

**AN ASSESSMENT OF THE ENTERPRISE RESOURCE PLANNING SYSTEM: CASE  
STUDY OF SOMALI RED CRESCENT SOCIETY IN SOMALIA**

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**OCTOBER 2022**

**DECLARATION**

This is my original project, and I have never been nominated for an award before University or institution. No portion of this research should be reproduced without permission of the author or that of the Management University of Africa.

**Signature..... Date .....**

**Maryan Mohamud**

**Dip.ML/1/00002/1/2020**

It has been submitted for my approval

**Signature..... Date .....**

**Lynette Njogu, PhD**

**The Management University of Africa**

## **DEDICATION**

My family members for their unwavering love and support. Their resolve was a considerable boost.

## **ACKNOWLEDGEMENT**

Glory to God. His elegance was appropriate during this research. This study would not have been probable without the guidance, suggestions, understanding and motivation of my dedicated supervisor Ms. Lynette Njogu ,i thank her for tireless effort, patience and contribution to this work.

## **ABSTRACT**

The sake of this experiment was to examine the execution of ERP system (Almanach) on the delivery of health services at Somali Red Crescent Society. The specific aims were to identify the contribution of the ERP process to improve the delivery of healthcare service at SRCS, to examine challenges faced by SRCS in adopting the ERP system and appropriate solutions to improve the efficacy of ERP system to propose when providing the service. The research used a case study research design. The information was collected by means of surveys and interactions. The discovery of the research illustrated that the Almanach system helped alleviate hospital-operating costs, patient times, and physician errors. In addition, optimizing hospital billing, patient registration, customer-staff interaction, decision-making and diagnostic and treatment procedures. Other reported benefits encompass faster response to information, heightened confidentiality to patient information, and generation of real-time data related to hospital needs. On the other hand, reconstruction, poor internet connection, system instability, rigidity, power supply uncertainty, user resistance to modification, in short supply management support, limited IT support as well as insufficient user training were the main opposition hampering the effective implementation of the SCC system. In addition, improvement of the Almanach system server, sufficient management support, good internet connection, adequate user training as well as incorporation of IT staff were identified as the key solutions for effective implementation of the Almanach apparatus. It was found out that despite existing challenges application of the Almanach system at SCC yet is crucial to improving health service delivery. Among other things, the study recommends that SCC must upgrade the current server to eliminate challenges related to poor response and system instability, offer regular user training and, hire more IT staff to guarantee adequate user support when glitches arise in the set up.

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### **Definition of terms**

**Enterprise Resource Planning -**

A form of software that organizations adopt to manage day-to-day business operations such as accounting, procurement, project management, risk management and compliance, and supply chain operations.

**Almanach -**

Is a dynamic tool, which can further be enhanced by sensors, such as electronic thermometers.

**Effectiveness -**

To how useful something is.

## **ABBREVIATIONS**

<b>ALMANACH –</b>	Algorithm for Management of Childhood illnesses.
<b>ERP -</b>	Enterprise Resource Planning
<b>SRCS -</b>	Somali Red Crescent Society
<b>RTDS -</b>	Resistance Temperature Detectors
<b>ICRC -</b>	International Committee of Red Cross

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Background of the Study**

Enterprise Resource designing (ERP) started refers to integrated data approaches that cowl all parts of Associate in Nursing organization's business processes, International Journal of economic science & Management Science (Owusu-Mainu, Twum, Konadu, & Ohene-Amoako, 2019). International Journal of economic science & Management Science. In line with Escobar and Escobar (2010), ERP model consists of assorted modules, that area unit designed in line with the necessities of the organization. Of these modules area unit unified within the archive to facilitate the gathering, storage, and distribution of data between organization units Enterprise Resource Planning (Shehab, Sharp, Supramaniam, & Spedding, 2004). Thus, ERP users will use real time information effectively and with efficiency for the operate of a corporation. Within the recent years, hospitals and alternative care organizations have progressively adopted ERP systems. This can be chiefly attributed to the actual fact that these organizations manufacture a large quantity of data on an everyday that can't be effectively processed manually, Effectiveness of Enterprise Resource Planning System (Mantalis, 2012; Stefanou & Revanoglou, 2006; Grimson, Grimson, & Hasselbring, 2000). A study conducted by Poba-Nzaou, Uwizeyemungu, Raymond, and Paré (2014), reasons key to the acquiring of ERP System in Healthcare found that the will to boost the effectiveness of body processes was a significant motivating issue for the adoption of ERP in care establishments.

There is Associate in Nursing existing body of proof on the benefits of literature in ERP discusses ERP adoption in care organizations. in line with Stefanou and a couple of Revanoglou (2006), ERP integration within the care surroundings, ERP systems helps among others, to reinforce reliable information transfer among the practical units of care firm, secure patients' data, and improve the decision-making method. Poba-Nzaou et al. (2014), Motivations underlying the adoption of ERP System thoroughbred that ERP technology facilitate to cut back sicknesses treatment prices and medical errors. In line with Sanja (2013), developing a corporation Culture, the appliance of ERP systems inside care environments reduces patients waiting time at emergency departments and enhances effectiveness in medication dispensing. Chiarini, Vagnoni, and Chiarini (2018), ERP Implementation publicly care conducted a study on the analysis of ERP system advantages and criticalities encountered by Italian public hospitals found that patients' satisfaction, stakeholders' satisfaction, operations potency, and strategic and performance management were the four teams of ERP advantages achieved by a Ferrara's public university hospital. Likewise, Stefanou and Revanoglou (2006), ERP integration within the care surroundings on assessing the mixing of ERP in an exceedingly Balkan nation public hospital (Papa Georgiou Reginal General Hospital) showed that the ERP system had an excellent contribution among others, rising charge, inter-department data sharing, inventory still as procural management. The adoption of ERP systems has substantial deserves as expressed higher than, however, thriving ERP systems implementation within the care business may be a difficult task. Abukhader (2014) as quoted in Mucheleka and Halonen (2015) declared that implementing ERP techniques in care corporations takes an extended time than assumed to understand its advantages. Mucheleka and Halonen (2015) any argued that even establishments that have with success enforced ERP systems still encounter high maintenance prices and users' resistance to implementing some ERP modules. Moreover, in line with Grimson et al. (2000) most ERP systems in care establishments suffer from poor investment in data technologies (IT) infrastructures, information quality, users' resistance, information entry challenges, and knowledge security considerations. Similarly, Chiarini et al. (2018) on characteristic pitfalls on ERP implementation in care establishments uncovered that budget, users' resistance, and poor project management will hinder ERP implementation. In Singapore hospitals, Allen and composer (2001) as cited in Oteino (2010) discovered that several hospitals older an absence of mutual agreement regarding info, procedures, and legal needs whereas implementing ERP comes.

