

Evaluating the Success Factors of Enterprise Resource Planning

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Abstract

Many organizations have not invested adequate time when it comes to software selection, business case justification, benefits realization or post-implementation audits when there are using ERP systems. In light of such a high failure rate, many authors have proposed success measurement models in order to identify success factors that would help organizations to achieve success in ERP implementation. The purpose of the study is to provide a set of guidelines in the form of a model that would present critical success factors that needs to be considered when Implementing ERP systems. This could be beneficial for a project team that is handling ERP implementation. As mentioned in previous chapters, research on ERP success factors has been either conducted using IS models or through research conducted with focus on ERP implementation process. The study also aims to clarify the relationship between these two approaches. The research takes a deductive approach. A quantitative research method is selected to felicitate the deductive approach taken to conduct the research. A Judgmental or Purposive sampling technique is used in order to conduct the survey. The people chosen for the sample should be key informants on ERP systems. Fully structured questionnaire was used which covers the selected dimensions and identified factors derived from secondary research. Factor analysis applied in the analysis to identify the relationships between different factors and examine the significance of each factor. Factors under management not only has an effect towards the IS success measurement models but also throughout the ERP implementation process. Hence IS models need to take into account of the effect that management factors have towards the IS success measurements.

Keywords: *Enterprise Resource Planning, Factor Analysis, Information Systems Model, Regression Analysis, Success Factors.*