

Internship Report
on
**Analyzing the Impact of ERP Systems on Business Process
Efficiency: A Study on Asiatic Laboratories PLC.**



Submitted to
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Date of Submission:

Letter of Transmittal

Date:

To

Mr. Md. Mahbobor Rahaman

Senior Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of the internship report on “Analyzing the Impact of ERP Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC”.

Dear Sir,

I am pleased to submit my report on “**Analyzing the Impact of ERP Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC**” as part of the BBA program requirements. I have completed the report on time met all the objectives outlined and tried to pursue the directions as you suggested making the report applicable and feasible so that it can be as effective as it is to be. This internship and report preparation provided valuable insights into the topic.

Therefore, I pray and hope that the inaccuracy of the report may be kindly pardoned. Your merciful consideration for evaluating this report, I shall remain grateful if you kindly receive my report that meets your expectations.

Thank you for your guidance throughout this process.

Yours Sincerely,



.....
Tamim Nazim Uddin

ID: 172-11-486

Major in Management Information Systems

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Student's Declaration

I hereby declare that the internship work report entitled “ **Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC** ” is an authentic and based on my practical work experience under the guidance of Mr. Md. Mahbobor Rahaman, Senior Lecturer of the Department of Business Administration, Daffodil International University.

This project work is submitted in partial fulfillment of the requirements for the internship program.

Sincerely,



.....
Tamim Nazim Uddin

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Major in Management Information Systems

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Letter of Approval

I have the pleasure to certify that Mr. Tamim Nazim Uddin, ID: 172-11-486 majoring in Management Information Systems (MIS), is a student of the BBA program, Department of Business Administration under the Faculty of Business & Entrepreneurship has completed his internship program, prepared reported on Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC is under my supervision and guidance, which is as the partial fulfillment for the completion of BBA degree.

I wish him prosperity in his future endeavors.



.....

Mr. Md. Mahbobor Rahaman

Senior Lecturer

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Acknowledgement

With Immense pleasure, I am Tamim Nazim Uddin presenting “Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC” internship report as a part of the requirement for the completion of BBA. At the very beginning, praising with thanks Almighty Allah, for showering blessings throughout the work and giving me enough capacity to complete the report within the scheduled time. I am grateful to my parents without whom I cannot be here.

I extend my heartfelt gratitude to my supervisor, **Mr. Md. Mahbobor Rahaman, Senior Lecturer in the Department of Business Administration at Daffodil International University**. His continuous guidance and instruction were instrumental throughout my internship period. I am particularly appreciative of his enthusiastic support and invaluable advice, which significantly contributed to the successful completion of this report. The insights gained from numerous annual reports, books, articles, and primary data have enriched my understanding of Enterprise Resource Planning (ERP) systems and their operational processes, particularly how they integrate various functional departments and facilitate data retrieval for analytical decision-making.

Moreover, I wish to express my sincere appreciation to all who supported me during this journey. I am profoundly grateful to the Faculty of Business & Entrepreneurship at Daffodil International University and the management of Asiatic Laboratories PLC for granting me the opportunity to undertake my internship within their esteemed pharmaceutical organization. This experience has been pivotal in enhancing my professional development.

Tamim Nazim Uddin

ID: 172-11-486

Executive Summary

This internship report has been made based on my experience and learning during three months at Asiatic Laboratories PLC where I have been assigned as an intern in the ERP team.

Firstly, the report overviews Asiatic Laboratories PLC and discusses its practices and activities. In the next chapter, this report mentions the objective, scope, and limitations of the study. Additionally, it discloses the reason behind the study being conducted.

In the second chapter, 'Literature Review' section, it includes an overview of Enterprise Resource Planning (ERP) systems, their evolution, and their impact on different functions of an organization according to the perspectives of experts. Next, the report provides an overview of the ERP system implemented at Asiatic Laboratories PLC and how this system operates within the organization. Furthermore, I have conducted a survey-based analysis among employees and also developed ten questionnaires.

The later chapter discusses the whole analysis part that has been performed through MS Excel, which included qualitative and quantitative frequency data analysis with interpretation. In addition, the Analysis and Interpretation section also discloses the impact of user satisfaction with ERP and its efficiency and business process performance.

This internship report has been made based on my experience and my learning during three months where I learned several functional and operational integrations related to MIS.

Next, in the findings section, based on the results of the analysis, the reasons for analyzing the impact of implementing the ERP system with user adaption successfully have been discussed.

Lastly, the report suggests a few ways based on the findings to utilize user-friendly ERP systems more effectively implementation to improve overall organizational performance and business process efficiency. I have tried to achieve the aim of my internship report satisfactorily.

Tamim Nazim Uddin

ID: 172-11-486

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Chapter One

Introduction

1.1 Concept of Enterprise Resource Planning (ERP)

Enterprise Resource Planning (ERP) is a dynamic software system that integrates and carries out all the functions of an organization into one network system. This could be a solution that closely links finance, human resource specialists, manufacturing, supply chain, and so on to optimize performance in the flow of communication or, indeed, the data among them. A centralized information repository improves operational efficiency by streamlining processes, eliminating redundancies, and enhancing decision-making power. Benefits include access to real-time data, increased collaboration, compliance management, and scale by the enterprise growth model. The practical challenges would be the extraordinary costs and complexities involved. Still, these systems are essential for organizations to work towards a cohesive and efficient working structure.

1.2 Enterprise Resource Planning (ERP) in the Pharmaceutical Industry

Enterprise Resource Planning (ERP) applications truly have significance for improving business in today's pharmaceutical industry by orchestrating its operations, regulatory compliance, and competency across several value-added areas. The entire range, from inventory management and production planning to procurement, supply chain logistics, quality assurance, and sales, is integrated into one platform using ERP systems. Pharmaceutical businesses may thus keep an eye on manufacturing procedures and raw materials while managing distribution networks in real-time, ensuring that the products are delivered with the most significant standards of consistency. Additionally, these applications help manage the extensive documentation required to comply with health and safety regulations, improve traceability, and reduce human error. Increased productivity, lower costs, and the ability of the pharmaceutical industry to deliver safe, high-quality products to market will be possible by streamlining operational workflows that solidify data-driven decision-making.

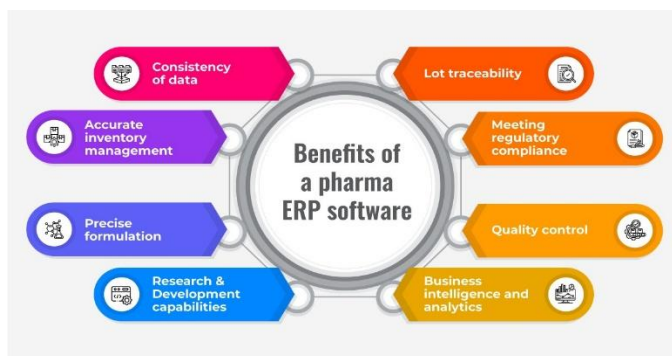


Figure 1.1: Benefits of ERP Integration in pharmaceutical industry

1.3 Enterprise Resource Planning (ERP) on the Pharmaceutical Industry in Bangladesh Perspective

Bangladesh's pharmaceutical industry has steadily adopted ERP systems in recent years to boost productivity and closely adhere to legal regulations. Most processes require optimization, including supply chain management, production, R&D, and quality control. Since these systems provide all the necessary data integration from multiple departments, pharma companies can more efficiently deal with complex manufacturing processes with greater efficacy. These systems make batch production much easier to monitor, helping maintain high standards of quality, a prerequisite in the industry. This ensures the indirect satisfaction of many regulatory requirements, as well. Activities performed in these processes are documented and recorded to satisfy all requirements issued by bodies such as DGDA in Bangladesh.

The application of an ERP system boosts productivity quite profoundly. It ensures growth and sustainability in the pharmaceutical industry, which conducts business with a focus on complete adherence to tight regulations of every kind. This technological transformation marks a significant milestone for the sector as it moves towards quickly coping with the intricacies of a highly regulated environment while remaining committed to quality and efficiency.

1.4 Origin of the Report

As a compulsory portion of the BBA program for all the Faculty of Business & Entrepreneurship, Daffodil International University students, this report was written to share the experiences I obtained during my three-month-long internship program to gather real-life learning implications for the organization. I began my internship on September 1, 2024, which will last for ninety (90) working days as an "intern" in the Management Information Systems (MIS) department of the Information Technology (IT) Division at Asiatic Laboratories PLC. This company is a prominent and expanding pharmaceuticals organization in Bangladesh, actively participating in the national pharmaceutical market and recently listing its shares on the Dhaka Stock Exchange (DSE) and Chittagong Stock Exchange (CSE) as a Public Limited Company. Based on my working experience during this period, I have decided to do a report titled **“Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC.”** under the guidance of Mr. Md. Mahbobor Rahaman, Senior Lecturer of the Department of Business Administration, Daffodil International University.

1.5 Objectives of the Study

The principal intent of this report is to clearly understand the practical knowledge about analyzing the Impact of Enterprise Resource Planning (ERP) Systems on business process efficiency of Asiatic Laboratories PLC.

The other objectives of the study are as follows:

- a. To highlight the Enterprise Resource Planning (ERP) Systems of Asiatic Laboratories PLC.
- b. To identify the problems and provide recommendations for overcoming the problems relating to the Enterprise Resource Planning (ERP) Systems on the organization.

1.6 Scope of the Research

This report provides a complete and clear overview of the organization, the IT department of Asiatic Laboratories PLC, and the pharmaceutical industries in which the company operates. It primarily focuses on the Enterprise resource planning software of Asiatic Laboratories PLC and the functionality of ERP software in different organization departments. This report will also represent various Asiatic Laboratories PLC IT department activities. Finally, it will give an idea about my entire internship period, learnings, and recommendations.