Whilst adequate literature exists on developed countries concerning contributions and issues of ERP systems implementation in care settings there are a unit quite a few studies on a similar information in African countries. Wangari (2015) on investigation analysis and innovation ways deployed within the Kenyan health sector found that ERP adoption at Agha Khan University hospital improved input and retrieval of patient's information and alternative clinical data. The system additionally delineated providing potentialities for purchasers to settle on doctors supported their preferences. A report conferred by the National AIDS and STI management Programme - NASCOP (2009) on analysis of electronic anamnesis software system inside the Kenyan health sector indicated that though the Care2000-ERP system was an easy system and increased effective decision-making procedure in Nairobi hospital, however, the system suffered greatly from money backup for its continuity. In African country, Mtebe and Nakaka (2018) on assessing electronic anamnesis systems implementation at Mount Kilimanjaro Christian Medical Centre (KCMC) declared that though the initial utilization of Care2x at KCMC had benefits to some departments, nonetheless the system did not deliver its guarantees. In 2015, KCMC adopted the Harmoni MD system in situ of Care2x, however, its implementation additionally became frustrating. Mtebe and Nakaka (2018) study findings usually indicated that poor IT infrastructure, lack of lay to rest and intradepartmental cooperation and absence of policies and standards were among alternative aspects that contributed to implementation failure.

The Somali Red Crescent Society may be a non-political, freelance humanitarian organization in Somali and is a component of the international Committee of NGO and Red Crescent Movement supported within the year 1963. In Somalia, the ICRC works with the Somali Red Crescent Society to assist the victims of the Conflict and natural disaster. Severe drought has brought famine to various areas of the country, creating life much not possible and inserting girls and youngsters at risk.

It was in 2016, in Islamic State of Afghanistan, once the primary ALMANACH appeared targeting 3 primary health care health facilities within the province of national capital. The results were in real time glowing and promising: additional compliance to the rules, higher and in-depth physical examination, comprehensive methodology to the patient together with preventive measures, rational utilization of the resources (RDTs, drugs), and forceful decrease in antibiotic consumption, everything leading to a higher quality of care. One year later, in 2017, the "tablet" disembarked in continent, in Adamawa State(Nigeria) with the bold attempt to scaling up to hide all the 403 primary health facilities of the Ministry of Health. Currently they're in African nation in an exceedingly robust collaboration with the SRCS and that we aim to repeat a similar success as a result of we've only 1 goal and vision: we wish to boost the standard of look after the youngsters beneath five years recent.

Implementation of the ERP system at Somali Red Crescent Society commenced in 2016 with acceptance of the Almanach system. This was among the Tanzanian Government tries to boost care service provision at SRCS. The employment of the Almanach system wanted to beat challenges like unpredictable hospital billings, off care performance, meagerly revenue assortment, and corrupt practices, that were brought by a standard paper-based approach. However, despite the appliance of the Almanach system in daily operations, SRCS purchasers and alternative stakeholders are querulous a couple of long patient registration method, off emergency medical services, and poor payment procedures. These facts involve the excellent analysis of the contribution of the ERP (Almanach) system and its associated difficulties in supporting care services provision at Somali Red Crescent Society.

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## **1.2 Statement of the Problem**

Many health service organizations lately have increasingly adopted ERP approaches for improving healthcare service provision. ERP systems offer substantial contributions in healthcare firms such as the well-being patient information, improve the decision-making process, reduce surgical costs and medical errors. Works of literature show that when implementing ERP projects, many healthcare firms face high ERP maintenance costs, user resistance, poor IT infrastructure concerns about information, security, unsatisfactory project management support, inconsistent data formats and poor departmental cooperation while implementing ERP projects .Thus, collaboration of departments . Therefore, this study is engineered was developed to investigate the contribution of the ERP (Almanach) system (almanac) and its implementation complexities complexity in improving SRCS activities in healthcare.

## **1.3 Objectives of the Study**

### **1.3.1 Objective of the study**

To assess the implementation of the ERP system at Somali Red Crescent Society in Somali.

### **1.3.2 Specific Objectives**

- i. To establish the contribution of ERP technique in improving healthcare service delivery at Somali Red Crescent Society.
- ii. To investigate challenges facing SRCS on implementing ERP system.

- iii. To suggest suitable solutions for enhancing the usefulness of ERP process on service delivery.
- iv. Establish the perception of the healthcare workers towards the ERP system

#### **1.4 Research Questions**

- i. What is the proportion of the ERP technique in improving healthcare service delivery at SRCS?
- ii. What are the challenges facing SRCS on implementing ERP system?
- iii. What measures should be deployed by SRCS to enhance the efficiency of ERP system on service delivery?
- v. What is the perception of the healthcare workers towards the ERP system?

#### **1.5 Significance of the study**

The aim of the study intends is to test the efficiency of the ERP system implementation on for quality healthcare delivery at the Somali Red Crescent Society. Hence, therefore, it is expected that the observation of this study will help to make alert SRCS administration and other staff aware of to the merits and potential hindrances in relation barriers to the execution implementation of Almanac the almanac system. It will also assist the SRCS management and other decision-makers to comprehend decision makers in understanding effective outcomes to deploy on counterattacking that can be used in addressing ERP system implementation challenges to enhance improve ERP performance on in the provision delivery of quality healthcare in public hospitals and other healthcare organizations in the improve country. Findings from this study will also contribute knowledge add insights to the existing literature in terms of regarding the benefits and challenges facing faced by African healthcare firms in companies when implementing ERP systems.

