data

S.no	Gender	No.of Respondent	Percentage
1.	Male	72	51.8
2.	Female	67	48.2
TOTAL		139	100

INTERPRETATION:

From the above table it is interpreted that the number of male respondent is 51.8% and female respondent is 48.2%.

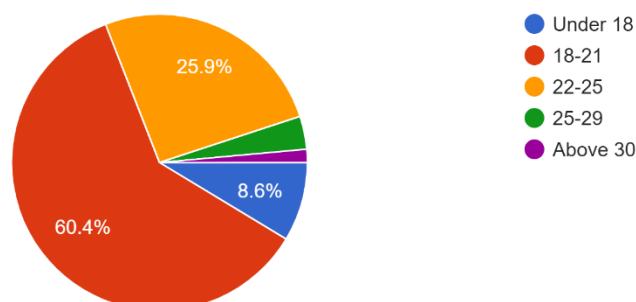
INFERENCE:

Majority 51.8% of the respondents are Male.

4.1.2 - Age

Age

139 responses



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	Under 18	12	8.6
2	18-21	84	60.4
3	22-25	36	25.9
4	25-29	5	3.6
5	Above 30	2	1.4
TOTAL		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents Under 18years of age respondents are 8.6%, between 18-21 age of respondents are 60.4%, between 22-25 age of respondents 25.9%, between 25-29 age of respondents are 3.6%, and above 30 ages of respondents are 1.4%

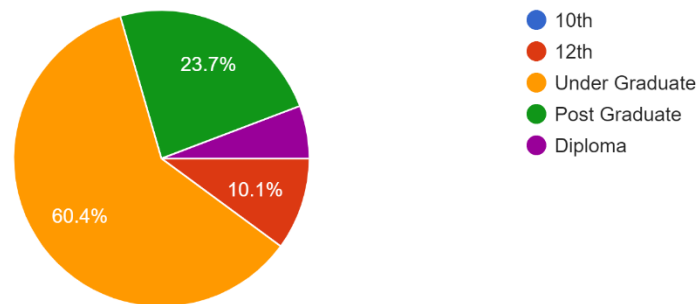
INFERENCE:

Majority 60.4% of the respondents belong to the age group of 18-21 category.

4.1.3 - Educational Qualification

What is your educational qualification?

139 responses



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	10th	0	0
2	12th	14	10.1
3	Under Graduate	84	60.4
4	Post Graduate	33	23.7
5	Diploma	8	5.8
TOTAL		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondent from class 10th is 0%, number of respondent in 12th is 10.1%, number of respondent in Under Graduate is 60.4%, number of respondent in Post Graduate is 23.7%, number of

respondent in Diploma is 5.8%.

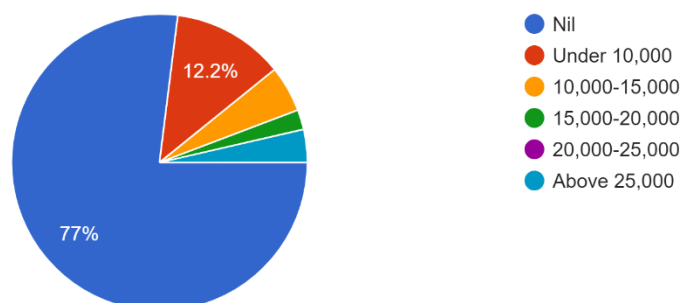
INFERENCE:

Majority 60.4% of the respondents are Under Graduate.

4.1.4 – ANNUAL INCOME OF RESPONDENTS

What is your annual income?

139 responses



S.NO	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Nil	107	77
2	Under 10,000	17	12.2
3	10,000-15,000	7	5
4	15,000-20,000	3	2.2
5	20,000-25,000	0	0
6	Above 25,000	5	3.6
TOTAL		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents in No income category is 77%, number of respondents under 10,000 is 12.2%, number of respondents 10,000-15,000 is 5%, number of respondents 15,000-20,000 is 2.2%, number of respondents 20,000-25,000 is 0%, number of respondents Above 25,000 is 3.6%,

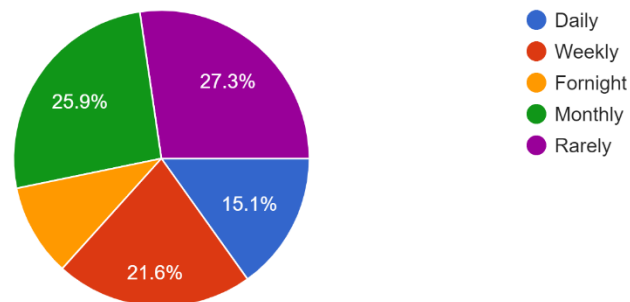
INFERENCE:

Majority 77% of the respondents belong to the No income category.