1.7 Limitations of the Study

Despite all the co-ordinations from the organization officials, I faced some limitations in making this report. The notable some of these are given below:

1. Learning all the ERP functions related to information technology and software systems within just 90 days was challenging to connect with my academic learnings.
2. Another limitation of this report is that the pharmaceutical-based organization's policy is not disclosed with external sources, such as data and information, for obvious reasons, which could be very useful.
3. The corporate authority was very busy, so they could not give me enough time for one-to-one discussions about various problems.
4. Adequate and in-depth, well-organized information and software are not available for access.
5. This study entirely depended on official records and monthly work reports.
6. The scope of my study is so broad that, due to a lack of knowledge and experience, an analytical, comprehensive, and crucial study is impossible for me.

Chapter Two

Literature Review

Enterprise resource planning (ERP) systems are very important for organizing operations management and improving efficiency. **Monk and Wagner (2019)** found that ERP systems streamline business processes to allow communication between different departments such as finance, marketing, management and human resources. This is a better integration of decision volume and information transfer at present, reducing duplication and increasing productivity. **Al-Mashari and Zairi (2020)** are fascinated by the fact that ERP systems stimulate labor productivity by automating routine tasks and providing access to real HR metrics, including nominal values and generational assessment. Similarly, **Gattiker and Goodhue (2021)** describe how ERP systems are being redistributed to TI departments to centralize data storage and ensure health and safety, which allows for better work on recursions. These characteristics, combined with ERP systems, are indispensable for modern enterprises that ensure sustainable development and strengthening.

ERP system play a big role in transforming business processes by integrating and streamlining many operations. **Stevenson (2021)** says in the pharma industry ERP manages functions like inventory management, production planning, quality assurance and distribution, compliance and traceability. **Sumner (2022)** explains how ERP improves financial accuracy by automating complex calculations and giving real time financial data so budgeting and financial reporting is easier. **Lau and Kuang (2021)** showed that ERP implementation can reduce financial close by 40% so decision making and resource allocation is faster. And **Monk and Wagner (2019)** said ERP helps marketers to analyze customer data, track campaign performance and improve CRM while staying within budget. These examples show how ERP can adapt and improve business processes across many industries.

We all know the impact of ERP systems on business processes and the measurable improvements in operational efficiency and productivity. **Molla and Bhalla (2016)** found that pharma companies who adopted ERP saw workflows streamlined and production cycle times reduced by 30%. **Stevenson (2022)** said ERP systems improved production schedules and equipment performance resulting in 25% less downtime and 30% increase in overall equipment effectiveness. **Gattiker and Goodhue (2022)** reported 20% increase in sales and distribution effectiveness due to automated order processing, inventory tracking and logistics management. **Monk and Wagner (2019)** also said ERP systems enable scalability so companies can adapt to new technology and

growth. These statistics show ERP is transformative and helps businesses to be more efficient and competitive.

Despite the obstacles, ERP is gaining momentum in Bangladesh, especially in the pharmaceutical sector. According to **Rahman and Kabir's (2019)** research work the ERP installation process in the organizations, monitor and compliance standards improved significantly while helping in operational cost reduction by 25% in pharmaceutical companies of Bangladesh. Further, the researchers stated that "CBE" or cloud-based ERP is increasingly becoming an area of growing interest because of its accessibility and scalability. However, **Azim and Hasan (2018)** noted that the main barriers to widespread ERP adoption in the country are a lack of technical expertise, proper training to the employees, and budget constraints. However, businesses in Bangladesh are beginning to realize the long-term benefits of ERP. More businesses are willing to spend money on ERP to stay ahead of the competition as industries demand digital transformation and competition intensifies. Government initiatives and new local training programs are also being developed to bridge the technical knowledge gap and encourage the use of ERP. ERP deployment in Bangladesh seems to have a promising future with growing support and awareness which will open the door for more innovation and productivity in companies.

Chapter Three

Organizational Overview

3.1 Background of Asiatic Laboratories PLC.

Asiatic Laboratories PLC is run by highly professional, well-experienced, and financially sound management teams. The team has an excellent industrial, commercial, financial, and production management track record. They expose a very dynamic outlook and expertise in technology and production management. The company's overall management is vested with the Board of Directors, who will formulate policies and provide guidelines for its day-to-day business operations to the directors and other operative personnel.

Asiatic Laboratories PLC is a leading pharmaceutical company based in Dhaka, Bangladesh. It is acclaimed for outstanding product quality, world-class manufacturing facilities, product development capabilities, and outstanding service.

The state-of-the-art manufacturing facility of Asiatic Laboratories PLC is located in Tongi, about 15 km north of central Dhaka. World-class machinery sourced from the USA, Germany, England, Japan, China, and India has been employed in various production steps to ensure the manufacturing of world-class products. Asiatic started its marketing operation in 2000, and up to date, we have launched 80 generic molecules comprising therapeutic classes like antibiotics, antihistamines, bronchodilators, vitamins-minerals, antiulcerants, laxatives, gastroprokinetic, antirheumatic, anthelmintics, CNS drugs, respiratory drugs, NSAIDs, dermatological preparations and sterile ophthalmic preparations.

3.2 Corporate Logo



Figure 3.1: Corporate Logo of Asiatic Laboratories PLC.

3.3 Organization Profile

Profile at a Glance

Table 3.1: Company Profile

Corporate Office	42-43 Siddeshwari Circular Road, Treasure Island (5th Floor), Shantinagar, Dhaka 1217, Bangladesh
Known as	Asiatic Laboratories Ltd.
Managing Director	Mr. Monir Ahmed
Executive Director	Mr. Maksud Ahmed
Category	Pharmaceuticals
Type	Public Limited Company
Origin	Local
Website	www.asiaticlaboratories.com
Email	info@asiaticlaboratories.com

3.4 Organization Structure

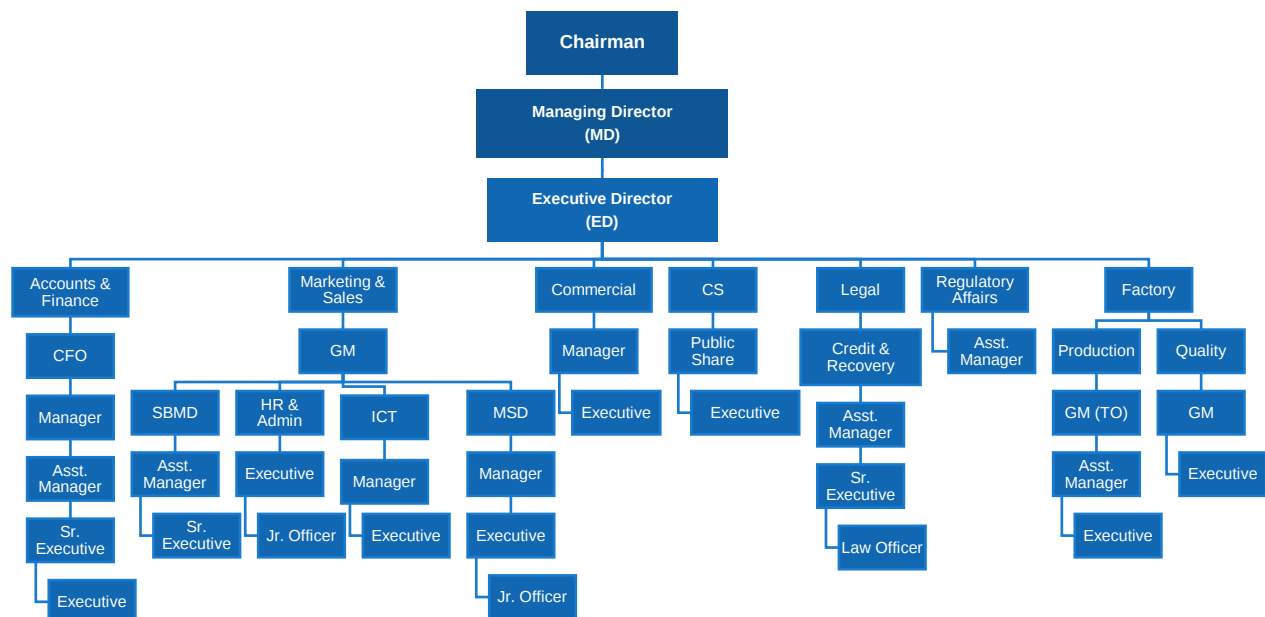


Figure 3.2: Company Structure of Asiatic Laboratories PLC.

3.5 Vision of Asiatic Laboratories PLC.

Asiatic Laboratories PLC aims to be a leader in the pharmaceutical and healthcare sectors, both locally and globally.

3.6 Mission of Asiatic Laboratories PLC.

Asiatic Laboratories PLC's mission is to create a healthier nation. By executing this mission at all levels of the organization, Asiatic Laboratories PLC will be recognized by employees, customers, and other stakeholders as the best pharmaceutical company in Bangladesh.

3.7 Values of Asiatic Laboratories PLC.

Asiatic Laboratories PLC's values define its culture and drive the execution of strategies aligned with its mission and vision. They form the basis for strict adherence to excellence, service innovation, and ethical practice in all operations.

- Commitment to Health and Well-being: Founded on the philosophy of "Your Health Partner." Asiatic shares the health and well-being of the nation's people by promoting activities beneficial to society.
- Corporate Social Responsibility (CSR): Asiatic Laboratories PLC. represents society's concerns in company operations and assures positive impacts, returns, and responsibilities to its customers, employees, shareholders, community, and the environment.

As such, CSR activities entail the following:

- Organizing and sponsoring free medical camps in collaboration with doctors.
- Organizing scientific seminars and disaster relief efforts during emergencies like floods, fires, earthquakes, etc.
- Advancing in financial aid, education, information, communication technology, health, and environmental sustainability.
- Empowering the Underprivileged: Asiatic empowers the underprivileged through financial assistance and other programs that improve the lives of the poor and create a healthier and fairer society.