#### **1.6 Sphere of the Survey**

This study was restricted with Somali Red Crescent Society in Somalia from January 2022 to February 2022. It focused on the assessment of the implementation of ERP system. The depth and the scope of the study were limited in terms of attribute of management and also on geographical limitations due to the funds and time for the researcher to conclude the study. Children under the age of five (5) years were the target of the research.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

The section analyzed literature related to the subject and it is divided into conceptual and experimental review, conceptualization, and summary of variables.

#### **2.1 Theory of Constraints (TOC)**

This study supposed to assess the implementation of ERP system at SRCS. Specifically, the analysis aimed to spot advantages achieved from ERP usage, ERP implementation challenges, and measures to surmount those challenges. During this regard, the notion of constraints (TOC) underpinned this study. This theory in keeping with Goldratt (1990) focuses on the identification and rectification of a limit (a limiting factor) that may impede a company from attaining its goal till such constraint is not any longer gift. TOC hypothesizes that each organization strives to attain a goal and, it consists of reticulate activities of that one will act as a constraint. Thus, achieving the organization's goal depends totally on initial optimizing a constraint. With facet to the current study, the concept of structure goal as mentioned in TOC entails the appliance of ERP methodology for enhancing aid service delivery. Whereas constraints ask those challenges obstructive booming execution of ERP system. supported TOC it may be claimed that aid companies that rely on ERP usage to implement their activities however aren't capable of overcoming ERP implementation challenges can still expertise poor aid service provision. Therefore, this theory motor-assisted the man of science to check the contribution of the Almanach system on aid service provision, its implementation challenges, and measures to surmount those challenges

#### **2.2 Evolution of ERP Systems**

The historical evolution of ERP systems pioneered in the 1970s with the application of business software system known as Material demand designing (MRP). MRP enabled corporations among others to obtain, forecast, and schedule production (Goldston, 2020). the use of MRP replaced the non-computerized materials management approach, that concerned the manual recording of inventory and item worth (Swaminathan, 2011). Driven with the need to reduce operation costs, MRP improved to closed-loop MRP. Two further elements namely priority planning and capacity planning featured in this system. Consequently, closed-loop MRP advanced suppliers and manufacturers in terminology of priority and capacity advancement in production planning. Additionally, the system backed the whole process of implementation and planning of orders sent or received through closed-loop MRP (Swaminathan, 2011).

## **2.3 Empirical Literature Review**

### **2.3.1 Contribution of ERP Systems in Healthcare Industry**

Several forms of literatures area unit accessible concerning the contributions of ERP systems on service delivery within the care business. Stefanou and Revanoglou (2006), ERP Integration in a Health Care Environment used a case study analysis design to research ERP integration during a care setting with relevance Papa Georgiou Reginal General Hospital set in Greek. Supported the observations derived from a semi-structured interview with key stakeholders it absolutely was found that ERP adoption resulted during a style of considerable enhancements. The according enhancements enclosed the following; data quality, knowledge integrity and procedures, visibility and timeliness of knowledge, interdepartmental communication, and information alignment, dealing prices, and precise charge procedures.

Trimmer, Lela, and Wiggins (2002), ERP Implementation in Rural Health Care on researching essential success issues for roaring execution of ERP systems in little care corporations within the USA declared that the role of ERP systems within the health care business may contribute to estimating exactly workers' employment, enhance patient records, optimizing charge and expectation of internal progress.

Demyanova et al. (2018), Evaluation of Effectiveness of Health Care System, adopted a case study analysis style to assess the potency of ERP systems implementation in Russian organizations. It absolutely was terminated during this investigation that the help of the ERP system at Pharmstandard-Ufavita helped to save lots of considerable funds alleviate prices, and to extend the profitableness of the enterprise.

Garg and Agarwal (2014) on exploring essential success issues for ERP implementation during a Fortis hospital set in India declared that the appliance of ERP within the care sector support to scale back operation price, enhance management and care to shoppers, and facilitates to observe inventory and provide chain.

Chiarini et al. (2018), How Lean Six Sigma Principles Improve Hospital Performance, used a qualitative analysis technique to ascertain edges earned and criticalities encountered by Italian hospitals. supported the coded knowledge earned through a semi-structured interview technique ERP edges were categorized into four classes specifically patient satisfaction, stakeholders' satisfaction, operations potency, and strategic and performance management.

Onyinkwa (2012) used a descriptive analysis investigation on the influence of ERP on the impact of medical offer in African nation government hospitals utilizing the Kenya Medical provides Agency (KMSA) as a case study. The data, analysis, that was earned through distributed questionnaires, found that the appliance of ERP systems at KMSA assisted to scale back cycle time, increased evolution of organization methods, improved data flow, and operational potency. It deduced from this study that the ERP system contributed to the effective offer of necessary medication among Kenyan government hospitals.

The Literature reviewed beneath this section demonstrates that ERP computer code used during a care setting is inevitable because it provides a tool for care corporations to effectively and expeditiously execute care activities, so increasing firms' profit.

#### **2.4 Summary and Research Gap**

Globally effort were designed to investigate the benefits and bottlenecks of implementing ERP systems. However, the bulk of these studies as explained in the literature review focused on advanced countries. In African countries significantly within the Tanzanian context, there's still a scarcity of literature concerning the potency of ERP systems implementation in care organizations. Therefore, this study meant to fill the information gap detected within the literature by evaluating the Enterprise Resource designing system at Somali Red Crescent Society in optimizing care service provision.

#### **2.5 ERP Implementation Challenges**

Gupta (2000), ERP an integrative view applied a survey algorithms to analyze ERP implementation challenges across many ERP organizations. The study findings noted that ERP systems area unit terribly valuable to run as maintenance prices tends to be high and time intense. Also, found that even for organizations that have winning enforced ERP comes expertise user resistance to shift to ERP systems. The findings further indicated that some ERP comes expertise knowledge errors.

