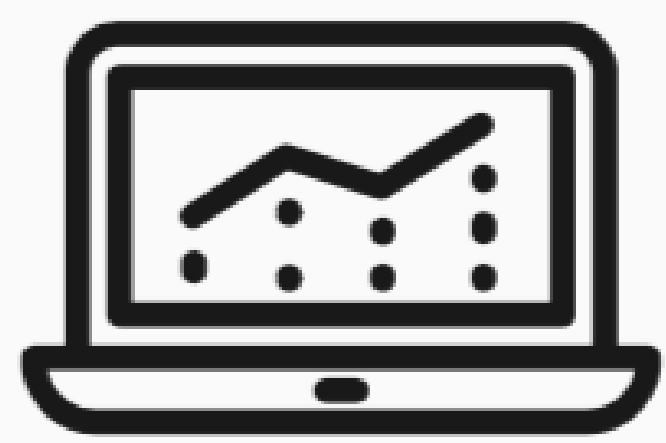


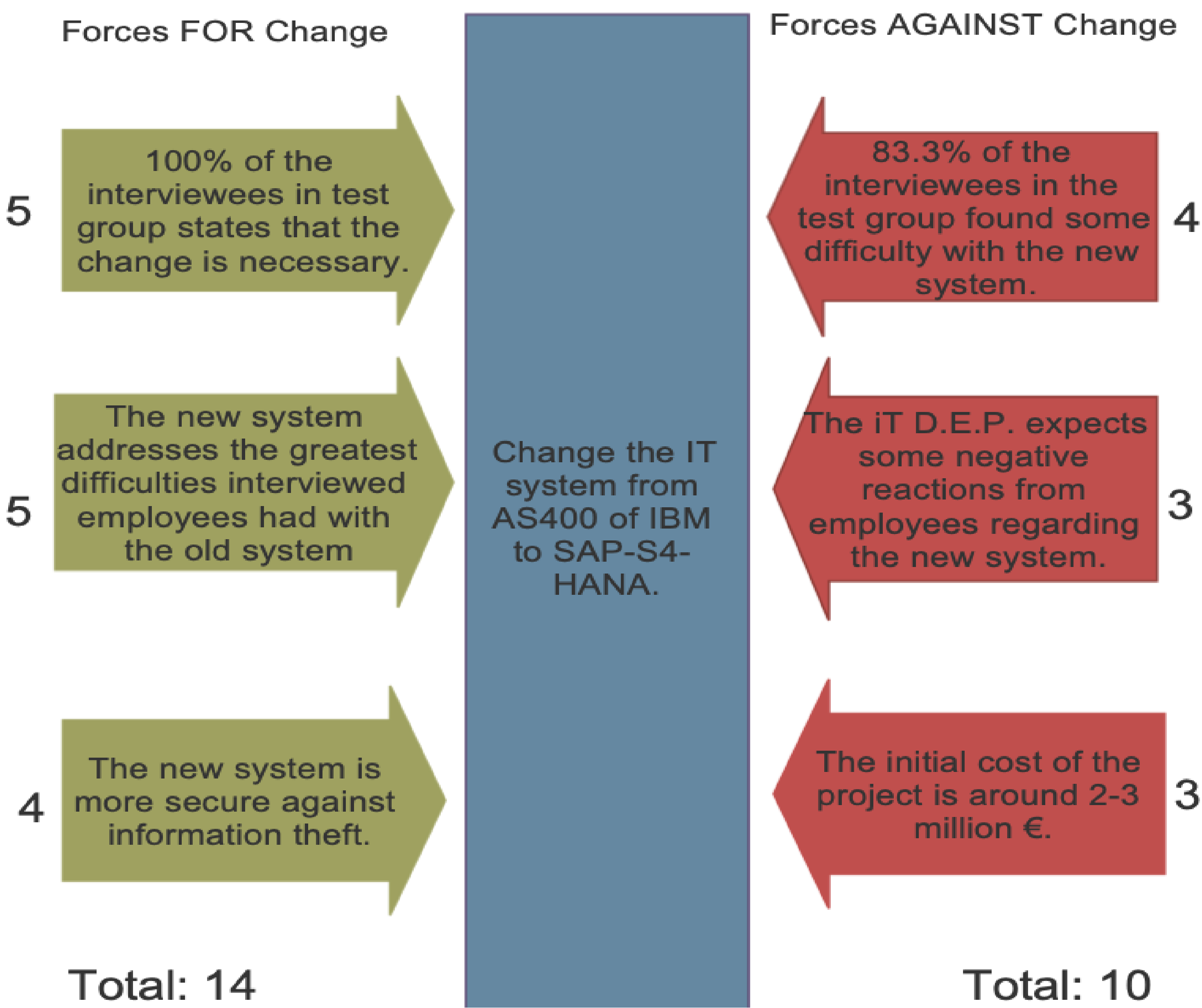
Should «Company X» change its IT system from a older system, System 1, to a later one, System 2, in order to maximize its workers productivity?