3.8 Products of Asiatic Laboratories PLC.

Some major products under the following product categories are-

- ❖ Antihistamines & Respiratory
- ❖ Cardiac Care
- ❖ Eye Care
- ❖ Vitamins & Minerals
- ❖ Antiulcerants
- ❖ Antiemetics
- ❖ Dermatological Products
- ❖ Antibiotics,
- ❖ Antifungals
- ❖ & Antiprotozoal, and so on.



Figure 3.3: Major Products of Asiatic Laboratories PLC.

3.9 SWOT analysis of Asiatic Laboratories PLC

Strengths:

- Reputable and trusted brand in local pharmaceuticals.
- Wide variety of medicines are available in different therapeutic areas.
- Modern manufacturing facilities that are GMP compliant.
- Very well-developed distribution networks ensuring product availability throughout the country.

Weaknesses:

- Limited international presence compared to its worldwide competition.
- Comparatively lower investment levels required in R&D or research and development.
- Mostly dependent on a few flagship products, widening the vulnerability during patent expiration.
- Risk of patent expiration. Reduced exclusivity and more competition from cheaper options.

Opportunities:

- Emerging needs for low-cost medicines, particularly in the developing countries.
- Increasing export markets in Bangladesh can also be tapped into the international market.
- More health awareness and health spending among Bangladeshi residents.
- An area for possible partnerships and collaborations towards developing new and innovative products.

Threats:

- Stringent regulations and compliance requirements, which are potentially costly.
- Tough competition from domestic and global pharmaceutical firms.
- Economic uncertainties, which can adversely influence health budgets and spending.
- Expiry of patents to allow cheaper local generic alternatives to flood the market.

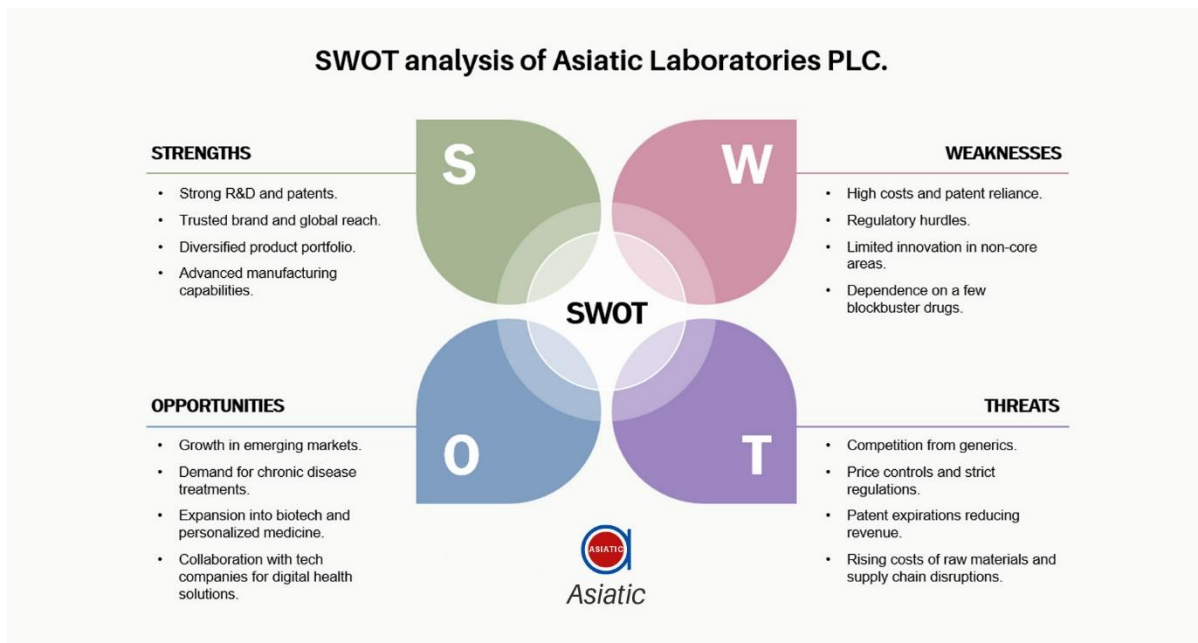


Figure 3.4: SWOT analysis of Asiatic Laboratories PLC.

Chapter Four

Internship Learnings

4.1 Description of My Duties

This chapter focuses on my duties and responsibilities during my 3 months internship at the Information Technology Department of **Asiatic Laboratories PLC**. Here, I have highlighted the details of my work process, the learning sessions I have attended, department details and the details of the ERP software I have worked with, interaction with the company's employees, and job roles and assigned tasks. I was supervised by the “Manager” IT and assisted by the Executive IT. This report will go deep into my acquired hands-on experiences of the connection of ERP and its applications in the systems software and how it connects with several departmental activities to make business decisions effectively.

4.2 Internship Tenure and Location

- ❖ My internship period started on September 1, 2024, and ended on November 30, 2024.
- ❖ My working hours were 8 hours, from 10 a.m. to 6 p.m., and I worked 6 days a week.
- ❖ My workplace was in the **Asiatic Laboratories PLC** Head office, which is situated at 42-43 Siddeshwari Circular Road, Shantinagar, Dhaka 1217.

4.3 Designation & Co-operative Relations

I was assigned to the Information Technology Department (IT Department) as an Intern for three months. The IT department collaborates with all the departments of all locations, including the Head Office, Factory, Central Depot, and Other Depots of **Asiatic Laboratories PLC**. We provide IT support to all divisional depot offices regarding the "Depot in Charge," "Depot Sales Heads," and Computer Operators. I mainly worked with computer operators for various purposes.

4.4 Working Experiences at Asiatic Laboratories PLC.

I performed diversified IT-related work during my internship by coordinating with all the departments. Details of my working experiences are given below:

1. In the IT department, I have worked mostly on different ERP software. Alongside working with ERP software, I got the chance to review all the Software Requirements Specification (SRS) documents for "FarVision" (The name of Asiatic's ERP software).

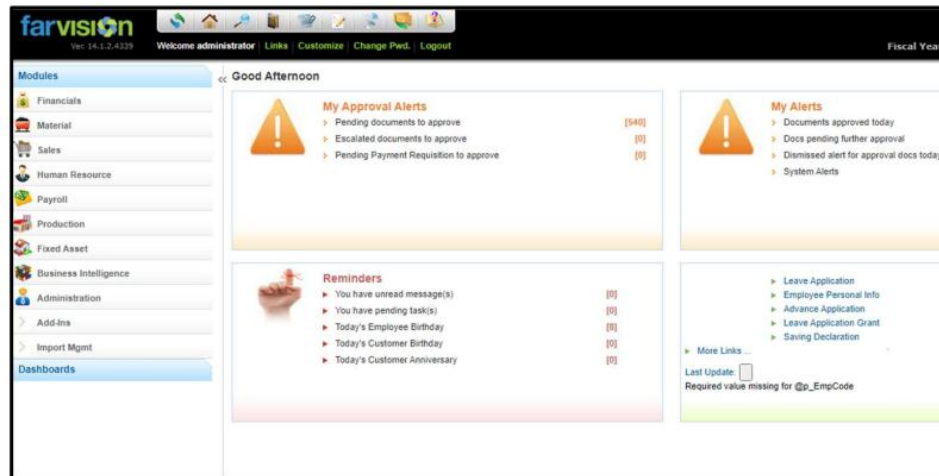


Figure 4.1: Home page of FarVision ERP software

2. I worked with all the divisional depots to input new joiners' information of that depot by connecting with the Human Resources Department (HRD) functions.
3. Besides, I validated, sorted, and extracted data from ERP modules and presented Data visualization through professional infographics in the dashboard or monthly report.

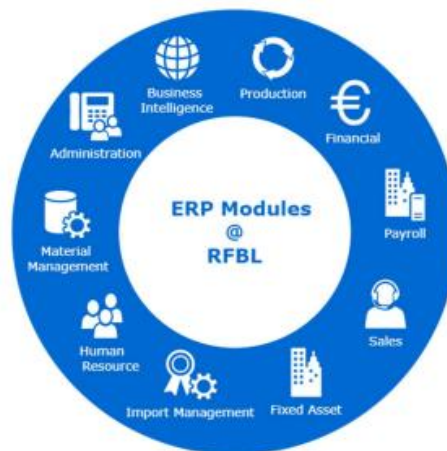


Figure 4.2: ERP system in business model

4. Sometimes, I assisted other departments when required, such as connecting printers and servers with a LAN network or Ethernet.
5. I collected depot-based sales reports to integrate sales data into ERP and prescription-based Rx collections and inserted Rx in our Sales ERP software daily.

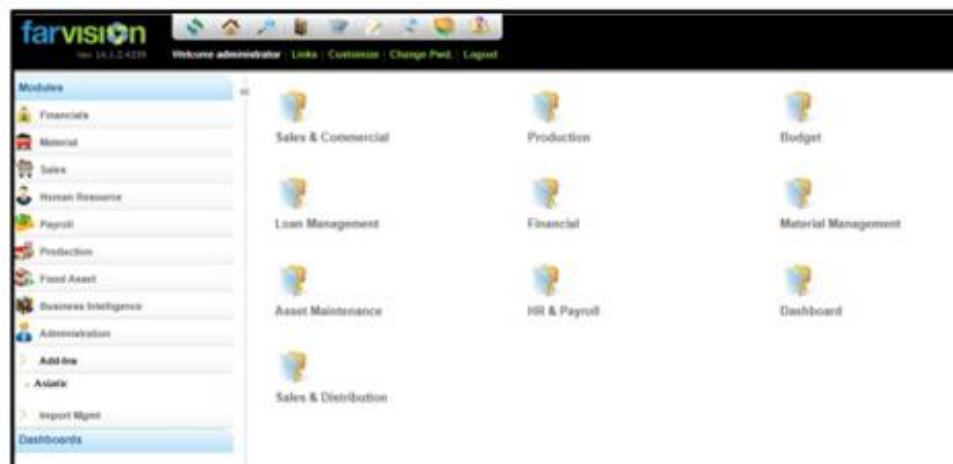


Figure 4.3: Dashboard of FarVision ERP software

6. I accumulated daily attendance reports of the salesmen called “Territory Sales Officer” and “Regional Sales Officer” from different territories and areas.
7. I worked on pending order short closing and cancellation of products in the Sales Order portal.

