

Part of the Questionnaire as I was analysing the data and writing chapter 4 I realised that my questionnaire doesn't answer the following. So I asked 13 employees the following questions.

To determine the effects of Enterprise Resource Planning systems on productivity and value performance of an organisation.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?
2. Did the ERP platform/software/system increase or decrease productivity of the organisation?
3. Did the ERP platform/software/system benefit the employees?

Feedback:

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes they did. They ensured such measures were in place a couple of years prior to Covid, in the event of any disastrous happenings that could take place.

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

It allowed for continuity of ones work function, and for me it definitely increased productivity. This allowed for the ability to access our platforms at any time to work efficiently.

The access to our systems during Covid and thereafter definitely provides the option to be productive

3. Did the ERP platform/software/system benefit the employees?

From a work perspective it benefited my productivity, in ensuring things were done with good turnaround times. Keeping clients happy and being efficient.

On the downside, if one does not take the time to manage ones work life and personal life, the fact that you have access to your work systems all the time, can take away from your personal life. This access therefore requires one to be disciplined to separating ones work life from their personal life after work, to obtain the correct balance.in ones well being and time spend with family and friends.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

We used the normal platforms already available with the exception of a remote connection to lotus notes.

2. Did the ERP platform/software/system increase or decrease productivity of the organization?

Productivity was increased as we could work faster when processing credit applications.

3. Did the ERP platform/software/system benefit the employees?

I think it did as it normally took hours to complete a credit minute and this assisted with increased efficiency.

1. Yes Investec did provide us with an ERP with working from home period.
2. It increased the productivity, it is cloud based, so paperwork processes were diminished and new processes were put in place which increased productivity.
3. Yes it did benefit employees, as it saved us time in processing some of our tasks/deals.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, we used the systems already had and IT was always readily available, seems like now that we back in office the systems are giving endless issues.

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Working from home was best thing, yes helped a lot documents signed electronically, scanning documents removed helped making working process very smooth. One got things done.

4. Did the ERP platform/software/system benefit the employees?

One got things done, if there was an issue it was resolved asap.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes the company did

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

It helped a lot with productivity and time management, bit frustrating when there where issues or systems are down but overall, systems ran smoothly .

3. Did the ERP platform/software/system benefit the employees?

Did not just benefit employees, helped us render better service to clients also gave clients insights into future technology whereby they can do things themselves.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, our team has desktops where got given laptops and additional screen as well, we used all the same systems as we would in office

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, I could work anywhere as we would visit my parents farm just to escape our wall at home. Easy access to all data required everything was centralised and basically at a click of a button. Where in office one had to chat to people, get clearance systems made it easier.

3. Did the ERP platform/software/system benefit the employees?

Yes

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, company provided systems only issue was fibre and eskom. Trying to find a balance as we did go to work, lead to longer working hours at times.

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, easy to communicate with colleges across departments, process where streamline, meant more can be done. Some things client received in real time not eta required.

4. Did the ERP platform/software/system benefit the employees?

Yes, client to do more by themselves via the app or online, which allowed us to render better service and product advise to clients.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, used all same systems as at the office, only bore was when systems needed updates, load shedding

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, the fact that one did have to print, scan. Everything done electronically was great workflow was automated would automatically go to the next department.

4. Did the ERP platform/software/system benefit the employees?

Yes, it do especially now that we will never go back to working in office 5 days a week. Flexi work is the future thanks to the ERP system and technology

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, the company did

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, in so many ways helped serviced the client better. All tasks are automated, best was pulling reports, not having to print, save paper.

3. Did the ERP platform/software/system benefit the employees?

Just made life easier & also empowered clients they could do things on the app. Benefit for me was being able to track the workflow, something of the work as to go to various departments before its completed. Nice to see where your task is the progress.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, there where few setback at first but there after IT was on top of their game through out.

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Productivity increased and so the longer hours but at least it was flexible. If work work from 6am – 10pm the one day they following day or whenever you could start later. We did get to plan our day so we make time for our families as well.

4. Did the ERP platform/software/system benefit the employees?

Very much so, the flexibility is the ultimate benefit.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, like the fact that systems came with strong security had to authenticate before assisting a client

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Increased productivity

3. Did the ERP platform/software/system benefit the employees?

Yes, made it easier to access to information transparency & improved collaboration across departments

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, only thing that was a little irritating was system updates. It was always finding ways to improve the system for our benefit.

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, no manual paperwork or workflows everything is streamlined

3. Did the ERP platform/software/system benefit the employees?

Yes, systems spoke to each other, work was synchronized and just made it easier to work from home.

1. Did your organisation provide an ERP platform/software/system to use during the WFH period?

Yes, company really went all from providing laptops, additional screens and office chairs. IT was on stand by to fix any system issues

2. Did the ERP platform/software/system increase or decrease productivity of the organisation?

Yes, I was more productive cause the systems where great and also had strong support when required

3. Did the ERP platform/software/system benefit the employees?

Yes, and this allowed me to render better service to the client as our systems where seamline and had basically access to everyone.