

The Role of ERP within the Georgian Market
(From Employees and Customers Perspective)

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Abstract

Over the past four decades, Enterprise Resource Planning ERP systems were developed by several vendors and have been adopted by several businesses lines to improve organizational efficiencies and to treat-all fragmentation problems of information systems across company's functions. In public sector field as well, a lot of governments, especially at national and regional levels, have also been recognizing the benefits of ERP systems. This research investigates the presence and functionality of the ERP system in Georgia as a developed country.

Georgia as it is still a developed country; businesses sizes are limited to small and medium sized companies, with a strong possibility to become large enterprises in the next couple of years, however still no solid researches took place to investigate the ICT leverage inside different industries and the idea if having a unified controlled systems still in its early stages. Three question about the ERP systems will be covered within the study, starting with the study the limit that the ERP reached within Public and Private sectors, benefits of ERP to both business employees and customer, the add value the companies can achieve with this state of art systems. Qualitative and quantitative methodologies were employed in the form of interviews amongst selected respondents in the selected area and surveys for both customers and employees. The study used principles of qualitative data analysis to study the findings and compare it to other global findings. The research determined that, in addition to improving internal business processes, there are clear benefits to the employees and citizen when public sectors implement ERP systems. This research identifies several resultant and potential benefits as well as the management practices that are being employed by the organizations to ensure maximum ERP system benefit. These are, in fact, both indirect interests which are found generally in any ERP system as well as direct interest to citizens which are visible.

Research findings in general indicate that ERP systems promote financial sustainability, lowers overall operational costs, reduce communication costs, eliminate human errors and enables an efficient budget and results.

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