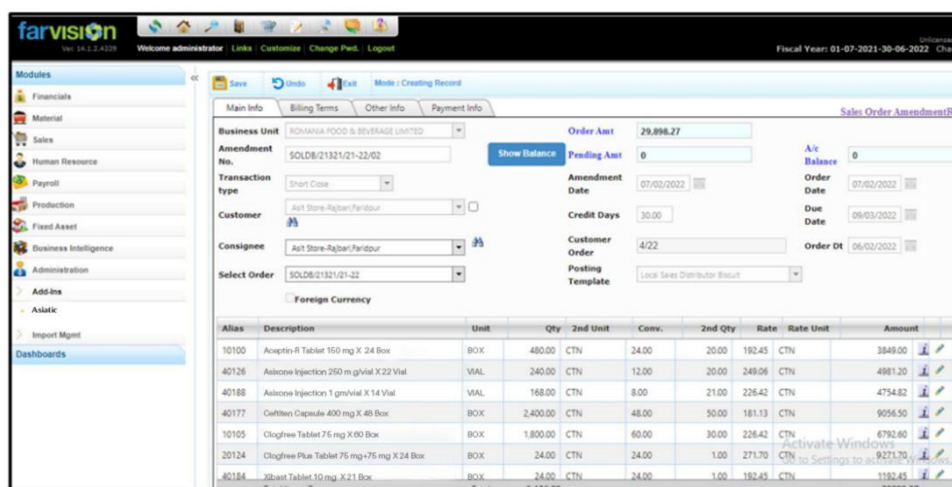


Figure 4.4: Order processing page of FarVision ERP software

8. Also, I kept track of pending orders for raw materials, manufacturing units, and finished goods.

4.5 Challenges & Difficulties

The primary obstacle I faced was the requirement for a basic understanding of the program and other relevant subjects. I had to familiarize myself with several software programs. I would have encountered fewer challenges and contributed more successfully if I had taken more software or IT related courses and obtained real-world software experience. In-depth knowledge is also necessary to implement the IT department's duties efficiently.

Chapter Five

Methodology

5.1 Methodology of the Study

My internship report is based on the “Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC.” Several books, statements, annual reports, journals, articles, and compilations regarding Enterprise Resource Planning (ERP) Systems, functions, and policies helped me to prepare the report. To make this internship report more meaningful and presentable.

Analysis Type: It is a descriptive analysis based on the questionnaire survey.

Target Population: Employees and stakeholders of Asiatic Laboratories PLC.

Sample Size: The questionnaire is distributed among 30 respondents.

Sampling Method: A simple random sampling method was used to select samples.

Sample Unit: Stakeholders of Asiatic Laboratories PLC.

Data Analysis Technique: Collected information has been processed and completed using MS Excel.

5.2 Method of Data Collection

- Face-to-face conversation with the organization's respective officers, clients, and staff.
- Informal conversation with the investment clients.
- Practical work exposure from the different departments' desks.
- Data collected through a structured questionnaire.

5.3 Sources of Data Collection

Two sources of data and information have been used:

Primary Sources

- Supervisor
- Officers
- Clients
- Other Stakeholders

Secondary Sources:

- Annual report (2016) of Asiatic Laboratories PLC
- Published Booklet of Asiatic Laboratories PLC
- Prior Research Paper
- Asiatic Laboratories PLC's official Website
- Literature review from Google Scholar's relevant report
- Monthly transaction record and financial statement of Asiatic's Sales Report

5.4 Data Collection Instrument

A structured questionnaire is used in this research to collect the data.

5.5 Data Analysis Process

The frequency analysis is used to identify the impacts through Microsoft Excel.

5.6 Questionnaire Design

The design of the questionnaire is prepared with closed-ended questions. These questions were rated on a five-point scale. The values are 5= Highly Adaptable, 4= Adaptable, 3= Moderately Adaptable, 2= Low Adaptable, 1= Not Adaptable.

Highly Adaptable	Adaptable	Moderately Adaptable	Low Adaptable	Not Adaptable
5	4	3	2	1

Table 5.1: Questionnaire Design

Chapter Six

Analysis

6.1 Demographic Information of Respondents

Table 6.1: Gender Distribution of Respondents

S. No.	Gender	Number of Respondents	Percentage (%)
1	Male	18	60%
2	Female	12	40%
Total		30	100%

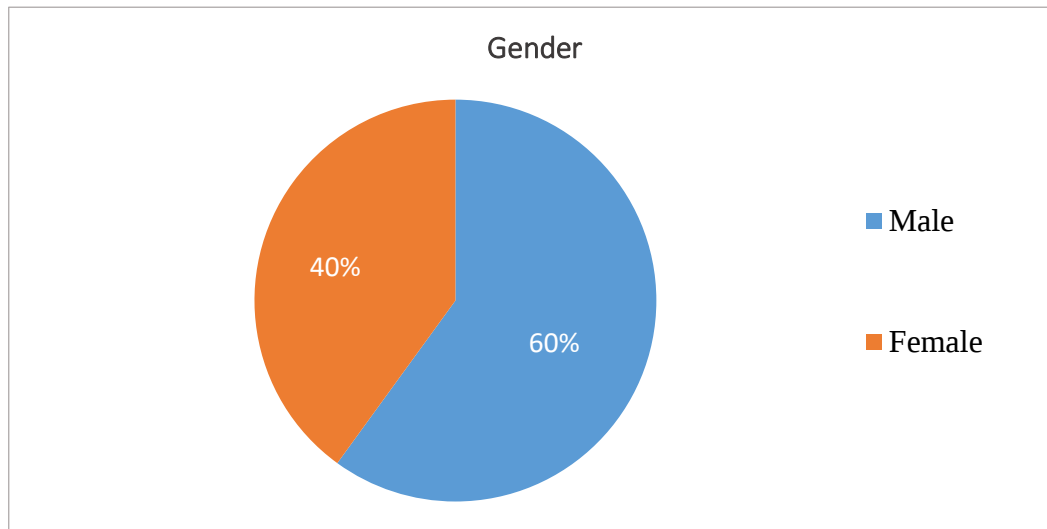


Figure 6.1: Gender distribution of respondents in %

From Table 6.1, the gender distribution of the respondents shows that 18 respondents are male which is 60%, and 12 are female which is 40% totaling 30 respondents. Figure 6.1 clearly illustrates that the male respondents are higher than the female respondents.

Table 6.2: Marital Status of Respondents

S. No.	Marital Status	Number of Respondents	Percentage (%)
1	Single	14	46.7%
2	Married	16	53.3%
Total		30	100%

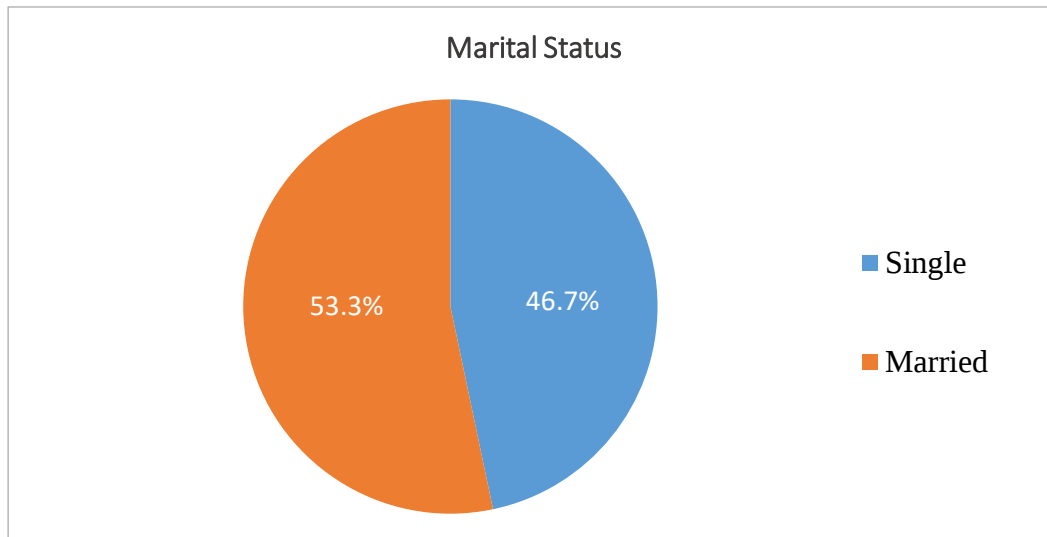


Figure 6.2: Marital status of respondents in %

Table 6.2 presents the marital status of the respondents, indicating that 14 individuals, which is 46.7%, are single, while 16 respondents, which is 53.3%, are married. Figure 6.2 visually highlights the higher percentage of married respondents over single respondents.