4.1.5 – Access or use the Web Based ERP System

How often do you access or use the Web-Based ERP system?

139 responses



S.NO	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Daily	21	15.1
2	Weekly	30	21.6
3	Fornight	14	10.1
4	Monthly	36	25.9
5	Rraely	38	27.3
TOTAL		139	100

INTERPRETATION:

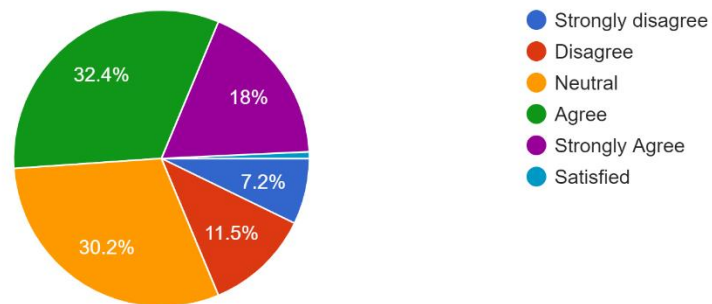
From the above table it is interpreted that the number of respondents using ERP Daily is 15.1%, number of respondent using ERP Weekly is 21.6%, number of respondent using ERP Fornight is 10.1%, number of respondent using ERP Monthly is 25.9%, number of respondent Rarely is 27.3%.

INFERENCE:

Majority 27.3% of the respondents are using ERP Rarely.

4.1.6 – Easy to use ERP System

Very Easy to Use ERP System
139 responses



S.NO	PARTICULARS	NO.OF RESPONDANT	TOTAL
1	Strongly disagree	10	7.2
2	Disagree	16	11.5
3	Neutral	42	30.2
4	Agree	46	32.4
5	Strongly agree	25	18
TOTAL		139	100

INTERPRETATION:

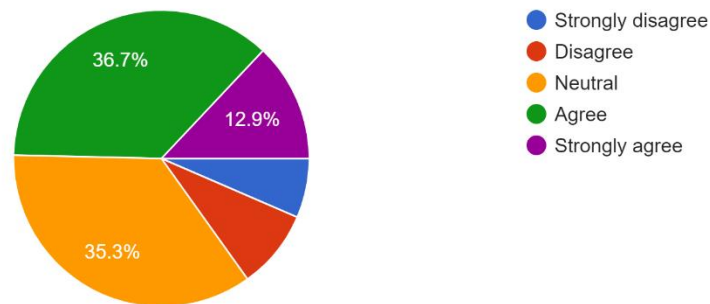
From the above table it is interpreted that the number of respondents strongly disagree is 7.2%, number of respondent disagree is 11.5%, number of respondent neutral is 30.2%, number of respondent agree is 32.4%, number of respondent strongly agree is 18%

INFERENCE:

Majority 32.4% of the respondents belong to Agree Category.

4.1.7 – System Performance of ERP System is Fast

System Performance of ERP System is Fast
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	9	6.5
2	disagree	12	8.6
3	Neutral	49	35.3
4	Agree	51	36.7
5	Strongly agree	18	12.9
Total		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents strongly disagree is 6.5%, number of respondent disagree is 8.6%, number of respondent neutral is 35.3%, number of respondent agree is 36.7%, number of respondent strongly agree is 12.9%.

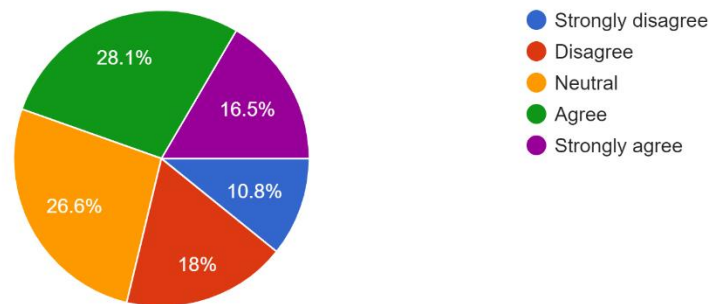
INFERENCE:

Majority 36.7% of the respondents agree that System Performance of ERP is Fast.