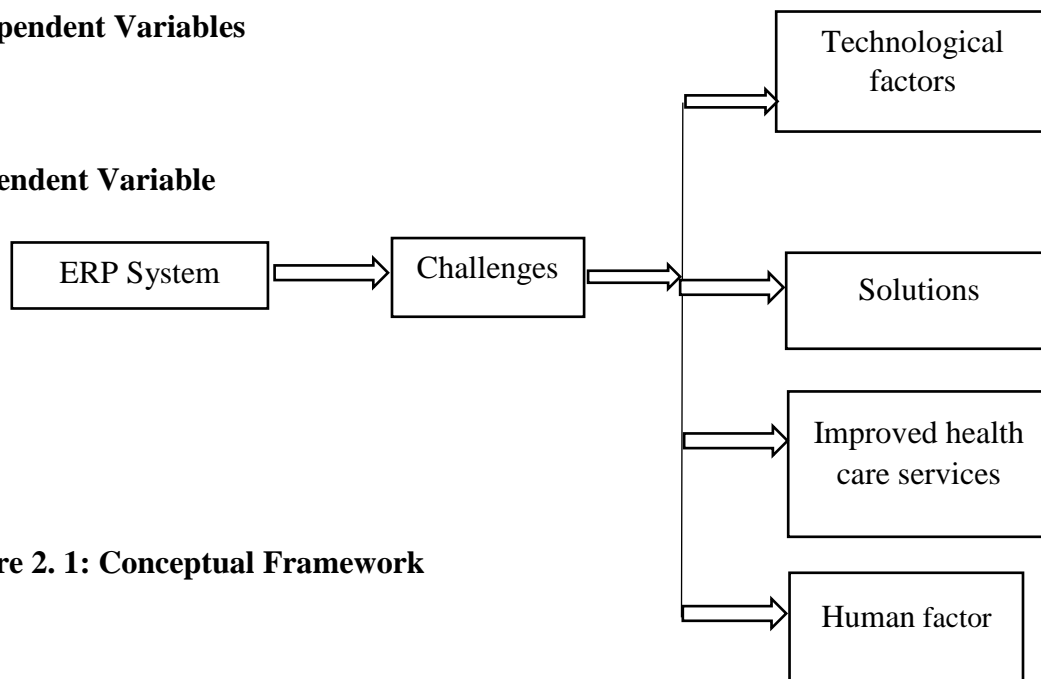
Menon (2019) used a qualitative case study to analyze the numerous downside for ERP implementation within the Canadian Oil and Gas trade. During this study, knowledge was collected through interview and document analysis ways. From the study findings, the subsequent crucial challenges were extremely rated; poor project team, interface problems, insufficiency of correct testing, time-zone limitation, users stress, users resistance to alter, excessive customization, and complication problems from project leaders

**2.6 Conceptual Framework**

Literature demonstrates that the ERP system has a substantial contribution in optimizing the attention sector (Chiarini et al., 2018; Demyanova et al., 2018; Garg & Agarwal, 2014; Onyinkwa, 2012; Stefanou & Revanoglou, 2006). Moreover, literature demonstrates that the organizations that adopted ERP systems are two-faced with multiple challenges once adopting such a system (Berihun, 2019; Menon, 2019; Kimama, 2011; Otieno, 2008; Gupta, 2000). From the higher than cited literature, the research worker evolved abstract framework as shown in Figure two.1 to guide this investigation.

**Independent Variables**

**Dependent Variable**



**Figure 2. 1: Conceptual Framework**

From the abstract framework as shown in Figure two 2.1, it's conceptualized that, ERP system usage contributes primarily to the advancement in care services delivery. However, its usage is also manipulated by the existence of multiple constraints that some are human issues whereas others are technological challenges. The model additional highlights remedies that represent the existence of measures to the known challenges to boost the contribution of the ERP system to improved care service delivery. Management ought to wait and see with the recent system and any concern of failure ought to be through with for a winning running system.

## **2.7 Operationalization of Variables**

Complex data systems just like the ERP integrate the info of all business areas at intervals the organization. The execution of ERP may be a difficult method because it involves totally different varieties of finish users. Supported literature, we have a tendency to planned an abstract framework and studied it to seek out the influence of a number of the individual, structure and technological elements on the appliance of ERP and its influence on the top user. The outcomes of the analysis propose that pc self-efficacy, structure support, coaching and compatibility have a positive result on ERP usage that successively features an important influence on panoptic management and individual performance.

**CHAPTER THREE**  
**RESEARCH DESIGN AND METHODOLOGY**

**3.0 Introduction**

The segment dispenses detailed information of research design used by the researcher, target population, sample design and course of action, data analysis and moral code.

**3.1 Research Design**

Descriptive research design was utilized to assess the execution of ERP system at Somali Red Crescent Society. According to (Mugenda and Mugenda, 2003) descriptive investigation is a method of collecting information with instruction to assess theory or to guarantee question concerning the ongoing status of areas under study. A descriptive research determines and reports the way things are. This method was selected because it enables for an in depth review of the case.

**3.2 Target Population and sample size**

This study targeted the staff of Somali Red Crescent Society. According to Lyon (2007), target people is the totality of components that has one or more characteristics in common. The target population was 80 employees who were chosen to participate in the survey by giving the factual data about an assessment of the ERP System on Health Care Service. This organization has a large population; however, the study targeted strictly the personnel that directly deals with matters related to human resources management, thus, the small population. The target population was represented in the table 3.1 as shown.

**Table 3.1 Target Population**

<b>Category</b>	<b>Population</b>	<b>Percentage</b>
<b>Top Level Management</b>	<b>12</b>	<b>15</b>
<b>Middle level Management</b>	<b>36</b>	<b>45</b>
<b>Low Level Management</b>	<b>32</b>	<b>40</b>
<b>TOTAL</b>	<b>80</b>	<b>100</b>

**Source; Author (2022)**

**3.3 Sample Design**

This study adopted stratified sampling. in line with Kothari (2011), Research Methodology it's a procedure of knowledge assortment wherever a couple of units from the full population square measure collected and also the results obtained from these few units generalized for the full population. The employment of stratified sampling ensures equal inclusion of respondents throughout sampling, therefore the look ensures that the population was well painted. The sample size are five hundredth of the target population elite.

**Table 3.2 Sample Size**

<b>Category</b>	<b>Sample Size</b>	<b>Percentage</b>
<b>Top level Management</b>	6	15
<b>Middle level management</b>	18	45
<b>Low level Management</b>	16	40
<b>Totals</b>	<b>40</b>	<b>100</b>

**Source: Author (2022)**

### **3.4. Data collection instruments**

Data in the research was collected through the issuing of questionnaires. The questionnaires were administered by the researcher to the respondent. The questionnaires comprised of questions that are simple, elaborate and open ended that gave the respondents enough space to express their feelings, attitude and opinions about recruitment effectiveness in their organization. Questionnaires were collected after a period of two weeks from various individuals.