Table 6.3: Educational Qualifications of Respondents

S. No.	Educational Qualifications	No. of Respondents	Percentage (%)
1	Master's Degree	8	26.7%
2	Bachelor's Degree	16	53.3%
3	Diploma or Others	6	20%
Total		30	100%

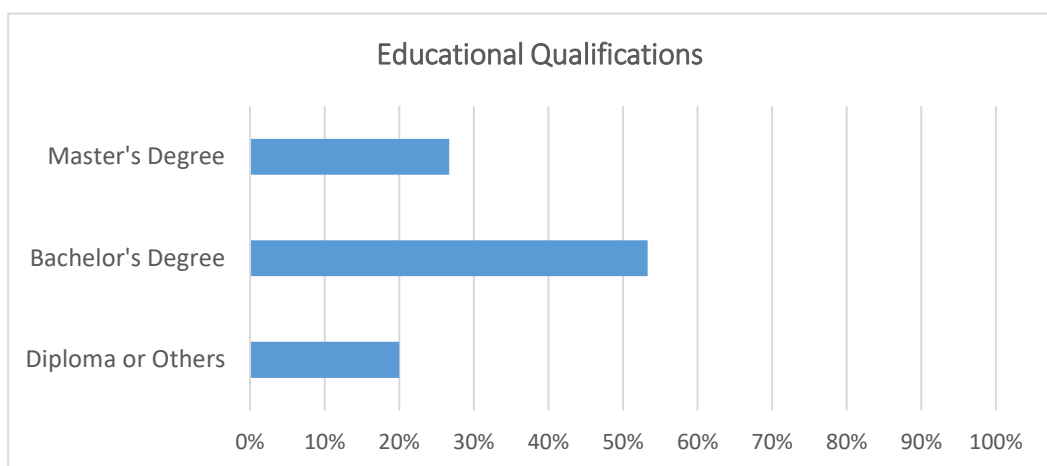


Figure 6.3: Educational qualifications of respondents in %

Table 6.3 outlines the educational qualifications of the respondents, showing that 8 respondents, that is 26.7%, hold a Master’s degree, while 16 respondents, representing 53.3%, possess a Bachelor’s degree. Additionally, 6 respondents, which is 20%, have a diploma or other qualifications. Figure 6.3 visually highlights the diverse educational background of the 30 respondents in the survey.

Table 6.4: Work Location of Respondents

S. No.	Work Location	No. of Respondents	Percentage (%)
1	Head Office	23	76.7%
2	Sales Depot Office	4	13.3%
3	Factory	3	10%
Total		30	100%

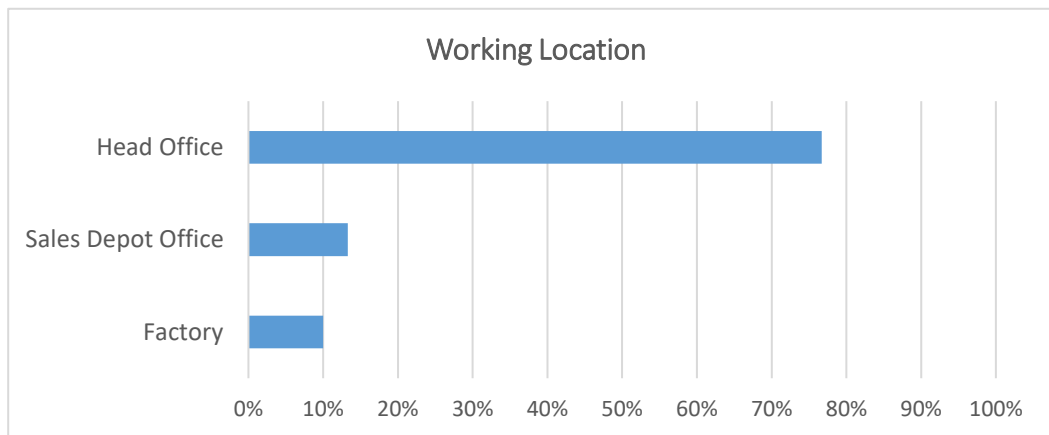


Figure 6.4: Work location of respondents in %

Table 6.4 illustrates the work locations of the respondents, revealing that 23 respondents, comprising 76.7%, are based at the Head Office. Meanwhile, 4 respondents, representing 13.3%, work at the Sales Depot Office, and 3 respondents, which is 10%, are stationed at the Factory. Figure 6.4 visually reflects the concentration of respondents at the Head Office compared to other locations.

Table 6.5: Designation of Respondents

S. No.	Designation	No. of Respondents	Percentage (%)
1	Officer / Senior Officer	4	13.3%
2	Assistant Manager / Manager	7	23.3%
3	Senior Manager and Above	3	10%
4	Others	16	53.3%
Total		30	100%

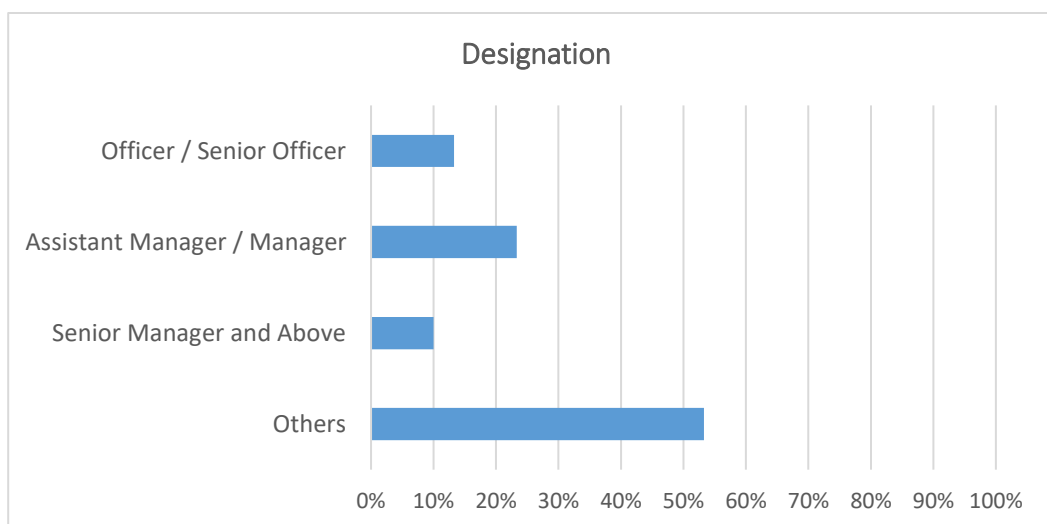


Figure 6.5: Designation of respondents in %

Table 6.5 provides an overview of the designations of the respondents, showing that 4 respondents, which is 13.3%, hold the position of Officer or Senior Officer. Additionally, 7 respondents, representing 23.3%, are Assistant Managers or Managers, while 3 respondents, that is 10%, are Senior Managers or above. The remaining 16 respondents, representing 53.3%, fall under the category of Others. Figure 6.5 visually highlights a diverse range of job roles among the 30 respondents.

Table 6.6: Department Distribution of Respondents

S. No.	Department	No. of Respondents	Percentage (%)
1	Sales & Marketing	13	43.3%
2	HR & Admin	8	26.7%
3	Customer Services	11	36.7%
4	Accounts & Finance	9	30%
5	IT & MIS	4	13.3%
Total		30	100%

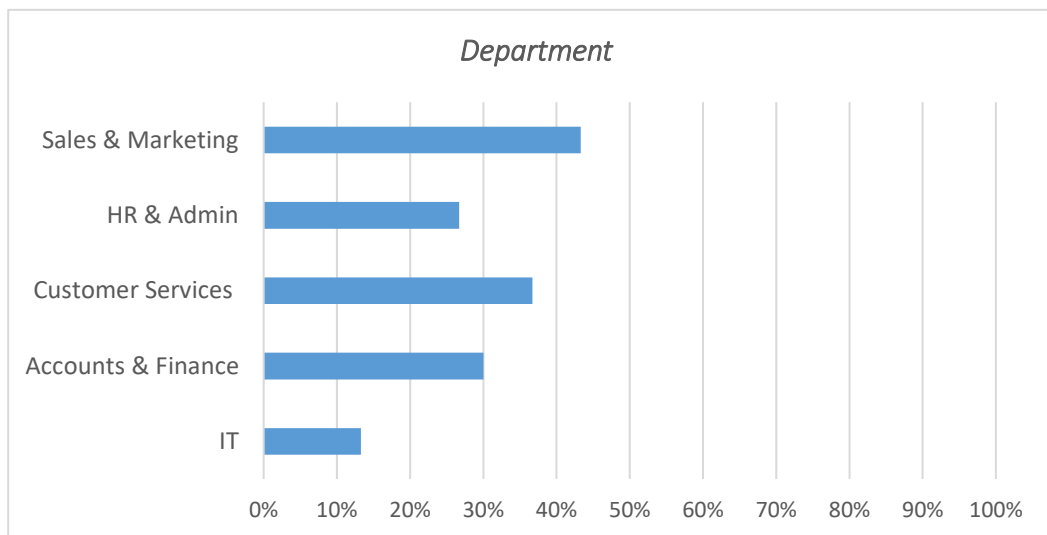
*Figure 6.6: Department distribution of respondents in %*

Table 6.6 presents the department-wise distribution of respondents, indicating that 13 respondents, which is 43.3%, belong to the Sales & Marketing department. Meanwhile, 8 respondents, representing 26.7%, are from HR & Admin, and 11 respondents, that is 36.7%, work in Customer Services. Additionally, 9 respondents, representing 30%, are part of Accounts & Finance, while 4 respondents, representing 13.3%, are from IT & MIS. Figure 6.6 visually highlights the diverse departmental representation among the 30 respondents.

