



UNIVERSITY OF RUHUNA
FACULTY OF MANAGEMENT AND FINANCE

No. of Pages :02
No. of Questions:05
Total Marks :70

BACHELOR OF BUSINESS ADMINISTRATION HONOURS DEGREE

Three Hours

4000 LEVEL FIRST SEMESTER END EXAMINATION - AUG/SEP 2025

MGT 41623: Enterprise Resource Planning

Academic Year 2024/2025

Instructions:

- The question paper contains 05 questions.
- Answer all questions.

- 1.
- Explain the technological advancements that led to the development of Enterprise Resource Planning (ERP) systems. (4 Marks)
 - Briefly explain with practical implications how web services and-service-oriented architecture (SOA) enhance the flexibility and responsiveness of ERP systems. (4 Marks)
 - Critically evaluate the role of SAP in shaping the ERP industry. (6 Marks)
- (Total Marks 14)

- 2.
- Briefly explain how real-time data synchronization between 'ERP' and 'E-commerce' platforms supports strategic decision-making in an organization. (4 Marks)
 - Explain the key challenges associated with integrating ERP systems with E-commerce platforms. How can organizations mitigate these challenges? (4 Marks)
 - Discuss in what ways future E-commerce technologies can create competitive advantages for businesses using integrated ERP systems. (6 Marks)
- (Total Marks 14)

3.

- a) Explain how 'discount pricing strategies' are managed and controlled within an ERP system. (4 Marks)
- b) Explain the role of ERP systems in shifting business management from a functional-based view to a process-based view. How does this shift impact organizational performance? (4 Marks)
- c) Describe the significance of mobile computing in modern ERP systems. What are the opportunities and challenges associated with mobile ERP deployment? (6 Marks)

(Total Marks 14)

4.

- a) Discuss the role of data mining in enhancing customer relationship management using data from ERP systems. (4 Marks)
- b) Explain how ERP systems help to minimize the impact of disruptions in traditional supply chains. (4 Marks)
- c) "An ERP system improves the efficiency and accuracy of the sales order process by integrating all related activities from pre-sales to payment."

You are required to describe the key activities of the ERP sales order process and explain the role each plays in the sales cycle. (6 Marks)

(Total Marks 14)

5.

- a) List four (4) logistics information you can enter when creating a new product under the Inventory tab in the Odoo ERP system. (4 Marks)
- b) Discuss four (4) advanced features of the ERP Human Resources module and explain how they benefit organizations. (4 Marks)
- c) Explain how ERP systems support compliance with the Sarbanes-Oxley Act (SOX). (6 Marks)

(Total Marks 14)