### **3.5 Pilot Study**

This was done to check on the reliability and validity of the questioners. Trial of the apparatus was done to enable the researcher to access the simplicity of the apparatus and its proficiency of use. Legality and dependableness of the facts accumulation was to ensure good quality research. Expert validity views and suggestions of the supervisors were incorporated in the questioners which targeted at capturing specific data from the respondents. 10 questionnaires were used for the pre- test.

### **3.6 Data Collection Procedure**

The raw data was sorted, edited, validated and coded, entered and cleared to detect missing values. Data analysis can be defined as the whole process which starts immediately after data collection and at the indication of conception of the sequence results (Kerlinger, 2009), Foundations of Behavioral Research. Data were analyzed through descriptive statistics. Tables, pie charts and graphs were the most appropriate techniques that were used in presenting the findings. Data refers to assemble of actuality and figures relating to a particular activity being investigated. Bar graphs and pie charts were used since they were appropriate to present a huge data, are easy to construct, and are attractive and easy to interpret.

### **3.7 Ethical Issues**

This study was purely for academic purposes. Respondents gave information at will and the company's code of conduct and the university guidelines were complied with. It was ensured that there is non-discrimination on choice of respondents in terms of sex, race or ethnicity by the researcher. All views and ideas by other scholars incorporated in the research were cited to avoid violation of copyright laws. The research honored all patents, copyright and any other intellectual materials by any other authors in the same area of study. Confidentiality of information was taken into considerations by making sure that data and facts collected from the research did not get into competitors in the same market.

**CHAPTER FOUR**  
**DATA ANALYSIS, FINDINGS AND INTERPRETATION**

**4.0 Introduction**

This section comprises of data analysis, presentation and interpretation of findings that are in line with some of the objectives in the research.

**4.1 Analysis and Interpretation**

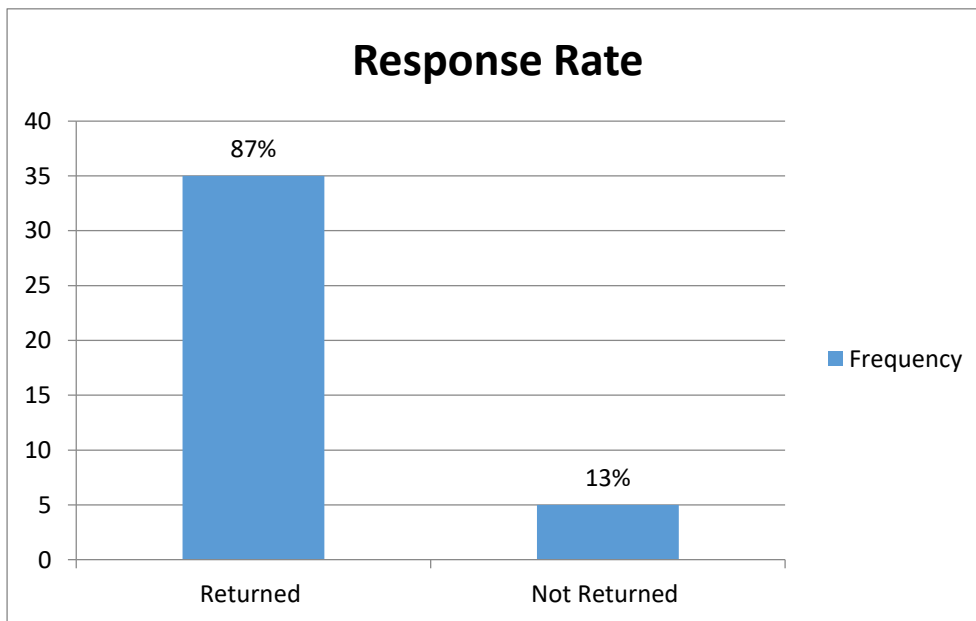
**4.1.1 Response Rate**

**Table 4.1 Response Rate**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Returned	35	87
Not Returned	5	13
<b>Total</b>	<b>40</b>	<b>100</b>

**Source: Author, 2022**

**Figure 4.1 Response Rate**



**Source: Author, 2022**

The table 4.1 and figure 4.1 above shows the number of distributed questionnaires returned and those that were not returned. According to the findings above, a total of 40 questionnaires were distributed to the respondents out of the total questionnaires distributed, 35 were filled and returned comprising of 83%. However, 5 questionnaires were not collected back and others were not filled to the required expectation this comprised of 13%. From the findings, it was concluded that the number of returned questionnaires was adequate to be used in the final study.

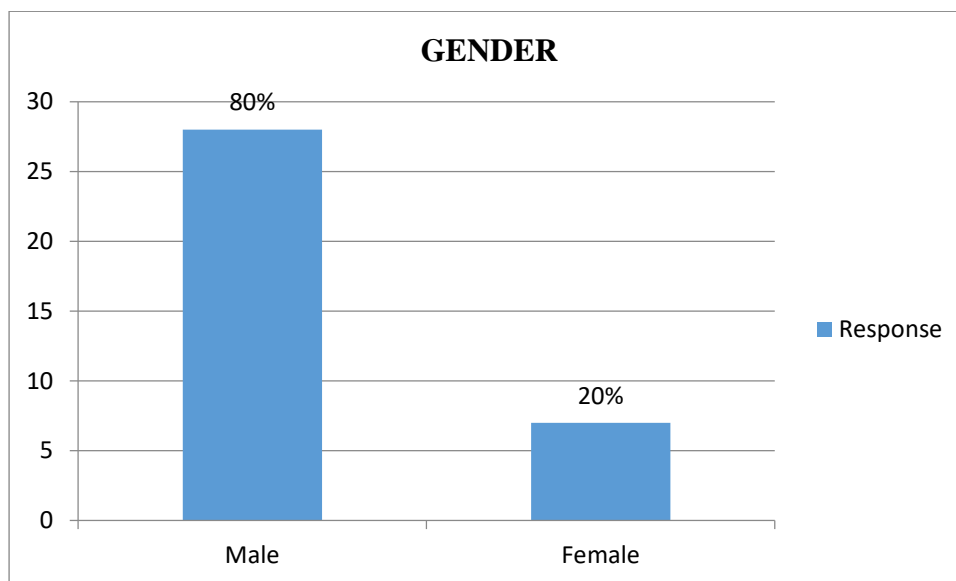
#### 4.1.1 Gender of respondents

**Table 4.2 Gender**

<b>Gender</b>	<b>Response</b>	<b>Percentage</b>
Male	28	80
Female	7	20
<b>Total</b>	<b>35</b>	<b>100</b>

