



De La Salle University - Dasmariñas
GRADUATE PROGRAM

**AN EVALUATION OF THE EFFECTIVENESS OF ENTERPRISE RESOURCE
PLANNING (ERP) SYSTEM IMPLEMENTATION AT
DE LA SALLE SANTIAGO ZOBEL SCHOOL**

A Thesis

Presented to the Faculty of the
Graduate Studies in Business
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City of Dasmariñas, Cavite, Philippines

In Partial Fulfillment
For the degree of
Master in Business Administration

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DEED OF DECLARATION

I, **Alejandro T. Habitan Jr.**, hereby submit my thesis proposal for oral defense, entitled **AN EVALUATION OF THE EFFECTIVENESS OF ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM IMPLEMENTATION AT DE LA SALLE SANTIAGO ZOBEL SCHOOL**, and truthfully declare that the above titled paper is product of my original research investigation.

I further declare that, should the school eventually discover that a substantial portion of my paper is lifter, in toto, from original sources, using exactly the words of the author in more than 50% of the whole content, I reserve the right to De La Salle University – Dasmariñas to recall my MBA Diploma and cancel the degree granted to me.

Signed this 12th day of May 2018 at De La Salle University Dasmariñas, Cavite, Philippines.

ALEJANDRO T. HABITAN, JR.
MBA Candidate



BIOGRAPHICAL SKETCH

Mr. Alejandro T. Habitan Jr., also known as AJ Habitan is a financial professional committed to providing and ensuring financial integrity. He has a resourceful and reliable finance, accounting and management experience; and a history of proactively analyzing existing financial operation and implementing effective systems, strategies and processes to improve organizational performance. Moreover, he has a well-earned reputation of being hardworking, quick learning, integrity and organized.

Mr. AJ Habitan graduated with the degree of Bachelor of Science in Accountancy at the University of Muntinlupa and San Pedro College of Business Administration. A recipient of Cong. Ruffy Biazon Academic Scholarship and a Iskolar ng Bayan he was a consistent Academic and Dean's list awardee during his college years, the author was elected as Deputy Student Regent in the University Student Council and was a member of the Board of Regents, the highest governing body of the institution. He was former President of the Junior Philippine Institute of Accountancy (JPIA) and a registered member of National Capital Region – JPIA.

At present, the researcher is with the Finance Department at De La Salle Santiago Zobel School (DLSZ), a member school of De La Salle Philippines as company Accountant – Operation level III. He was granted a full scholarship by DLSZ to continue higher education in Masters in Business Administration at De La Salle University – Dasmariñas. He handles Bank Reconciliation, Taxation and Financial Analysis.



ABSTRACT

HABITAN JR, A.T., An evaluation of the effectiveness of Enterprise Resource Planning (ERP) system implementation at De La Salle Santiago Zobel School. Master in Business Administration, De La Salle University – Dasmariñas, Cavite. April 2018.

The purpose of this research was to evaluate the effectiveness of Enterprise Resource Planning system implementation at De La Salle Santiago Zobel School. Three years ago, the ERP system was implemented in the Finance Department after its predecessor, Mind Your Own Business (MYOB) to support the recurring needs of the day to day financial operations of the school.

The respondents of the research are exclusively the ERP system users at De La Salle Santiago Zobel School. A quantitative descriptive research, this study used frequency distribution, percentages, mean and standard deviation. The t-test, correlation (Pearson's R) and multiple linear regression were conducted in analyzing the financial operation system profile of the old and new systems; the ERP system effectiveness; the relationship between effectiveness and the perception of ERP users; the differences in before (old system) and after (new system); and the effect of ERP financial operation system profile on its effectiveness.

Results have shown that the financial operation system profile of the new system (ERP) got a higher rating as compare to the old system (MYOB), garnering a majority equivalent adjectival rating of "very good". It can be concluded that the new system (ERP) performs better than the old system (MYOB). ERP Effectiveness got an average



rating of “very good” scale of (3.50-4.49), it connotes that ERP has helped in improving the financial operations of DLSZ.

Top management support is well observed and practiced in the implementation of ERP, as well as diligent compliance to finance policies and procedures in student accounts and payment of suppliers. Proper communication in ERP implementation was also seen. The planning stage, user trainings, and the continuous maintenance of the system obtained very good rating which are very important factors that emphasize ERP implementation.

It was revealed in the study that there is a significant relationship between top management support, communication management, and maintenance of the system to effectiveness.

With respect to the financial operation system profile of DLSZ before and after ERP implementation, the study found out that there is a significant difference in the financial operation system profile before and after ERP implementation with p value of 0.00; therefore the null hypothesis is rejected.

The effect of financial operation system profile on effectiveness based on the result presented showed that only accuracy of reports, outstanding balance of students account receivables and days servicing of employee requisition and procurement processes affect effectiveness of ERP implementation.