

<p>The Level of Deployment of Enterprise Resource Planning (ERP) in the Banking/Financial Sector in the Kurdistan Region</p>		<p>Banking & Financial Sciences</p> <p>Keywords: entrepreneurship, company, production, human resources, Kurdistan region, banking, finance, etc..</p>
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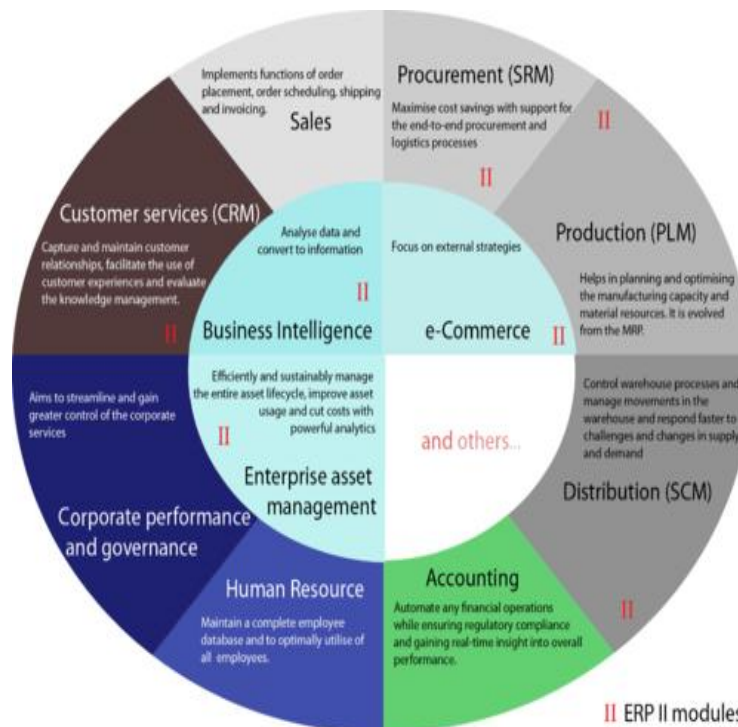
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Abstract

As we all know that Enterprise Resource Planning (ERP) project is a large enterprise program which is installed in big companies all over the world to manage the business efficiently. Most of the commonly used modules in the well known ERP packages comprise of: Setup; Stores/Inventory; Accounts/Finance; Production; Human Resources; CRM. Henceforth it is very essential to make a comprehensive study on deployment (usage) of well known ERP packages in the Banking/Financial sector of the Kurdistan region. This was the main idea to choose this interesting topic to make an empirical research. A comprehensive research was done with this viewpoint. An empirical quantitative based survey was done. The data was analyzed using SPSS version 19.0.

Introduction

Enterprise Resource Planning (ERP) is a large group of software’s that is used in any organization to manage its business efficiently & effectively. The core module of any ERP includes: Product planning, cost, Manufacturing or service delivery, Marketing and sales, Inventory management, Shipping and payment, etc.



Some of the well known ERP products known in the market today are as follows: SAP, BAAN, Oracle. Although the cost of these ERP products is too high but these are very useful & efficient in the long run.

As we all know about the primary objective of any research is to study the past and explore which should be unique in itself. This is the primary objective of any type of research in similar manner we selected this interesting topic related to the banking industry our main research objective have been exhaustive study of the past related to topic. Study the current scenario value addition to the findings.

Research Methodology

The researchers used empirical quantitative research method to find out the usage of bank accounts by the citizens of Kurdistan. A questionnaire was distributed among various citizens of Kurdistan who have bank accounts. The researchers used random sampling method to cover the entire research population. The researchers distributed 70 Questionnaire, 50 questionnaire were received but only 48 questionnaire were completed. Statistical Package for Social Science SPSS software version 19 was used for analysis. Questionnaire was designed by the researchers for research purpose.

Research Problem

We all know that ERP plays a major role in the development of banking sector of any country. Henceforth it becomes very important for us to analyze and develop the banking sector of our region. In our research we have tried to analyze/suggest various points on this important topic. We have analyzed this critical issue in our research. We hope our research helps the people of Kurdistan region for a better future ahead.

Research Importance

As we all know that the Banking Industry is not doing very well these days especially in the Kurdistan region henceforth our research becomes more important. We need to work together to revive the critical Banking Industry for the betterment of mankind. It seems that people have lost all hopes in this important sector.

We need to leave no stone unturned to bring back the confidence of citizens of Kurdistan in the Banking Industry. We are sure that our research will surely try to bring back this lost confidence. Further we would to publish our article in any leading journal so that our research becomes available globally.