**Source: Author, 2022**

**Figure 4.2 Gender**



**Source: Author, 2022**

Table 4.2 and figure 4.2 represent the gender of respondents. From the findings, majority 80% of the respondents were male while 20% of the respondents were female. This implies that both male and females are employed at Somali Red Crescent Society, thus information was collected from both gender.

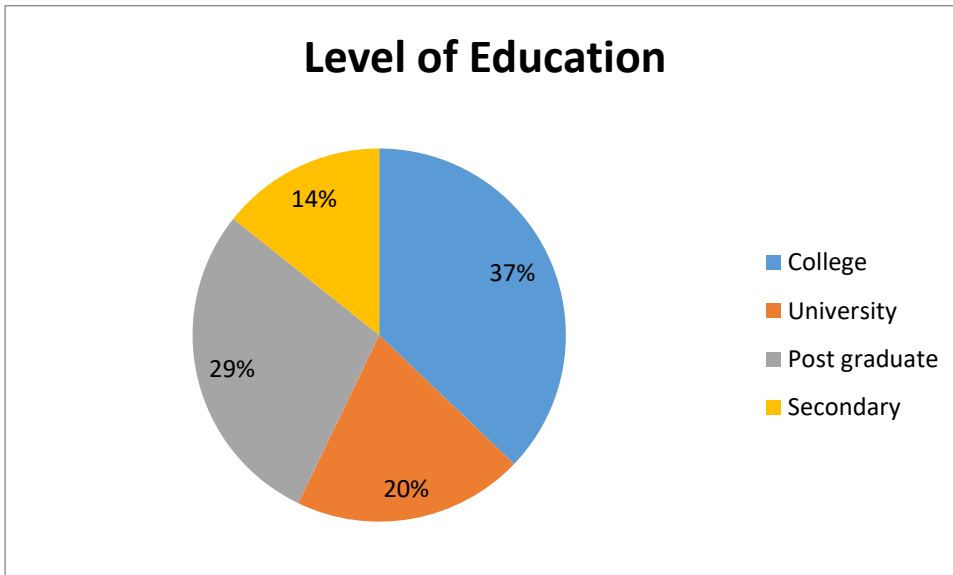
#### 4.1.3 Respondent's level of education

**Table 4.3 Highest academic qualifications**

<b>Level of education</b>	<b>Frequency</b>	<b>Percentage</b>
College	13	37
University	7	20
Post graduate	10	29
Secondary	5	14
<b>Total</b>	<b>35</b>	<b>100</b>

**Source: Author, 2022**

**Figure 4.3 Highest academic qualifications**

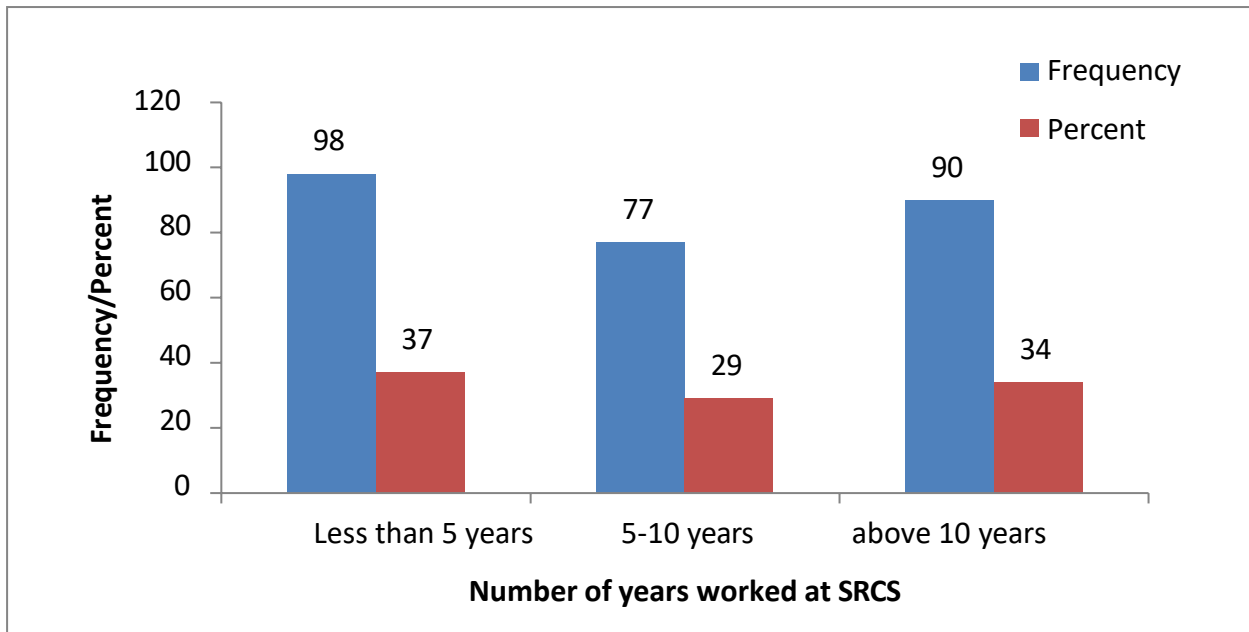


**Source: Author, 2022**

The study findings in table 4.3 and figure 4.4 indicated the highest level of education for respondents in this organization, according to the respondents. From the findings, majority 20% of the respondents indicated that they had attained university highest level of education most 37% of the respondents had attained college level of education, 29% of the respondents had postgraduate level of education while 14% of the respondents indicated that they had secondary level of education. This implies that Somali Red Crescent Society employed qualified personnel.4

#### **4.1.4 Work Experience of the Respondents**

Figure 4.1 presents findings on the work experience of the respondents. In this study, the work experience of the respondents was categorized into 3 main groups; less than 5 years, 5-10 years and above 10 years. Of the total respondents, 98(37%) respondents worked at Somali Red Crescent Society for less than 5 years, 77(29%) respondents were found in the category of 5-10 years while the remaining 90(34%) respondents have worked at Somali Red Crescent Society for more than 10 years. This denotes that majority of the respondents have worked at SRCS for more than 5 years and thus are much familiar with the ERP system.