6.2 Frequency Analysis on User Experience from ERP

Table 6.7: Feasible Adaptation Rate

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	8	26.7%
2	Adaptable	10	33.3%
3	Moderately Adaptable	7	23.3%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

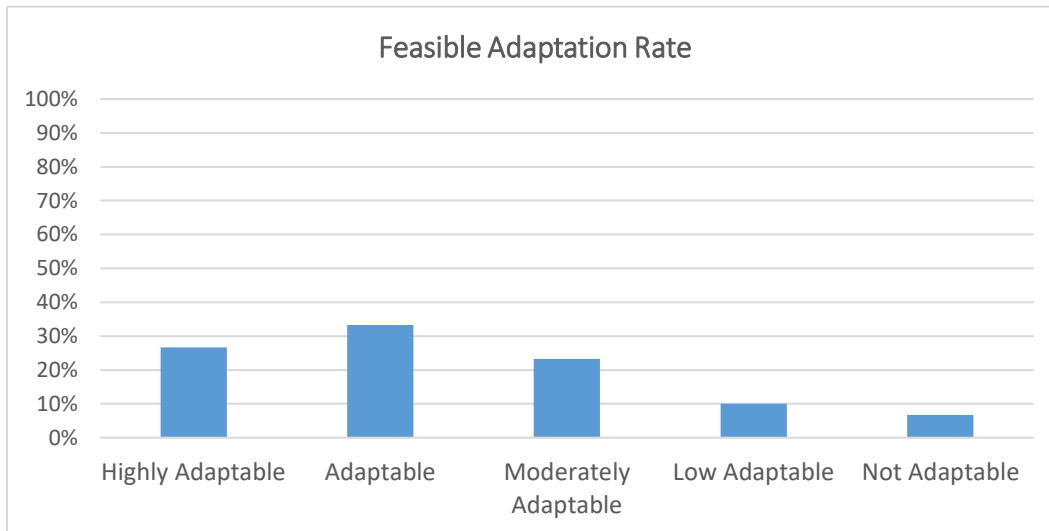


Figure 6.7: Feasible adaptation rate questionnaire response in %

Table 6.7 illustrates the feasible adaptation rate of respondents, showing that 8 respondents, which is 26.7%, are highly adaptable, while 10 respondents, representing 33.3%, are adaptable. Additionally, 7 respondents, that is 23.3%, are moderately adaptable, whereas 3 respondents, comprising 10%, have low adaptability. Lastly, 2 respondents, which is 6.7%, are not adaptable. Figure 6.7 visually highlights varying levels of adaptability among the 30 respondents.

Table 6.8: Frequency of ERP System Downtime

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	6	20%
2	Adaptable	9	30%
3	Moderately Adaptable	8	26.7%
4	Low Adaptable	4	13.3%
5	Not Adaptable	3	10%
Total		30	100%

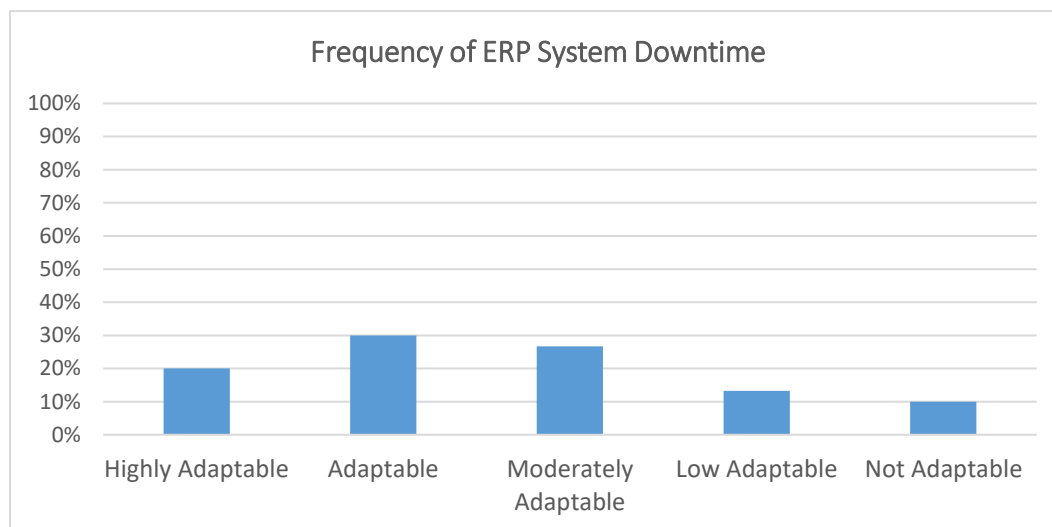


Figure 6.8: Frequency of ERP system downtime questionnaire response in %

Table 6.8 highlights the frequency of ERP system downtime as perceived by respondents. It shows that 6 respondents, which is 20%, consider the system to be highly adaptable, while 9 respondents, representing 30%, find it adaptable. Furthermore, 8 respondents, that is 26.7%, rate it as moderately adaptable. Meanwhile, 4 respondents, comprising 13.3%, view it as low adaptable, and 3 respondents, which is 10%, says it not adaptable. Figure 6.8 visually reflects varying perceptions of adaptability regarding ERP system downtime among the 30 respondents.

Table 6.9: Understanding the Technical Automated Functions

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	7	23.3%
2	Adaptable	12	40%
3	Moderately Adaptable	6	20%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

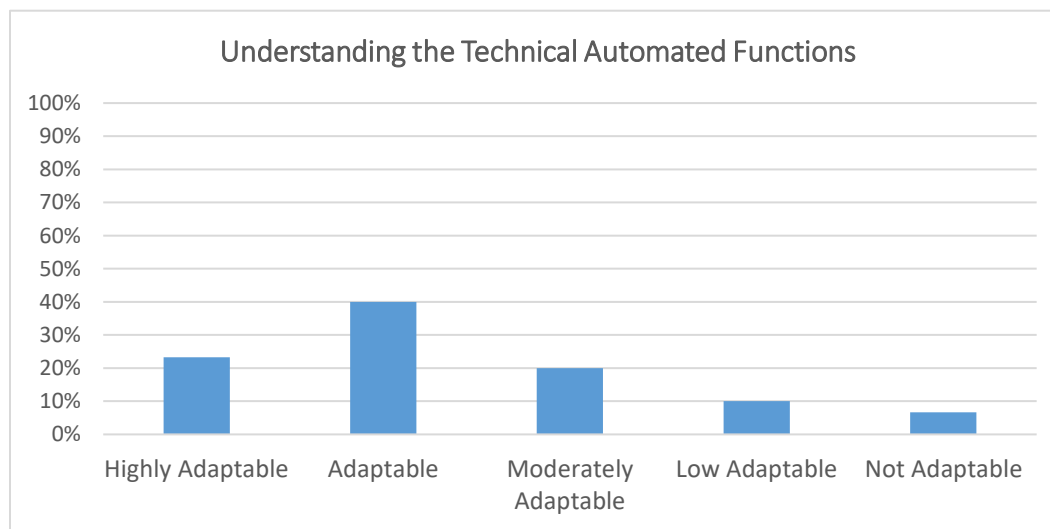


Figure 6.9: Understanding the technical automated functions questionnaire response in %

Table 6.9 presents the respondents' understanding of the technical automated functions, revealing that 7 respondents, which is 23.3%, are highly adaptable, while 12 respondents, representing 40%, are adaptable. Additionally, 6 respondents, that is 20%, are moderately adaptable. Meanwhile, 3 respondents, comprising 10%, are low adaptable, and 2 respondents, which is 6.7%, are not adaptable. Figure 6.9 visually reflects varying levels of adaptability in understanding the technical automated functions among the 30 respondents.

Table 6.10: Effectiveness of Advanced Technical Support

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	9	30%
2	Adaptable	11	36.7%
3	Moderately Adaptable	5	16.7%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

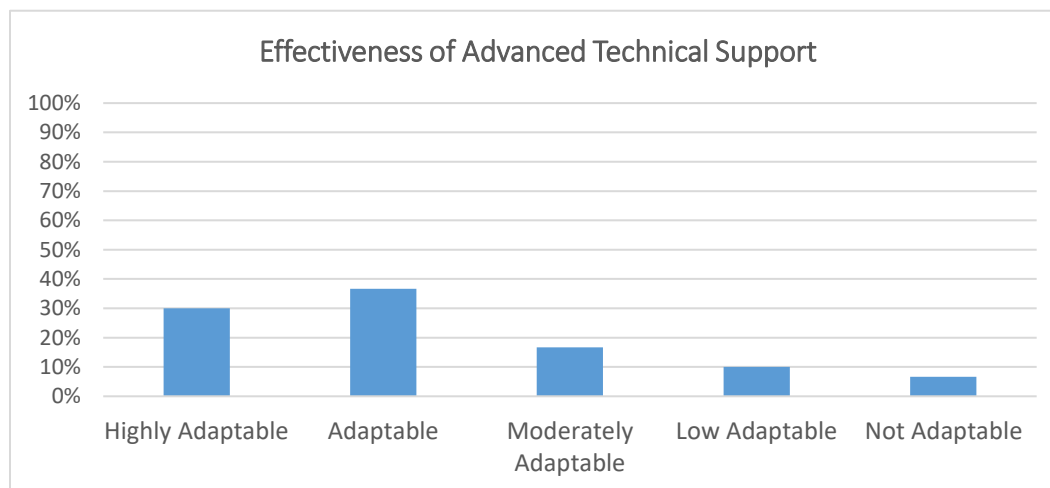
*Figure 6.10: Effectiveness of advanced technical support questionnaire response in %*

Table 6.10 illustrates the effectiveness of advanced technical support as perceived by the respondents. It shows that 9 respondents, which is 30%, find it highly adaptable, while 11 respondents, representing 36.7%, consider it adaptable. Additionally, 5 respondents, that is 16.7%, view it as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, rate it as low adaptable, and 2 respondents, which is 6.7%, says it not adaptable. Figure 6.10 visually highlights varying perceptions of the effectiveness of advanced technical support among the 30 respondents.

