

ABSTRACT

Most higher education institutions (HEI's) use Enterprise Resource Planning (ERP) system as a solution to integrated and increase the efficiency of their business processes. This dissertation present a study on the influences of integrated Enterprise Resource planning (ERP) system implementation in enhancing student service delivery in higher education institution (HEI's). this study was designed to analyse how the implementation of the organisation could benefit the institution and explore the influences of integrated ERP in service delivery, addressing the following questions: Analyse the existing ERP systems and examine their performance towards business operations? evaluate the factors of Enterprise Resource Planning (ERP) systems implementation in improving student service delivery? Assess the barriers encountered during ERP Implementation? Recommend an effective ERP Solution for IAA? A questionnaire survey was distributed to the Institute of Accountancy Arusha, which revealed that the following department are present in the institution: students and academic department, planning and finance, library, accounts, Human resources and administration, informatics and undergraduate, where the library department, accounts department, and academics are the only departments use information systems. The survey also found the critical success factors for the implementation of the system. A qualitative research approach was applied to the study. The research study was conducted through case study research and literature review. The empirical part of the research comprises a case study in HEI's, the Institute of accountancy Arusha. The results provide an idea that ERP systems help benefit an organisation and provide transparency throughout the organisation by reducing the organisational problems and result into improved performance. The result is to establish basis for future research focusing on documenting the link between ERP systems and organisation.

