**Mediating Role of Enterprise Resource Planning Implementation between Knowledge Management and Perceived Organizational Performance**

**Mohammad Rezaul Karim1, Norshahrizan Nordin 2 Mohammad Abul Kalam Azad3**

**1,2,3** **Faculty of Business & Communication, University Malaysia Perlis**

**1Shanto-Mariam University of Creative Technology**

**3 Northern University Bangladesh**

rezaul@studentmail.unimap.edu.my1,2

norshahrizan@unimap.edu.my2

abulkalam@studentmail.unimap.edu.my3

**Abstract**

Enterprise Resource Planning (ERP) is employed as a mediator in this study to determine if knowledge management has an impact on perceived organizational performance. In the corporate sector, ERP is essential to achieving performance effectiveness and efficiency, which in turn will invariably boost organizational productivity. Sometimes employees are refusing to share information in the regeneration process because they are worried about being replaced by younger employees, which puts the knowledge sharing process on pause. Since ERP system is an integrated and playing ubiquitous role in the organization it requires users’ connectivity and more knowledge sharing among themselves to achieve optimum organizational performance. An integrative framework is used to determine the relationships of key variables of knowledge management, ERP implementation and perceived organizational performance. In this research, physician, senior management, administrative staff and nurse from 50 healthcare organizations of various areas of Bangladesh were randomly sampled, 380 respondents are used in this study. Data analysis is undergone through Structure Equating Model (SEM) with assistance of SPSS application, the writer can see the relationship of knowledge management and its influence on organizational performance.

**Keywords**: Enterprise Resource Planning (ERP)**,** Knowledge Management, Knowledge Creation, Knowledge Sharing, Organizational Performance.