Problem

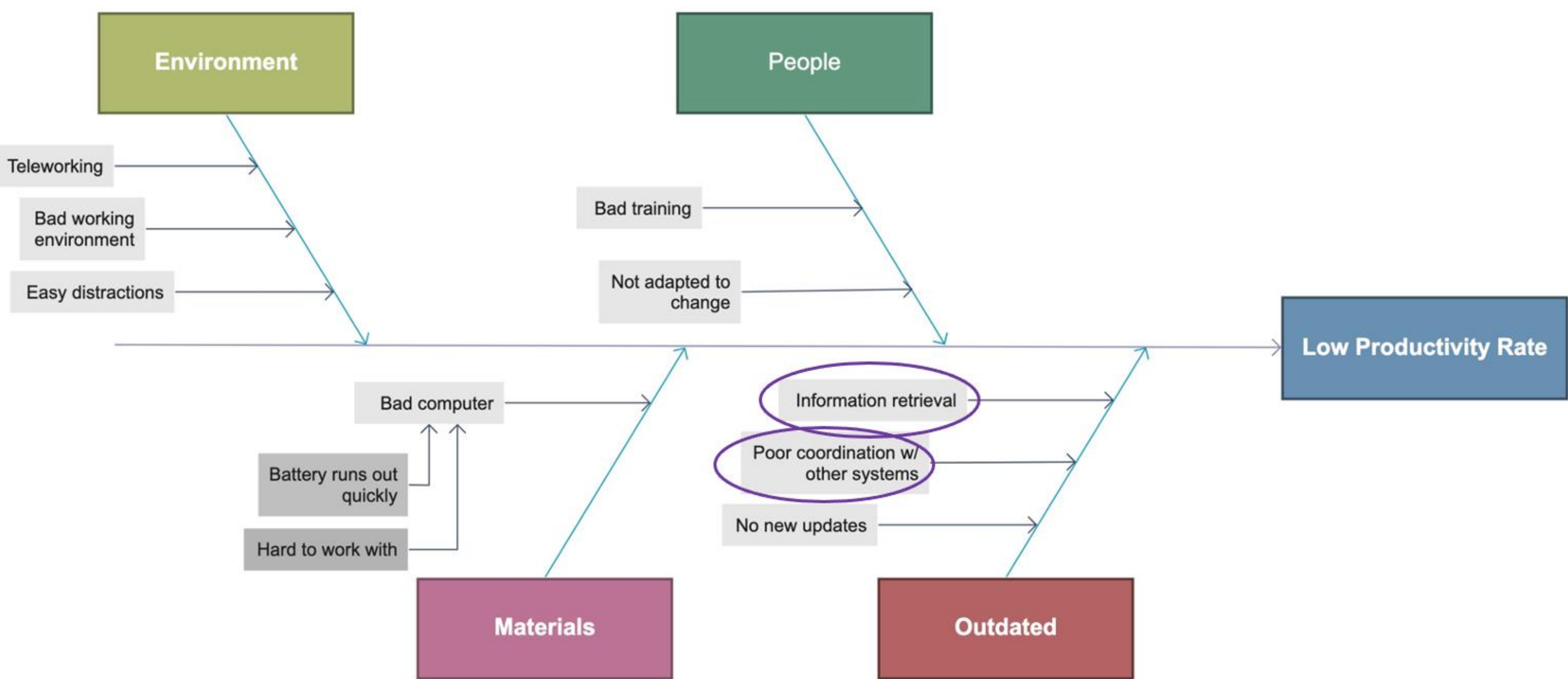
- 1) System 1:
 - Info extraction
 - Hard integration
 - Tailor-made, no license
- 2) System 2:
 - Facilitates info extraction
 - Easy integration
 - Secure against information theft
 - Difficulty adapting, pay license.



Forcefield Analysis



Fishbone Diagram



Objective

Using business tool and knowledge analyze both programs to provide advice on which is best.