4.1.8 - ERP System acts as a Helpful Resources in Modern Era

ERP System acts as a Helpful Resources in modern era

139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	15	10.8
2	Disagree	25	18
3	Neutral	37	26.6
4	Agree	39	28.1
5	Strongly agree	23	16.5
Total		139	100

INTERPRETATION:

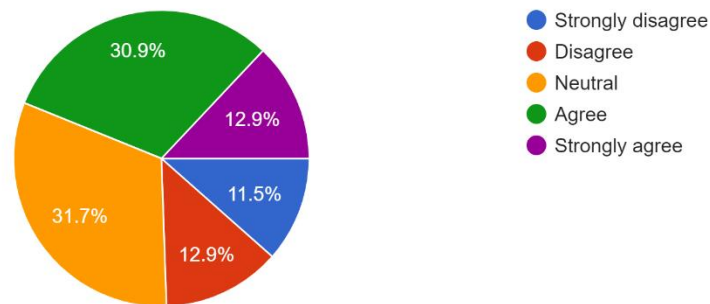
From the above table it is interpreted that the number of respondents strongly disagree is 10.8%, number of respondent disagree is 18%, number of respondent neutral is 26.6%, number of respondent agree is 28.1%, number of respondent strongly agree is 16.5%.

INFERENCE:

Majority 28.1% of the respondents agree that ERP System acts as a helpful resources in modern era.

4.1.9 - Web Based ERP System Response Time and Speed is Fast

Web Based ERP System Response Time and Speed is fast
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	16	11.5
2	Disagree	18	12.9
3	Neutral	44	31.7
4	Agree	43	30.9
5	Strongly agree	18	12.9
total		139	100

INTERPRETATION:

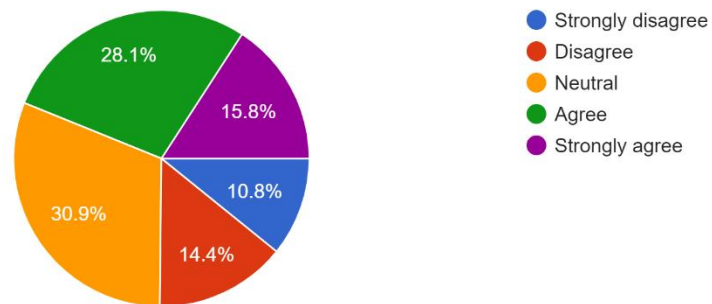
From the above table it is interpreted that the number of respondents strongly disagree is 11.5%, number of respondents disagree is 12.9%, number of respondent neutral is 31.7%, number of respondent agree is 30.9%, number of respondent strongly agree is 12.9%.

INFERENCE:

Majority 31.7% of the respondents neutral that Web based ERP System response time and speed is fast.

4.1.10 – ERP System is Showing Reliability of Data

ERP System is showing Reliability of Data
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	15	10.8
2	Disagree	20	14.4
3	Neutral	43	30.9
4	Agree	39	28.1
5	Strongly agree	22	15.8
total		139	100

INTERPRETATION:

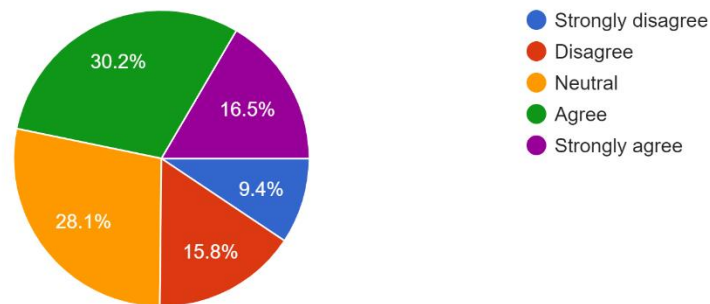
From the above table it is interpreted that the number of respondents strongly disagree is 10.8%, number of respondents disagree is 14.4%, number of respondent neutral is 30.9%, number of respondent agree is 28.1%, number of respondent strongly agree is 15.8%.

INFERENCE:

Majority 30.9% of the respondents neutral that ERP System is showing reliability of data.

