

Conflict Categorization of ERP Implementations in Asia Pacific Region

H.M.P.S. Herath (padmikaherath@gmail.com)¹, J.P. Rajakaruna¹

¹ abas ERP, Ambagahapura, Maharagama, Sri Lanka.

Abstract

An Enterprise Resource Planning (ERP) system is an integrated software system, typically offered by a vendor as a package that supports the seamless integration of all the information flowing through Business Processes, Business Intelligence, Business Integrations, Collaborations, etc. This research is intended to discuss on complications in ERP implementation in Asia Pacific (APAC) region with the client, vendor, implementer, consultant and project management perspectives.

The objective of this research-in-progress paper is to develop a clear visibility of categories of conflicts in ERP projects in multicultural environments. Categorization of ERP project implementation related conflicts would provide better preparation for a successful project implementation and delivery. This is the first attempt for the journey to consolidate the literature on the conflicts associated with ERP projects. Also seeking for uplift the understanding of conflict and managing the same effectively in APAC region.

In this case our research question is “Can we categorize ERP project related conflicts?” and if so, “What are the categories of conflicts in relation to ERP implementation in APAC region?” Alsulami (2013) on his “Consolidating Understanding of ERP Conflicts : A dialectic Perspective, Computer Science and Information Systems Faculty, Umm Al-Qura University” categorised ERP projects conflict related to Australian experience into two; such as “Technical related and Process related”. However, thirteen business cases in Sri Lanka, India and Malaysia show us conflicts can be categorised as “People related, Technology related & Methodology related”. These findings can be effectively used by ERP Implementers, Vendors, Consultants, Project Managers and Researchers in their respective projects.

Keywords: *Conflict Management, ERP Implementations, People*