**Figure 4. 1:** Respondents' Work Experience, Source: Field survey (2022)

#### **4.2 Contribution of ERP System in Improving Healthcare Service Delivery at Somali Red Crescent Society**

Table 4.6 summarizes findings obtained from 16 constructs, which structured to identify the contribution of Almanach system in improving healthcare service delivery.

**Table 4. 6:** Contribution of ERP (Almanach) System on Service Delivery at SCRS  
**Source:** Field Survey (2022)

Construct	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Has reduced hospital running cost	4	2	7	3	56	21	4	2	194	73
Has reduced patient waiting time	19	7	34	13	53	20	113	43	46	17
Has improved departmental communication	4	2	15	6	20	8	99	37	127	48
Has reduced physicians' errors	6	2	30	11	51	19	118	45	60	23
Has improved correct billings	0	0	20	8	32	12	116	44	97	37
Has improved identification and treatment procedures	0	0	16	6	50	19	121	46	78	29
Produce data pertinent to hospital desires.	3	1	13	5	46	17	145	55	58	22
Generate real-time data	6	2	8	3	35	13	133	50	83	31
Has quickened information response time	10	4	17	6	35	13	125	47	78	29
Has increased confidentiality of patients information	7	3	11	4	33	12	114	43	100	38
Has improved new patients registration process	0	0	10	4	25	9	187	71	43	16
Has improved issuing of medicine	3	1	15	6	37	14	121	46	89	34
Has improved decision making process	4	2	8	3	68	26	130	49	55	21
Has improved performance control	4	2	13	5	56	21	127	48	64	24
Has improved hospital workers morale	11	4	30	11	78	29	99	37	47	18
Has improved clients-workers interaction	7	3	27	10	59	22	118	45	54	20

As indicated in Table 4.6, the majority (73%) of the respondents strongly agreed that Almanach system has reduced hospital running price, 113(43%) united that Almanach system has reduced patient waiting time and 127(48%) powerfully united that Almanach system has improved inter-departmental communication. it's additionally shown within the table that 118(45%), 116(44%), 121(46%), 145(55%) additionally as 133(50%) respondents united that Almanach system has

reduced physicians' errors, improved correct billings, improved diagnosing and treatment procedures, manufacture data pertinent to hospital wants and generate period knowledge, severally

#### **4.2.1 Challenges Facing SRCS on Implementing ERP System**

This section of the study sought to establish challenges facing Somali Red Crescent Society on implementing an ERP system. For the purpose of this study, challenges are categorized into two dimensions; technological and human-related challenges. Section 4.5.1 and 4.5.2 present and discuss findings obtained from both questionnaire and interview sessions.

#### **4.2.2 Technological Challenges Facing SRCS on Implementing ERP system**

This section is comprised of ten questions asked to identify technological challenges facing Almanach system users at SRCS. Table 4.7 presents the findings.

**Table 4. 7:** Technological Challenges Facing SRCS on Implementing ERP System

Construct	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Excessive customization	17	6	54	20	5	2	38	14	151	57
Poor data quality	50	20	113	46	20	8	39	16	22	9
Almanach system is not reliable	50	19	104	39	33	12	41	15	37	14
Almanach system is not accessible	57	22	124	47	32	12	30	11	22	8
Poor Local Area Network connections	26	10	47	18	21	8	106	40	65	25
Data-software misfit	33	12	113	43	42	16	45	17	32	12
Almanach system is less secured	55	21	154	58	12	5	28	11	16	6
Almanach system is not flexible	45	17	59	22	8	3	107	40	46	17
Almanach system is not inter operable	29	11	133	50	12	5	49	18	42	16
Poor internet connections	29	11	49	18	2	1	15	6	170	64

**Source:** Field Survey (2022)

From Table 4.7 above, a majority 113(46%), 104(39%), and 124(47%) disagreed on poor knowledge quality, undependableness, and unavailability of the system, severally. to boot, an enormous proportion 113(43%), 154(58%), and 133(50%) disagreed on data-software anomaly, insecurity of the system, lack of ability, severally. On the opposite hand, a majority of 151(57%) and 170(64%) believed in excess customization and poor net

connections, severally. Results any indicate that 107(40%) respondents perceived the inflexibility of the Almnach system as a technological challenge for effective utilization of the Almanach system on care service provision.

#### **4.3 Limitations of the Study**

The depth and the scope of the study were limited in terms of attribute of management and also on geographical limitations due to the funds and time for the researcher to conclude the study.

## CHAPTER FIVE

### SUMMARY, CONCLUSION AND RECOMMENDATIONS

#### 5.0 Introduction

The presentation made in this chapter comprised of the findings from this study, the conclusion and the recommendation that were considered appropriate for both this organization and other parties that may need the information regarding an assessment of the ERP System at Somali Red Crescent Society .

#### 5.1 Summary of Key Findings

The prevailing aim of this survey was to evaluate the effectiveness of ERP system implementation on tending service delivery at Somali Crescent Society Specifically, the study was supposed to spot the contribution of ERP systems in up tending service delivery, investigate challenges facing SCS on implementing ERP systems, and counsel appropriate solutions for enhancing the effectiveness of ERP systems on service delivery.

Results of the study incontestable that the bulk of the respondents united that the Almanach system has helped to cut back hospital-running prices, patient looking forward to time, and physicians' errors. Moreover, the respondents additionally rumored improvement in burry division communication, hospital billings, patient registration, client-workers interaction, decision-making method moreover as improvement in designation and treatment procedures. Alternative advantages rumored embody quickening in data interval, a rise in patients' data confidentiality, and also the generation of period of time knowledge pertinent to the hospital wants.