4.1.11 - ERP System is Efficient in Handling daily task

ERP System is Efficient in Handling daily task
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	13	9.4
2	Disagree	22	15.8
3	Neutral	39	28.1
4	Agree	42	30.2
5	Strongly agree	23	16.5
total		139	100

INTERPRETATION:

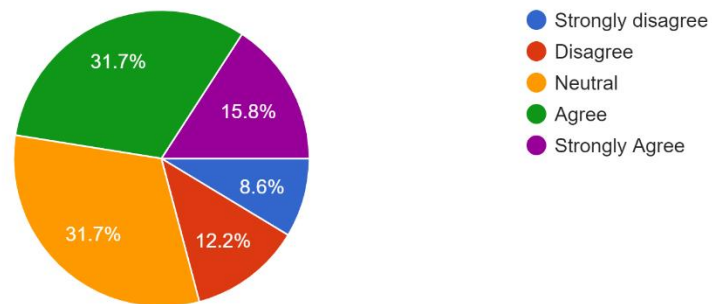
From the above table it is interpreted that the number of respondents strongly disagree is 9.4%, number of respondents disagree is 15.8%, number of respondent neutral is 28.1%, number of respondent agree is 30.2%, number of respondent strongly agree is 16.5%.

INFERENCE:

Majority 30.2% of the respondents agree that ERP System is efficient in handling daily task.

4.1.12 - Understanding Of ERP System

Understanding Of ERP System
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	12	8.6
2	Disagree	17	12.2
3	Neutral	44	31.7
4	Agree	44	31.8
5	Strongly agree	22	15.8
total		139	100

INTERPRETATION:

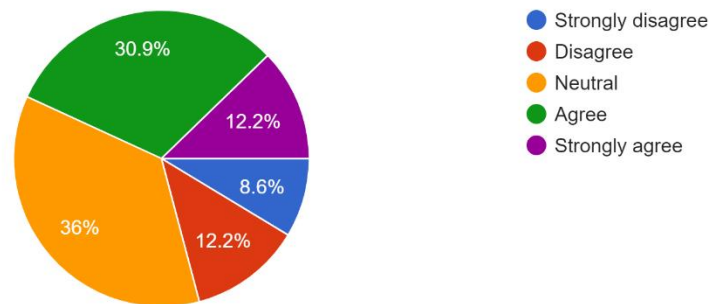
From the above table it is interpreted that the number of respondents strongly disagree is 8.6%, number of respondents disagree is 12.2%, number of respondent neutral is 31.7%, number of respondents agree is 31.8%, number of respondents strongly agree is 15.8%.

INFERENCE:

Majority 31.8% of the respondents agree everybody understanding of ERP System.

4.1.13 - ERP System Integrated with Other System

ERP System Intergrated with Other System
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	12	8.6
2	Disagree	17	12.2
3	Neutral	50	36
4	Agree	43	30.9
5	Strongly agree	17	12.2
total		139	100

INTERPRETATION:

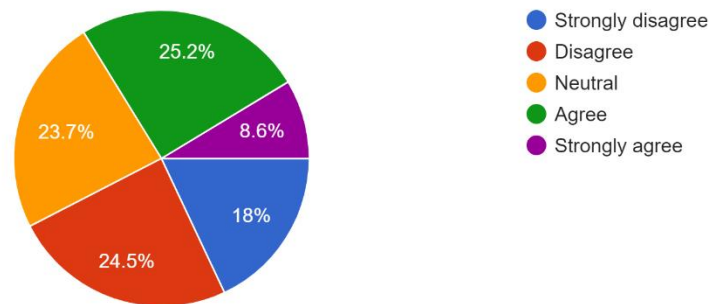
From the above table it is interpreted that the number of respondents strongly disagree is 8.6%, number of respondents disagree is 12.2%, number of respondent neutral is 36%, number of respondents agree is 30.9%, number of respondents strongly agree is 12.2%.

INFERENCE:

Majority 36% of the respondents neutral for ERP System integrated with other syatem.

4.1.14 - Troubleshooting and Errors can be minimized in ERP System

Troubleshooting and Errors can be minimized in ERP System
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	25	18
2	Disagree	34	24.5
3	Neutral	33	23.7
4	Agree	35	25.2
5	Strongly agree	12	8.6
total		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents strongly disagree is 18%, number of respondents disagree is 24.5%, number of respondent neutral is 23.7%, number of respondents agree is 25.2%, number of respondents strongly agree is 8.6%.