Table 6.11: Data Accuracy Integration

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	10	33.3%
2	Adaptable	9	30%
3	Moderately Adaptable	6	20%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

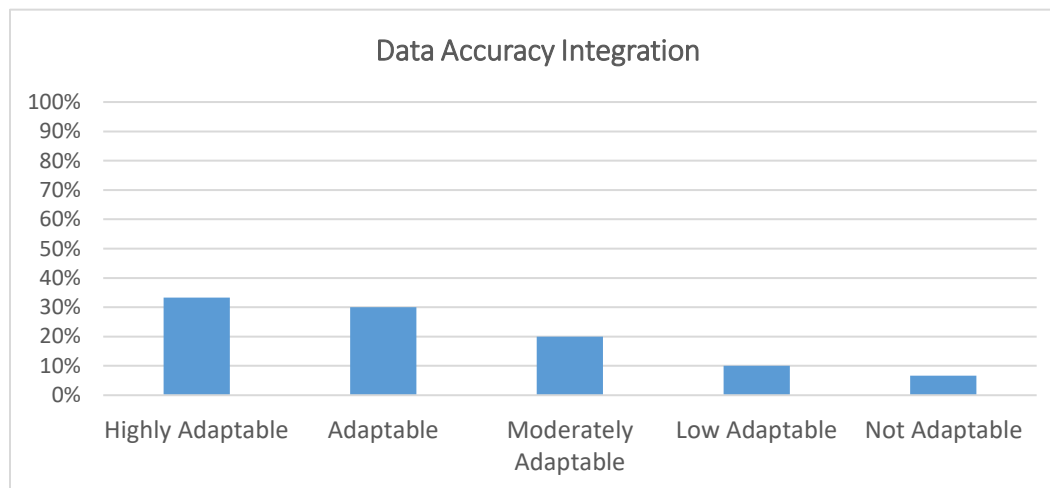
*Figure 6.11: Data accuracy integration questionnaire response in %*

Table 6.11 presents the respondents' views on data accuracy integration, showing that 10 respondents, which is 33.3%, find it highly adaptable, while 9 respondents, representing 30%, consider it adaptable. Additionally, 6 respondents, that is 20%, rate it as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, find it low adaptable, and 2 respondents, which is 6.7%, says it not adaptable. Figure 6.11 visually reflects varying opinions on the adaptability of data accuracy integration among the 30 respondents.

6.3 Frequency Analysis on Effectiveness of ERP Implementation in Business Process

Table 6.12: Has the Production Order Processing Life Cycle Increased?

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	7	23.3%
2	Adaptable	10	33.3%
3	Moderately Adaptable	8	26.7%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

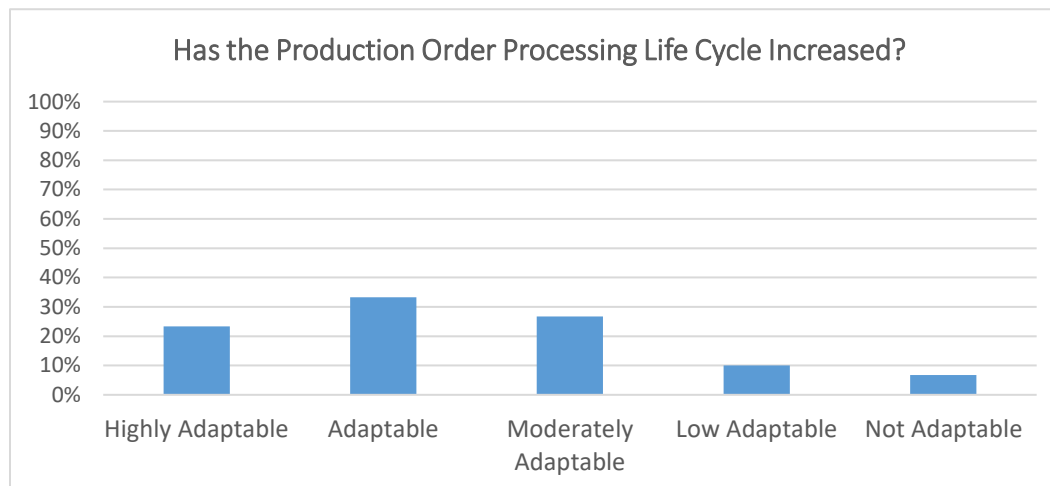


Figure 6.12: Production Order Processing Life Cycle questionnaire response in %

Table 6.12 outlines the respondents' views on whether the production order processing life cycle has increased. It shows that 7 respondents, which is 23.3%, find it highly adaptable, while 10 respondents, representing 33.3%, consider it adaptable. Additionally, 8 respondents, that is 26.7%, rate it as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, view it as low adaptable, and 2 respondents, which is 6.7%, says it not adaptable. Figure 6.12 highlights varying perceptions regarding the impact on the production order processing life cycle among the 30 respondents.

Table 6.13: Are Department-Based Functional Resources Appropriately Utilized?

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	9	30%
2	Adaptable	11	36.7%
3	Moderately Adaptable	5	16.7%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

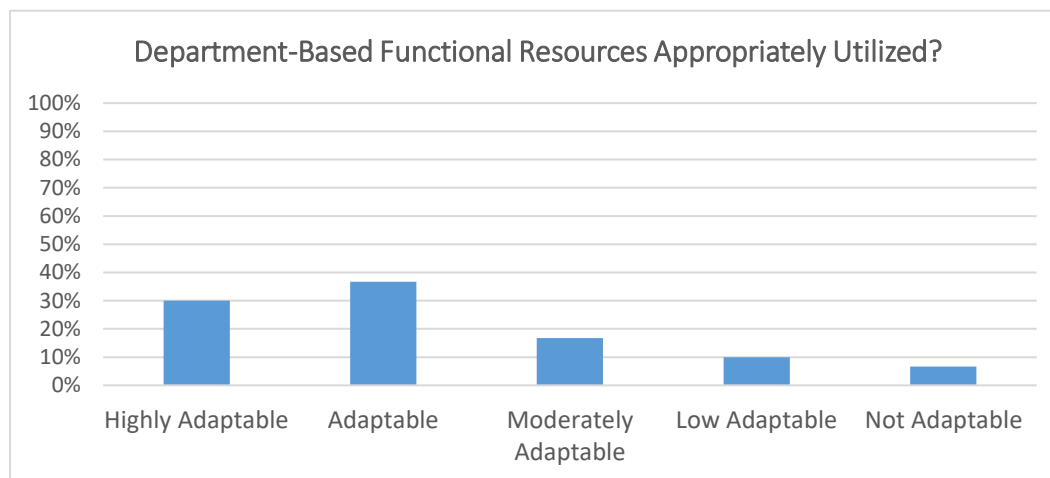


Figure 6.13: Department-based functional resources questionnaire response in %

Table 6.13 presents the respondents' views on whether department-based functional resources are appropriately utilized. It shows that 9 respondents, which is 30%, consider the resources highly adaptable, while 11 respondents, representing 36.7%, find them adaptable. Additionally, 5 respondents, that is 16.7%, rate the utilization as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, view it as low adaptable, and 2 respondents, which is 6.7%, says it not adaptable. Figure 6.13 reflects varying perceptions on the utilization of department-based functional resources among the 30 respondents.

Table 6.14: Does the ERP Meet All the Stakeholder's Information?

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	8	26.7%
2	Adaptable	10	33.3%
3	Moderately Adaptable	6	20%
4	Low Adaptable	4	13.3%
5	Not Adaptable	2	6.7%
Total		30	100%

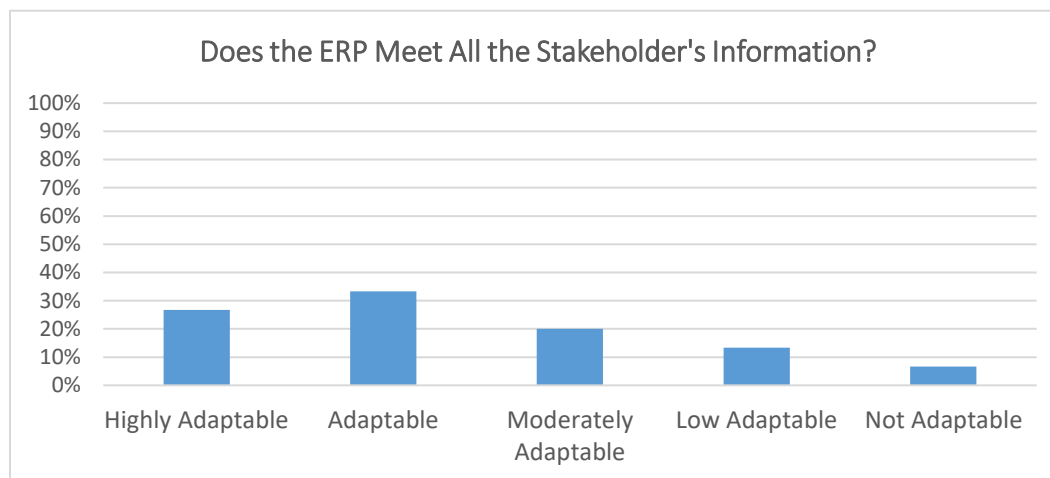


Figure 6.14: ERP meet all the stakeholder's information questionnaire response in %

Table 6.14 outlines the respondents' views on whether the ERP system meets all the stakeholders' information needs. It shows that 8 respondents, which is 26.7%, consider the ERP system highly adaptable, while 10 respondents, representing 33.3%, find it adaptable. Additionally, 6 respondents, that is 20%, rate it as moderately adaptable. Meanwhile, 4 respondents, comprising 13.3%, view it as low adaptable, and 2 respondents, which is 6.7%, says it not adaptable. Figure 6.14 visually reflects varying opinions on the ERP system's ability to meet stakeholders' information requirements among the 30 respondents.

Table 6.15: Are the Tracking and Extracting Reports Made Faster Than Earlier?