Empirical Section

Data Analysis Using SPSS version 19.0

SPSS stands for Statistical Package for Social Sciences

After receiving the information of different banks in Kurdistan, learning how to use SPSS software program, we have analyzed our bank information using the following program.

According to the software package after applying our data in the system, we have received some results as shown below:

Statistics										
		How long with the Bank	Overall experience in Banking Industry	Age	Qualification	Gender	Marital Status	No of employees	Domestic, International or both	Nationalized or private
N	Valid	5	3	5	5	5	5	5	5	5
	Missing	0	2	0	0	0	0	0	0	0
Mean		1.4	1	2.8	1.2	0.6	0.8	2.2	3	2
Median		1	1	3	1	1	1	1	3	2
Mode		1	1	4	1	1	1	1	3	2
Std. Deviation		0.89	0	1.3	0.44	0.54	0.44	1.64	0	0
Variance		0.8	0	1.7	0.2	0.3	0.2	2.7	0	0
Minimum		1	1	1	1	0	0	1	3	2
Maximum		3	1	4	2	1	1	4	3	2

Demographic Analysis of the Research

1. Experience in their Bank (Number of years)
2. Overall experience in Banking industry (Number of years)
3. Age
4. Qualifications
5. Number of employees in bank
6. Type of bank Operation
7. Type of bank (Private or International)

Tables and Chart Diagram of the survey

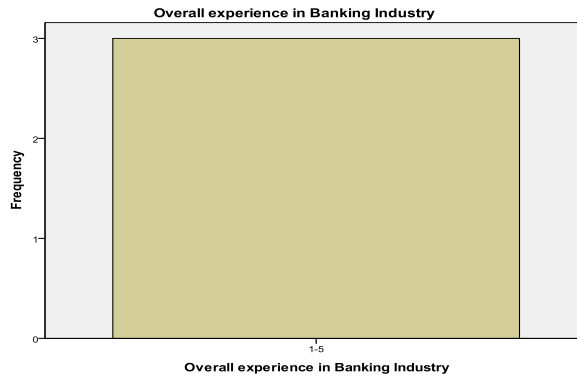
Question 1: How long have you been working in this bank?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5	4	80.0	80.0	80.0
	10-15	1	20.0	20.0	100.0
	Total	5	100.0	100.0	

Result: The average number of years employees have been working in the bank is four years and that shows the stability of employees and the bank that is a good for people who work in the bank.

Question No. 2: How many years is your overall experience in the bank industry?

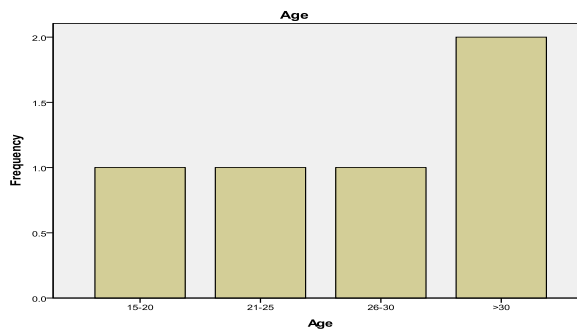
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5	7	60.0	100.0	100.0
Missin	System	6	40.0		
Total		13	100.0		



Result: The average of overall Experience of employees in the bank is seven years and that is an excellent indication. More experienced people can give better services.

Question No. 3. How old are the employees?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-20	1	20.0	20.0	20.0
	21-25	1	20.0	20.0	40.0
	26-30	1	20.0	20.0	60.0
	>30	2	40.0	40.0	100.0
Total		5	100.0	100.0	



Result: The average age of the employees in the bank is thirty years old and that mean most of the employees are young and in their early age of working.

Question No. 4: What are the basic qualifications of the Bank employees?

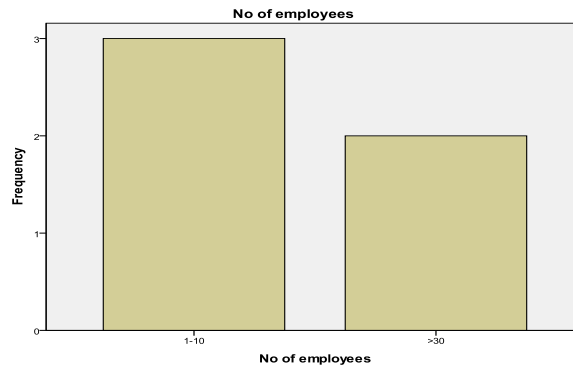
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Graduate	4	80.0	80.0	80.0
	Post Graduate	1	20.0	20.0	100.0
	Total	5	100.0	100.0	



Result: Most of the employees are Graduate’s which mean they have a Bachelor’s degree.