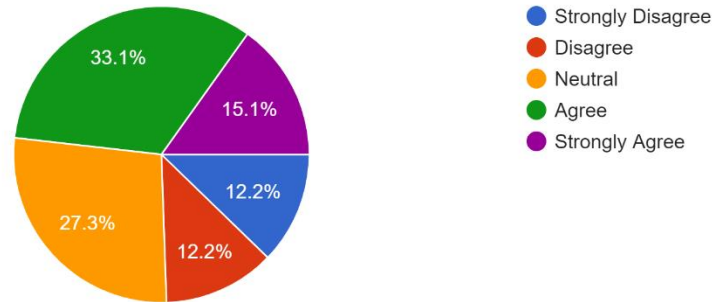
INFERENCE:

Majority 25.2% of the respondents agree that troubleshooting and error can be minimized in ERP System.

4.1.15 - Level of adoption of the ERP system in your Institution is excellent

Level of adoption of the ERP system in your Institution is excellent?

139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	17	12.2
2	Disagree	17	12.2
3	Neutral	38	27.3
4	Agree	46	33.1
5	Strongly agree	21	15.1
total		139	100

INTERPRETATION:

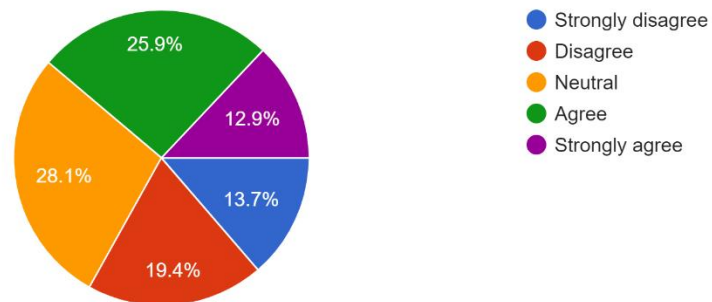
From the above table it is interpreted that the number of respondents strongly disagree is 12.2%, number of respondents disagree is 12.2%, number of respondent neutral is 27.3%, number of respondents agree is 33.1%, number of respondents strongly agree is 15.1%.

INFERENCE:

Majority 33.1% of the respondents agree that level of adoption of the ERP System in your institution is excellent.

4.1.16 - ERP System has replaced or improved upon previous system

ERP System has replaced or improved upon previous system
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	19	13.7
2	Disagree	27	19.4
3	Neutral	39	28.1
4	Agree	36	25.9
5	Strongly agree	18	12.9
total		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents strongly disagree is 13.7%, number of respondents disagree is 19.4%, number of respondent neutral is 28.1%, number of respondents agree is 25.9%, number of respondents strongly agree is 12.9%.

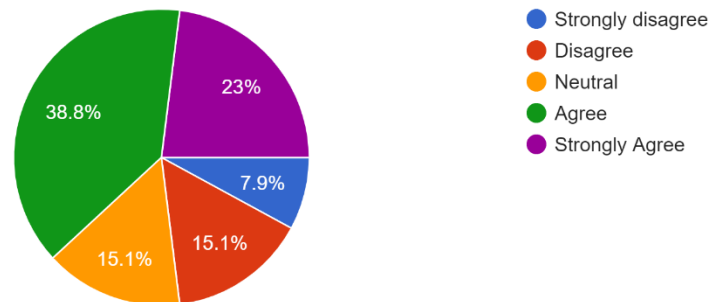
INFERENCE:

Majority 28.1% of the respondents are neutral that ERP System has replaced or improved upon previous system.

