

ABSTRACT

This Research carried out in a hospital named Razia Medical Complex (RMC).

This study discourse the effects of implementation of Enterprise resource Planning (ERP) system on the patients satisfaction about waiting time, improvement in working culture and appointment system of the Razia Medical Complex (RMC).

The difference in satisfaction level of patients, cause by the implementation of ERP system, proved an effect of work load of employees and betterment in their performance.

This research is experimental and to find out the results quantitative methodology used. To find out the patients and employees satisfaction level close ended questionnaire were distributed before and after the implementation of ERP system to patients as well as employees.

According to survey result positive effect on patient's satisfaction with the implementation of ERP system has been found. The result shows that waiting time is reduced in consultancy and at queue at counter for payment and registration. Patients are motivated with appointment system, wait time, admission process, with record keeping of the prescription and transfer of data from department to department.