



ABSTRACT

The modern business houses have recognized Enterprise Resource Planning (ERP) software package as a major tool to gain competitive advantage in a dynamic business environment. Since, ERP system implementation is a significant investment, the inductive approach study tries to evaluate the impact of an ERP system to organizational business performances by studying the distribution process of Ceylon Petroleum and Storage Terminals Limited (CPSTL), Kolonnawa oil installation.

Both the primary data and secondary data used in this study. The primary data and information gathered through the contacts with the employees who interact with ERP system in their day-to-day operations for corporate needs and the secondary data gathered through the administration database and the ERP- System Applications Products (SAP) online database of CPSTL.

The gathered information analyzed using the statistical software of SPSS. The regression analysis is carried out for the factors mentioned in the category of productivity in the pre and post implementation periods. Questionnaire survey was conducted to evaluate the operational efficiency and the end user satisfaction using the multiple choice method.

The evaluation of the impact of an ERP system to the business performance of CPSTL achieved a good degree of significance as indicated by the results of data analysis. The impact on the business performance could be most tremendous in the long term period. In the short term, the organization could expand the production capacity and to become more efficient in their process. The high degree in the end user satisfaction features has also lead the organization to perform accurate and energetic process flow. The top management could make error free decisions to gain more productivity in the long term while achieving the returns of investments and the increasing profits of the returns of scale.

Key Words: Enterprise Resource Planning (ERP), Productivity, Efficiency, Satisfaction