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	9	30%
2	Adaptable	10	33.3%
3	Moderately Adaptable	6	20%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

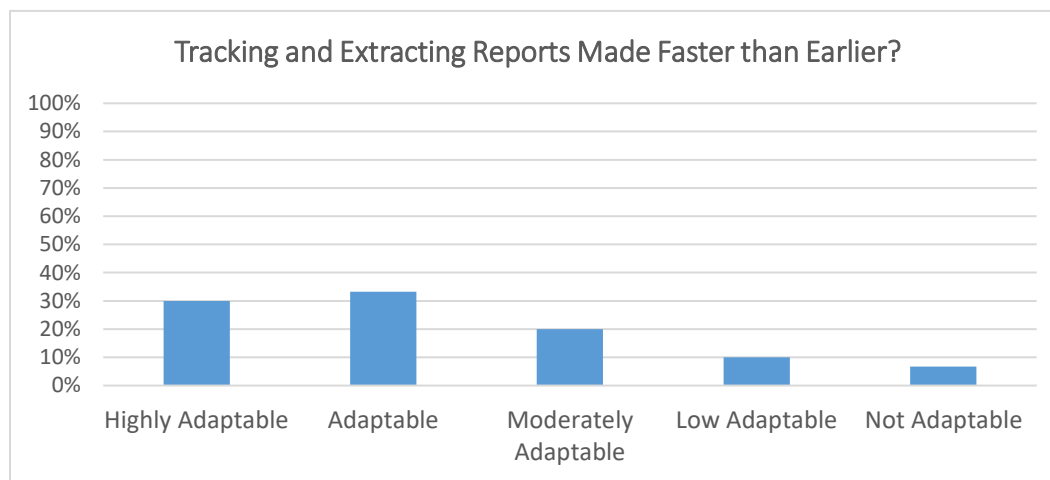


Figure 6.15: Tracking and extracting reports questionnaire response in %

Table 6.15 presents the respondents' views on whether tracking and extracting reports have become faster than earlier. It shows that 9 respondents, which is 30%, find the reports highly adaptable, while 10 respondents, representing 33.3%, consider them adaptable. Additionally, 6 respondents, that is 20%, rate the reports as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, view the reports as low adaptable, and 2 respondents, which is 6.7%, says them not adaptable. Figure 6.15 visually reflects varying perceptions on the speed of tracking and extracting reports among the 30 respondents.

Table 6.16: Does the ERP-Based Monitoring System Make It Cost-Effective?

S. No.	Scale	No. of Respondents	Percentage (%)
1	Highly Adaptable	8	26.7%
2	Adaptable	11	36.7%
3	Moderately Adaptable	6	20%
4	Low Adaptable	3	10%
5	Not Adaptable	2	6.7%
Total		30	100%

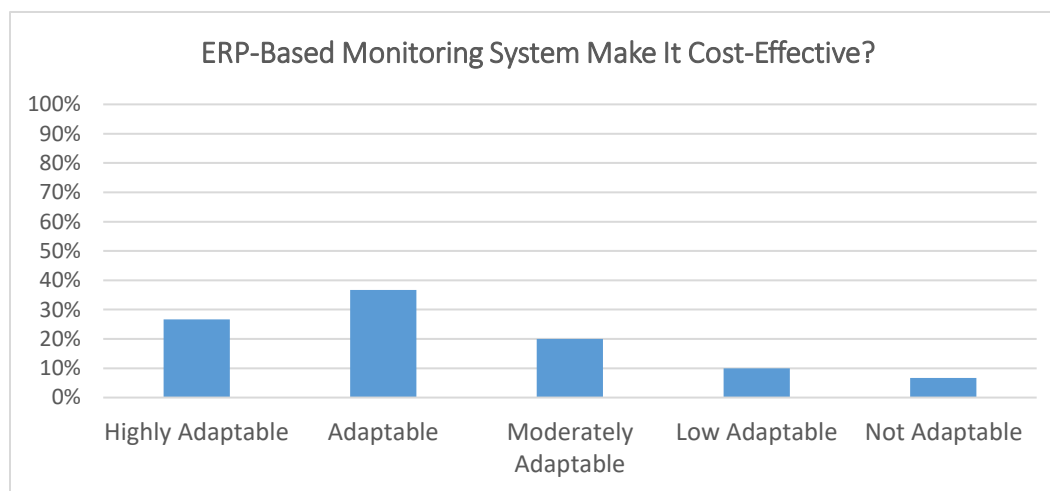


Figure 6.16: Cost effective ERP-based monitoring system questionnaire response in %

Table 6.16 illustrates the respondents' views on whether the ERP-based monitoring system makes the process cost-effective. It shows that 8 respondents, which is 26.7%, find the system highly adaptable, while 11 respondents, representing 36.7%, consider it adaptable. Additionally, 6 respondents, that is 20%, rate it as moderately adaptable. Meanwhile, 3 respondents, comprising 10%, view it as low adaptable, and 2 respondents, which is 6.7%, say it not adaptable. Figure 6.16 visually reflects varying opinions on the cost-effectiveness of the ERP-based monitoring system among the 30 respondents.

Chapter Seven

Findings, Recommendations & Conclusion

Key Findings

1. In feasible adaptation rate, ERP system has been adaptable, as perceived by 60% of respondents, but 16.7% see it as low or not at all adaptable, thus it still has room for optimization.
2. In frequency of ERP system downtime, 26.7% rated the system adaptable as being moderately with occasional downtimes that affect performance.
3. About understanding the technical automated functions, 40% of respondents rated these functions as adaptable, but 30% had rated these as moderate to low adaptable, which reflects need for technical improvements.
4. In effectiveness of advanced technical support, 66.7% rated the support system effective, against 16.7% with issues, thus calling for expeditious response.
5. In data accuracy integration, Of the 63.3% respondents that rated the integration as adaptable, 16.7% noted inaccuracy, thus highlighting the need for more robust data handling processes.
6. In question about production order processing life cycle increased or not. 56.6% of the respondent found improvement. Only 16.7% experienced little or no impact, meaning there is still room for work optimization.
7. About department based functional resources utilization, more than 66.7% find resource utilization efficient, but 16.7% find inefficiency meaning better resource allocation is needed.
8. About meeting all the stakeholder's information in ERP, 60% respondents responded the ERP system meets the needs of stakeholders, while 20% have deficiencies and would require refinements in the reporting features.
9. In tracking and extraction of reports, 63.3% rated positively the reporting functions available, on the other hand, 16.7% find them to be done inefficiently hence a need to improve the structures used in report generation.
10. In cost effectiveness of ERP based monitoring system, 63.4% rated this ERP-based monitoring system as cost-effective, while the rest 16.7% reserved their opinion, thus necessitating finding additional cost saving mechanisms.

Recommendations

Based on the above significant analysis findings, I would like to suggest the following recommendation that can help Asiatic Laboratories PLC to improve its Enterprise Resource Planning systems:

1. Better use of ERP features to increase adaptability to those 16.7% of the respondents who rated it low or not adaptable at all.
2. Enhance system reliability through downtime optimization for the 26.7% respondents who consider it only moderately adaptable.
3. Additional training and workshops will help the 30% of respondents, who found it hard to understand, on the technical functions.
4. Strengthen the technical support services in resolving queries about advanced support, which more than 15% of respondents consider it being lacking.
5. Reform stricter validation processes so that there can be improved data accuracy and hence please the 16.7% who reported some errors.
6. Streamline production processes and optimize increased production efficiency while minimizing delays equal to that reported by 16.7% of respondents.
7. Reorganize functional resources for optimal productivity to the around 16% who indicated underutilization.
8. Upgrade stakeholder reporting tools to close gaps in information that were indicated by 20% of respondents.
9. Enhance tracking and extraction capabilities to reduce the inefficiencies that more than 16% of respondents picked.
10. Introduce the optimization strategy for reducing costs in ERP monitoring efficiency against the 16.7% respondents who raised concerns.

Conclusion

In my internship report on Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency: A Study on Asiatic Laboratories PLC, I discussed the existence of ERP and its user experiences and how well it impacts organizational business processes. Additionally, I illustrated some literature reviews based on the relevant topic and made a frequency-based analysis to ascertain the impact of ERP systems in the pharmaceutical organization. Therefore, I explained my selected organization's overview and was concerned about several departmental automated data integrations, especially in their respective sales production, distribution, and HRM, to meet the ultimate stakeholder's satisfaction effectively and efficiently. Furthermore, I have presented my practical learning experience and journey accurately as an intern in the corporate environment. I am grateful for this opportunity to work with Asiatic Laboratories PLC. The whole experience was overwhelming, and the support I got helped me a lot throughout the period. I had a fantastic journey, learned a lot, and enhanced my skills and expertise. I have tried my best to make the aim of my internship report more significant and realistic.

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Appendix 1

Questionnaire on Analyzing the Impact of Enterprise Resource Planning (ERP) Systems on Business Process Efficiency of Asiatic Laboratories PLC.

All information collected in this survey will be used solely for study purposes and will remain strictly confidential.

Please (✓) the boxes provided below.

Personal Information:

1. Gender:

- ☐ Male
- ☐ Female

2. Marital Status:

- ☐ Married
- ☐ Single

3. Educational Status:

- ☐ Master's Degree
- ☐ Bachelor's Degree
- ☐ Diploma or Others

4. Work Location:

- ☐ Head office
- ☐ Sales Depot office
- ☐ Factory

5. Designation:

- ☐ Officer/Sr. Officer
- ☐ Assistant Manager/ Manager
- ☐ Senior Manager and above
- ☐ Others

6. Department:

- ☐ Sales & Marketing
- ☐ HR & Admin
- ☐ Customer Services
- ☐ Accounts & Finance
- ☐ IT & MIS

Questionnaire

Please (✓) the number, which most closely responds to your thinking.

Part 1: User Experience from ERP

S. No.	Questions	Highly Adaptable	Adaptable	Moderately Adaptable	Low Adaptable	Not Adaptable
1	Feasible adaption rate	5	4	3	2	1
2	Frequency of ERP system downtime	5	4	3	2	1
3	Understanding the technical automated functions	5	4	3	2	1
4	Effectiveness of advanced technical support	5	4	3	2	1
5	Data Accuracy integration	5	4	3	2	1

Part 2: The Effectiveness of ERP Implementation in Business Process

S. No.	Questions	Highly Adaptable	Adaptable	Moderately Adaptable	Low Adaptable	Not Adaptable
6	Has the production order processing life cycle increased?	5	4	3	2	1
7	Are department based functional resources appropriately utilized?	5	4	3	2	1
8	Does the ERP meet all the stakeholder's information?	5	4	3	2	1
9	Are the tracking and extracting reports made faster than earlier?	5	4	3	2	1
10	Does the ERP based monitoring system make it cost effective?	5	4	3	2	1

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