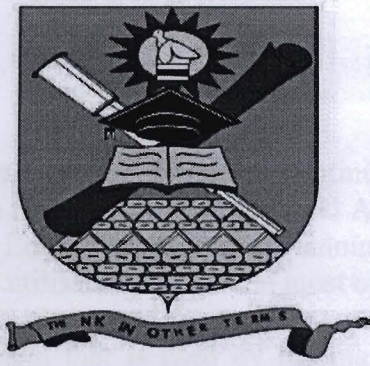


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National University of Science and Technology

FACULTY OF APPLIED SCIENCES

**TITLE: An assessment of Promun Enterprise Resource Planning utilisation in
Local Authority administration in Zimbabwe.**

SUBMITTED BY

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COMPUTER SCIENCE DEPARTMENT

ABSTRACT

While Enterprise Resource Planning system utilisation continues to grow and become more popular, they however still remain not fully utilised in Local Authorities. The benefits of full implementation and utilisation of Enterprise Resource Planning systems is known by Local Authorities' personnel, but the full utilisation has eluded most of them as these systems are not fully utilised. The purpose of this study was to research on the utilisation of the Promun Enterprise Resource Planning system that is used by the majority of Local Authorities in Zimbabwe. The research aims at giving an analysis on how the Promun system is currently being utilised by Local Authorities and then proffer possible means of ensuring the full utilisation of the system. Enterprise Resource Planning systems' importance continues to grow in Local Authorities and the government of Zimbabwe continuously monitors and evaluates the utilisation of these systems in order to ensure full utilisation. The office of the Auditor General monitors utilisation through the yearly Local Authority audits and also gives a critical analysis of each Local Authority on the usage of the Promun system. The study was formulated based on the Task Technology Fit with the aim of empirically investigating whether the Promun system fits the user tasks of users. The research was done through a questionnaire survey sent to Systems Administrators and Information Technology Managers of urban Local Authorities. Analysis of the data was done using the Statistical Package for Social Sciences, NVivo and Microsoft Excel. Research shows that there is no single Local Authority that has attained full implementation and therefore using Promun in its totality. Finally the research looks into the possible factors affecting the full utilisation of the system and the possible remedies. It is seen that the greatest threat to the full utilisation of the system are the system users who are averse to the use of the system and resist to technological changes in the environment. Proper training of the users and good change management techniques are needed to ensure that users understand use of the system and the benefits thereof.