

## ABSTRACT

Previously, the working and reporting system of Directorate of Finance, Mehran University of Engineering and Technology, Jamshoro was manual due to this the efficiency and pace of delivering output to internal customers (employees & Students) and external customers (contractors, suppliers, Banks, Government Departments etc) was very low. Also this system was affecting the directorate in time submission of reports to the management. Therefore there was room for improvements in existing working system. The implementation of ERP system has significantly improved the performance in terms of accuracy, easiness, of directorate of finance MUET Jamshoro. However, for cost there is no significant difference between the two.

The aim of this research is to identify the effect of ERP successful implementation on employees, productivity, service quality and the working performance of the employees and satisfaction level has been analysed before and after the adoption of ERP system.

The primary data was collected through questionnaire from the employees working in the Directorate of Finance, MUET Jamshoro. Questionnaire was distributed among 46 employees working in the department of Directorate of Finance,. The 46 records filled all questions in the SPSS for details. Therefore, the answer is 100%. Suggestions for clarity, word, information, and relevance of questions were obtained . There were 22 closed ended questions and there was one open ended question asking for further improvement in the ERP system.

The performance of Manual Working System and ERP system were compared. It has been observed that most of the responded as Strongly Disagreed regarding

performance of Manual Working System & It has been observed that most of the responded as Strongly Agreed regarding performance of ERP System. The satisfaction of management and Employees with ERP were analyzed. It has been observed that most of the responded as Strongly Agreed and Agreed regarding satisfaction of ERP. The relationship between organizational goals, decision making and ERP system were measured in Directorate of Finance, MUET, Jamshoro. There was positive relation between Organizational Goals and ERP System . The results of this study revealed that there was significant difference between the performance of ERP system and Manual System. There was negative relationship between Manual System and ERP system.

After analysis of both the systems of directorate of finance MUET Jamshoro, it is concluded that ERP system is more efficient and accurate than manual system. It has been also observed that management and employees are more satisfied with the ERP system than manual System. Therefore, some important recommendations are to develop a that The ERP will continue to promote employees for the use of the ERP and There is a room for improvement in the functions of ERP system by developing some modules, so that reporting efficiency can be improved.

**Keywords:** Enterprises Resource Planning (ERP) System, Manual System, Employees performance, Satisfaction level.