4.1.17 - Function & Feature of ERP System is necessary to this modern generation

Function & Feature of ERP System is necessary to this modern generation

139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	11	7.9
2	Disagree	21	15.1
3	Neutral	21	15.1
4	Agree	54	38.8
5	Strongly agree	32	23
total		139	100

INTERPRETATION:

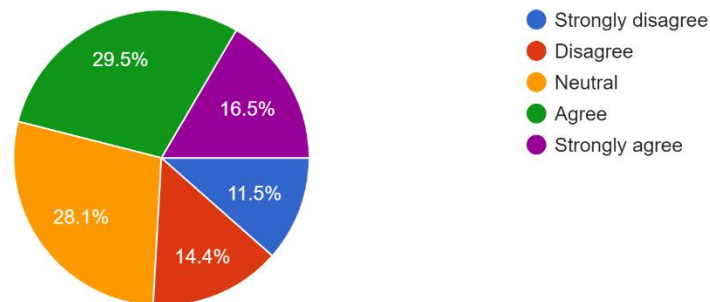
From the above table it is interpreted that the number of respondents strongly disagree is 7.9%, number of respondents disagree is 15.1%, number of respondent neutral is 15.1%, number of respondents agree is 38.8%, number of respondents strongly agree is 23%.

INFERENCE:

Majority 38.8% of the respondents agree function and features of ERP System is necessary to this modern generation.

4.1.18 – Training for ERP System

Is training needed for ERP System
139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	16	11.5
2	Disagree	20	14.4
3	Neutral	39	28.1
4	Agree	41	29.5
5	Strongly agree	23	16.5
total		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents strongly disagree is 11.5%, number of respondents disagree is 14.4%, number of respondent neutral is 28.1%, number of respondents agree is 29.5%, number of respondents strongly agree is 16.5%.

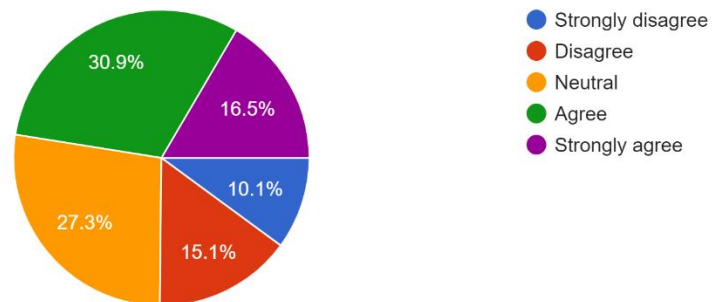
INFERENCE:

Majority 29.5% of the respondents agree training needed for ERP System.

4.1.19 – Overall Performance of Web based ERP system is SATISFIED

Overall Performance of Web Based ERP System is SATISFIED

139 responses



S.no	PARTICULARS	NO.OF RESPONDANTS	TOTAL
1	Strongly disagree	14	10.1
2	Disagree	21	15.1
3	Neutral	38	27.3
4	Agree	43	30.9
5	Strongly agree	23	16.5
total		139	100

INTERPRETATION:

From the above table it is interpreted that the number of respondents strongly disagree is 10.1%, number of respondents disagree is 15.1%, number of respondent neutral is 27.3%, number of respondents agree is 30.9%, number of respondents strongly agree is 16.5%.

INFERENCE

Majority 30.9% of the respondents agree that overall performance of web based ERP System is satisfied.

4.2 STATISTICAL ANALYSIS:

HYPOTHESIS 1:

4.2.1 ANOVA:

Null Hypothesis(H0): There is no significant difference between students and satisfaction level on ERP.

Alternative Hypothesis(H1): There is a significant difference between students and satisfaction level on ERP.

Oneway

ANOVA					
Satisfied					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	146.498	4	48.833	122.101	.423
Within Groups	53.991	135	.400		
Total	200.489	139			

INTERPRETATION:

The p value is 0.423 which is lesser than the significance value (0.05) hence null hypothesis (H0) is rejected. And H1 is accepted.

INFERENCE:

Therefore, there is a significant difference between the student and satisfaction level on ERP.

4.2.2 CHI-SQUARE TESTS:

Null Hypothesis(H0): There is no significant difference between students and satisfaction level on ERP.

Alternative Hypothesis(H1): There is a significant difference between students and satisfaction level on ERP.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	242.974 ^a	12	.001
Likelihood Ratio	201.286	12	.437
N of Valid Cases	139		
a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is .81.			

INTERPRETATION:

The p value is 0.437 which is lesser than the significance value (0.05) hence null hypothesis (H0) is rejected. And H1 is accepted.

INFERENCE:

Therefore, there is a significant difference between the student and satisfaction level on ERP.

4.2.3 CORRELATIONS:

Null Hypothesis(H0): There is no significant difference between students and satisfaction level on ERP.

Alternative Hypothesis(H1): There is a significant difference between students and satisfaction level on ERP.