Question No. 5: What is the number of employees employed in your Bank?

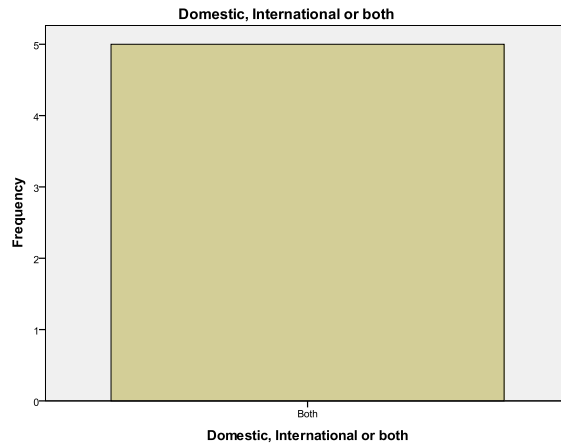
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-10	3	60.0	60.0	60.0
	>30	2	40.0	40.0	100.0
	Total	5	100.0	100.0	



Result: Some banks have a low numbers of employees which means it's a small branch however others have more numbers of employees which means it's a bigger branch.

Question No. 6: Is your operations domestic, international or both?

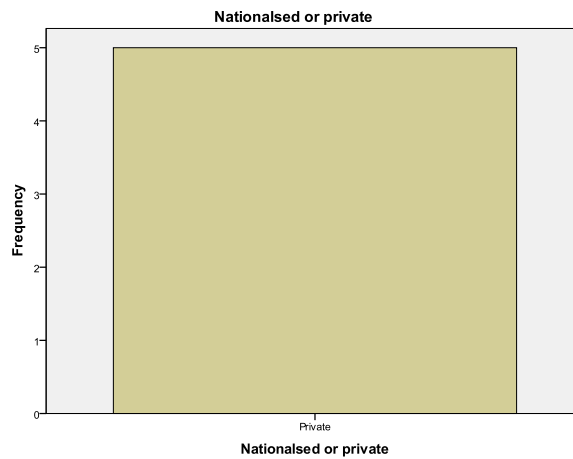
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Both	5	100.0	100.0	100.0



Result: The operations of all banks are both domestic and International. That is a great result for Kurdistan banks. They can expect more business by being dual nature.

Question No. 7: Is it a nationalized or a private sector Bank?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Private	5	100.0	100.0	100.0



Result: All the banks that we have surveyed in Kurdistan region are private.

A Summary of Final Results of our Research

After Visiting some banks in Kurdistan and filling up some form to receive some information about the banks in Kurdistan which mostly were private sector bank we concluded with such results:

- The average time that the employees have been working in the bank is four year and this is an indication of stability in the banks and it shows that the people who work in the banks keep their job for quite a long time
- The average of their overall experience in Banking is almost six years.
- The average Head counts is 35 employees in each bank of Kurdistan.

Based on the survey we have done the operations of the banks in Kurdistan are 100% Both Domestic and International. According to the Survey all the banks don't have the Opening online account-System (online registration) in the banks of Kurdistan, we recommend to the banks of Kurdistan to have opening account online system because this will be a good opportunity which will be helpful for people who live far away from the bank they don't need to travel all the way to the bank, it will give them the chance to directly open an account online, so we suggest that banks in Kurdistan should have opening online account in their systems. All the banks have been using ERP Software since the binging of establishing of the bank. When they have new employees they don't have any problem teaching ERP software. The banks have Multi branches all around Kurdistan and Iraq and that's a great option, because it will help people to go to same bank in different cities, just different branch. The Banks we visited don't have any branches outside of the country. Within the bank they are connected to their employees using Local Area Network (LAN) system, and they are connected to their employees outside of the bank using Wide Area Network (WAN) system. The basic documents a person requires to open an account in the banks are all National Identifications (Passport, ID, and Picture).

Limitations

Researchers did not cover entire population and results of the research may vary when the sample size increases and there will be huge scope for future researchers in this area.

Conclusion

Researchers would like to conclude that banking industry in Kurdistan region more towards the progress of the industry and to enhance the customer service majority of respondents are against investing money in the banks of the region and felt not safe in investing money, government has to prepare attractive financial policies to attract the investor from the region and worldwide.

Recommendations

Usage of ERP should be encouraged over the Banking sector in the Kurdistan region.

There should be a sense of awareness among the masses for the usage of ERP.

The masses should be made academically strong so that they may use the ERP effectively.

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