The factors preventive effective implementation of the Almanach system unit of measurement into two main categories; technological-related and human-related challenges. General findings of the study unconcealed that excess customization, poor net connections, poor response, system instability, inflexibility furthermore irregularities in power provide were the most technological-related challenges identified. On different hand, human-related challenges known include user resistance to alter, inadequate management support, restricted IT support, and inadequate user coaching.

To intensify the effectiveness of the Almanach system on tending service delivery, the bulk of the respondents planned improvement within the Almanach system server, adequate management

support, sensible net property, decent user coaching furthermore because the addition of IT workers as main solutions for the presently existing Almanach system implementation challenges.

## **5.2 Conclusions**

This study has with success probed the success of ERP system accomplishment on care service delivery at SRCS. From the summarized key findings on prime of each specific objective provided some yield as below:

### **5.2.1 Contribution of ERP system in improving healthcare service delivery at SRCS**

This analysis culminates that the acquiring and utilization of the Almanach system at Somali Red Crescent Society is vital for enhancing tending services delivery. This can be a result of most assessed areas majority of the respondents in agreement with the Almanach system to possess a positive impact.

### **5.2.2 Challenges facing SRCS on executing ERP system**

In face of the advantages, that usage of the Almanach system has brought in commission delivery at Somali Red Crescent Society, this analysis considers excess alteration, poor internet connections, poor response, system instability, inflexibility, irregularities in power supply, user resistance to vary, inadequate management support, restricted IT support conjointly as meagerly user work as serious challenges that if not take into thought, shortly may comprehend efficiency of Almanach system.

### **5.2.3 Suitable solutions for enhancing the effectiveness of ERP system on service delivery**

In respect of solutions planned by respondents to reinforce the effectiveness of the Almanach system on service delivery as summarized in Section five.1, this study concludes that everyone these solutions because it has been found within the literature area unit relevant for the sure-fire implementation of the Almanach system at Somali Red Crescent Society.

## **5.3 Recommendations**

In place to optimize advantages related to Almanach system to aid healthcare service delivery at SRCS, this study recommends that SRCS has to customize the system provided that seen befittingly by end-users, once such happened users ought to like a shot be trained to deal with new options. By end-users, when such happened users should immediately be trained to cope with new features. Additionally, this study recommends an upgrade of the server to eradicate challenges related to poor response and system instability.

There is a need to hire more IT personnel to ensure sufficient user support when challenges happen in the system. There is additionally a desire for prime management to produce quick web services to extend system potency for communication with stakeholders' systems that don't reside inside SRCS. Moreover, another and reliable supply of power capable of activity electricity within the entire hospital must be acquired.

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## APPENDIX I: INTRODUCTION LETTER



Date: 19<sup>th</sup> July 2022

TO WHOM IT MAY CONCERN

MARYAN ABDULLAHI MOHAMUD- DHD/8/00029/1/21

This letter serves to introduce the above named who is a (Diploma in Community Health Development) student and is interested in carrying out research on An Assessment of the Enterprise Resource Planning System: A Case Study of Somali Red Crescent Society in Somalia.

Any assistance accorded to her in pursuit of this study will be greatly appreciated.



Yours Sincerely,

Juster Nyaga  
Dean, School of Management and Leadership

## APPENDIX II: QUESTIONNAIRE

### SECTION A: General Information

1. What is your Gender    Male                Female   

2. In which department are you working in?

.....

3. State your age

Over 55   

46 – 55   

25 – 45   

Under 25   

3. What is your level of education?

Secondary school   

College   

Degree   

Post graduate   

Others   

4. How long have you worked at Somali Red Crescent Society?

Years	Tick (√ )
Above 10 years	
5-10 years	
Less than 5 years	

**Section B: Contribution of ERP System (Almanach) Implementation Challenges in Health Care Service Delivery**

Please tick whether the following benefits realized by your organization following the use of Almanach system. Find the rating scale below:-

(1 = Strongly agree, 2 = Agree, 3 = Neutral, 4 = Disagree, 5 = Strongly disagree)

NO	DESCRIPTION	1	2	3	4	5
	Almanach has reduced hospital running cost					
	Almanach has reduced patient waiting time					
	Almanach system has improved inter departmental communication					
	Almanach system has reduced physicians' errors					
	Almanach system has improved accurate billings					
	Almanach system has improved diagnosis and treatment procedures					
	Almanach system produces information as per the health care needs					
	Almanach system has improved decision making process					
	Almanach system has improved new patients registration process					
	Almanach system has improved issuance of medicine from pharmacy					
	Almanach system has increased confidentiality of patients records					
	Almanach system has quickened information response time					
	<b>System Implementation Challenges –Technological &amp; Human factors</b>					
	Almanach system is not reliable					
	Almanach system is not secured					
	Excessive customization					
	Poor local area network connections					
	Poor data quality					
	Insufficient administration backup					
	Scanty end user coaching					
	Impoverished dealer backing					

NO	DESCRIPTION	1	2	3	4	5
	Users resistance to change					
	Insufficient IT Support					

**Section C: Solutions for ERP System (Almanach) implementation challenges**

In your perspective, what do you regard as mandatory an approach to be taken to tame Almanach system execution challenges?

- i. ....
- ii. ....
- iii. ....
- iv. ....
- v. ....

**APPENDIX III: TIME SCHEDULE**

<b>MONTH</b>		<b>JULY</b>				<b>AUGUST/SEPT</b>				<b>OCTOBER</b>				
<b>Week</b>		1	2	3	4	1	2	3	4	1	2	3	4	
<b>ACTIVITIES</b>														
<b>Proposal Writing</b>		■												
<b>Presentation</b>						■								
<b>Data assortment</b>								■						
<b>Data Analysis</b>										■				
<b>Report Writing</b>												■		
<b>Submitting Report</b>													■	

#### APPENDIX IV: BUDGET

<b>Activity</b>	<b>Estimated expenditure</b>
Acquisition of stationery	Ksh.5,000
Data collection and data analysis process	Ksh.5,000
Commuting costs	Ksh.5,000
Telephone usage & internet access costs	Ksh.5,000
Overheads	Ksh.5,000
<b>Total cost</b>	<b>Ksh.25,000</b>