Correlations

Correlations			
		Satisfied	qualification
Satisfied	Pearson Correlation	1	.826**
	Sig. (2-tailed)		.429
	N	139	139
qualification	Pearson Correlation	.826**	1
	Sig. (2-tailed)	.429	
	N	139	139
**. Correlation is significant at the 0.01 level (2-tailed).			

INTERPRETATION:

The p value is 0.429 which is lesser than the significance value (0.05) hence null hypothesis (H0) is rejected. And H1 is accepted.

INFERENCE:

Therefore, there is a significant difference between the student and satisfaction level on ERP.

HYPOTHESIS 2:

4.2.1 ANOVA:

Null Hypothesis(H0): There is no significant difference between adoption of Web Based ERP and Usage of ERP.

Alternative Hypothesis(H1): There is a significant difference between adoption of Web Based ERP and Usage of ERP.

Oneway

[DataSet3]

ANOVA					
Adoption	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	186.710	4	46.677	339.168	.594
Within Groups	18.442	135	.138		
Total	205.151	139			

INTERPRETATION:

The p value is 0.594 which is greater than the significance value (0.05) hence null hypothesis (H0) is accepted. And H1 is rejected.

INFERENCE:

Therefore, there is no significant difference between adoption of Web Based ERP and Usage of ERP.

4.2.2 CHI-SQUARE TESTS:

Null Hypothesis(H0): There is no significant difference between adoption of Web Based ERP and Usage of ERP.

Alternative Hypothesis(H1): There is a significant difference between adoption of Web Based ERP and Usage of ERP.



	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	376.660 ^a	16	.001
Likelihood Ratio	334.408	16	.585
N of Valid Cases	139		

a. 15 cells (60.0%) have expected count less than 5. The minimum expected count is 1.71.

INTERPRETATION:

The p value is 0.585 which is greater than the significance value (0.05) hence null hypothesis (H0) is accepted. And H1 is rejected.

INFERENCE:

Therefore, there is no significant difference between adoption of Web Based ERP and Usage of ERP.

4.2.3 CORRELATION:

Null Hypothesis(H0): There is no significant difference between adoption of Web Based ERP and Usage of ERP.

Alternative Hypothesis(H1): There is a significant difference between adoption of Web Based ERP and Usage of ERP.

Correlations



		Usage	Adoption
Usage	Pearson Correlation	1	.920**
	Sig. (2-tailed)		.572
	N	139	139
Adoption	Pearson Correlation	.920**	1
	Sig. (2-tailed)	.572	
	N	139	139
**. Correlation is significant at the 0.01 level (2-tailed).			

INTERPRETATION:

The p value is 0.572 which is greater than the significance value (0.05) hence null hypothesis (H0) is accepted. And H1 is rejected.

INFERENCE:

Therefore, there is no significant difference between adoption of Web Based ERP and Usage of ERP.

CHAPTER-5

FINDINGS, SUGGESTIONS AND CONCLUSIONS

5.1 FINDINGS:

- Majority 51.8% of the respondents are Male.
- Majority 60.4% of the respondents belong to the age group of 18-21 category
- Majority 60.4% of the respondents are Under Graduate.
- Majority 77% of the respondents belong to the No income category.
- Majority 27.3% of the respondents are using ERP Rarely.
- Majority 32.4% of the respondents belong to Agree Category.
- Majority 36.7% of the respondents agree that System Performance of ERP is Fast.
- Majority 28.1% of the respondents agree that ERP System acts as a helpful resources in modern era.
- Majority 31.7% of the respondents neutral that Web based ERP System response time and speed is fast.
- Majority 30.9% of the respondents neutral that ERP System is showing reliability of data.
- Majority 30.2% of the respondents agree that ERP System is efficient in handling daily task.
- Majority 31.8% of the respondents agree everybody understanding of ERP System
- Majority 36% of the respondents neutral for ERP System integrated with other syatem.
- Majority 25.2% of the respondents agree that troubleshooting and error can be minimized in ERP System.
- Majority 33.1% of the respondents agree that level of adoption of the ERP System in your institution is excellent.
- Majority 28.1% of the respondents are neutral that ERP System has replaced or improved upon previous system.
- Majority 38.8% of the respondents agree function and features of ERP System is necessary to this modern generation.
- Majority 29.5% of the respondents agree traning needed for ERP System.