Methods

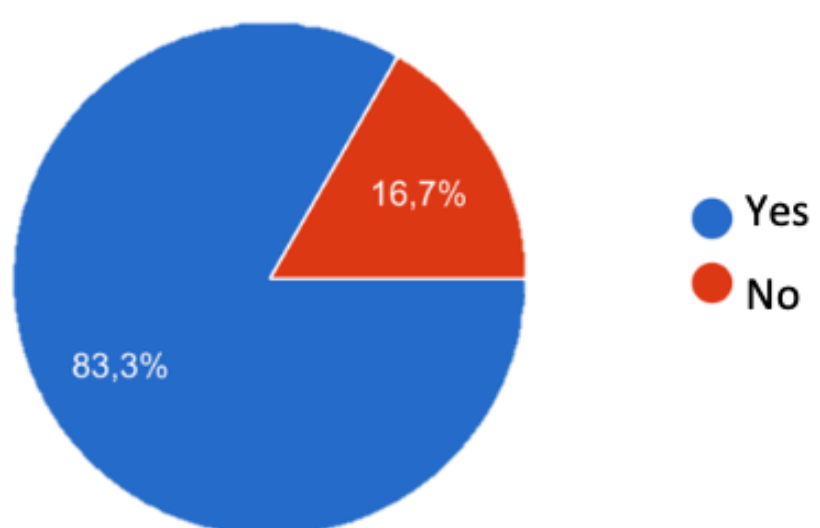
Three interviews and two surveys.

- Forcefield analysis
- Labor productivity rate
- Fishbone diagram.

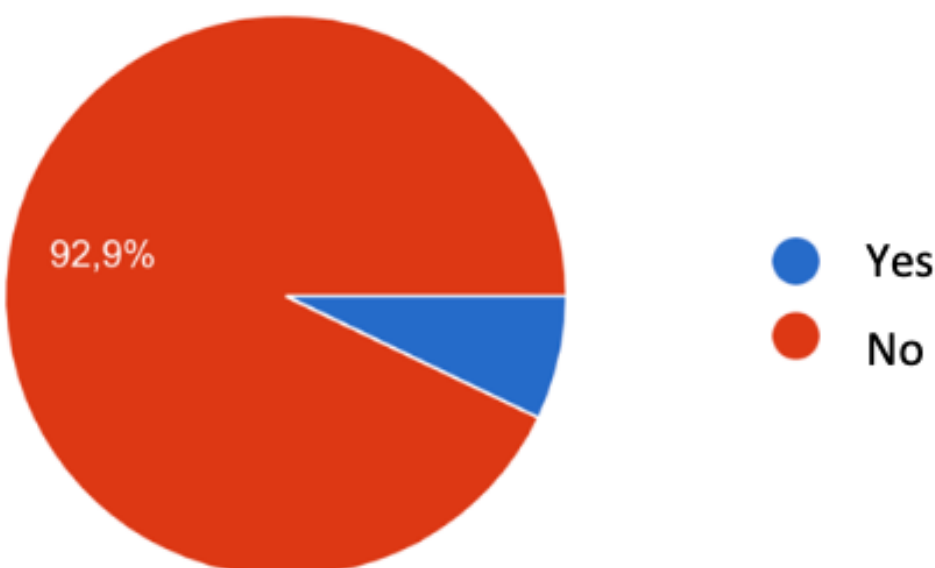
Main Findings

- Estimated cost of the project.
- Difficulties and advantages of systems.
- Employees reactions against change.
- Forcefield.

2. Did you find any mayor difficulties working with the new system?



1. Are you comfortable working with the current computer system?



Labor productivity

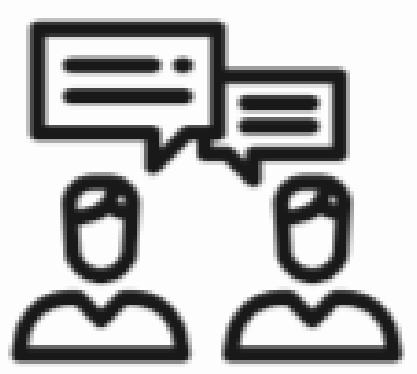
- 2019: 6147.02 units of productivity
- 2020: 5500.32 units of productivity
- 2021: 5164.68 units of productivity

Conclusions

- 1) Short term vs long term
 - Cost money, decrease efficiency
 - Increase efficiency, profit.
- 2) Stakeholders
 - Managers
 - Employees

Recommendations

- 1) Keep employees informed of the change
- 2) Further research such as on-the-job training
- 3) Appraisal when needed



Acknowledgments

Many thanks to "Company X" Financial, IT and General director; "Company X" employees for taking their time to answer the surveys and to my business manager supervisor for conducting me throughout this work.