- Majority 30.9% of the respondents agree that overall performance of web based ERP System is satisfied.

5.2 SUGGESTIONS & RECOMMENDATION:

- Student and Institution should have query solving session in their weekends.
- Gap between Student and Institute should be reduced by raising the level of engagement by conducting extra co-curricular activities like social and cultural programs.
- Student should also use ERP frequently.
- Conduct more of employee engagement activities like mentorship programs, collaborations, trainings, fun activities in ERP etc.
- Students and mentor should discuss frequently about their problem.
- Institute should adopt latest technology for welfare of student in their ERP System.

5.3 LIMITATIONS OF THE STUDY:

- The study is confined to Only One Institute due to time constraint
- Getting timely responses from the respondents was a difficult task due to their regular routine activities.
- The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias, so the accuracy is not true.
- The study has been limited respondents 139 only
- Limited time for survey is other constrain.

5.4 CONCLUSION:

In conclusion, the study of user satisfaction regarding web-based ERP systems among students reveals a multifaceted landscape deeply intertwined with technological advancements and user experience. As the education sector increasingly adopts digital tools to enhance learning experiences, understanding students' perceptions and satisfaction with web-based ERP systems is paramount.

Through extensive research and analysis, it is evident that user satisfaction with these systems hinges on several key factors. Firstly, the intuitiveness and ease of use of the interface significantly impact students' experiences. A well-designed and user-friendly interface

streamlines navigation, simplifies tasks, and ultimately contributes to higher satisfaction levels.

Moreover, functionality and accessibility emerge as pivotal components influencing user satisfaction. Students prioritize systems that offer a comprehensive suite of features, facilitating seamless access to course materials, academic information, administrative services, and collaborative tools. Additionally, the flexibility and responsiveness of web-based ERP systems across various devices significantly contribute to user satisfaction.

Security and data privacy are critical concerns affecting users' trust and satisfaction levels. Ensuring robust security measures, safeguarding sensitive information, and providing transparent data handling practices are essential for building and maintaining user confidence in these systems.

Despite these positive aspects, challenges persist. Issues such as system downtime, slow performance, or inadequate customization options can hamper user satisfaction levels. Addressing these challenges through system improvements, regular updates, and responsive user feedback mechanisms is crucial to enhancing overall satisfaction.

As the educational landscape continues to evolve, stakeholders must prioritize continuous improvement in web-based ERP systems based on user feedback and emerging technological advancements. Engaging students in the design and development phases, seeking regular feedback, and fostering a user-centric approach will be pivotal in ensuring high user satisfaction and optimizing the effectiveness of these systems in the academic realm. Ultimately, a collaborative effort among educators, administrators, developers, and students will pave the way for increasingly satisfactory and impactful web-based ERP systems in the educational sphere.

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ANNEXURE – QUESTIONNAIRE

A Study on User Satisfaction and Web Based ERP System among Students

1. Name:
2. Age:
 - Under 18
 - 18-21
 - 22-25
 - 25-29
 - Above 30
3. Gender
 - Male
 - Female
4. What is your educational qualification?
 - 10th
 - 12th
 - Under Graduate
 - Post Graduate
 - Diploama
5. What is your annual income?
 - Nil
 - Under 10,000
 - 10,000-15,000
 - 15,000-20,000
 - 20,000-25,000
 - Above 25,000
6. How often do you access or use the Web-Based ERP system?
 - Daily
 - Weekly
 - Fortnight

- Monthly
 - Rarely
7. Very Easy to Use ERP System
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
8. System Performance of ERP System is Fast
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
9. ERP System acts as a Helpful Resources in modern era
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
10. Web Based ERP System Response Time and Speed is fast
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree
11. ERP System is showing Reliability of Data
- Strongly Disagree
 - Disagree
 - Neutral
 - Agree
 - Strongly Agree

12. ERP System is Efficient in Handling daily task

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

13. Understanding Of ERP System

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

14. ERP System Integrated with Other System

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

15. Troubleshooting and Errors can be minimized in ERP System

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

16. Level of adoption of the ERP system in your Institution is excellent?

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

17. ERP System has replaced or improved upon previous system

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

18. Function & Feature of ERP System is necessary to this modern generation

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

19. Is training needed for ERP System

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

20. Overall Performance of Web Based ERP System is SATISFIED

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree