

UNIVERSITI TEKNOLOGI MARA

ERP SYSTEM IMPLEMENTATION:
USER ACCEPTANCE

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ABSTRACT

Enterprise resource planning system (ERP) is a complex software package that supports integrated real-time settings across multiple business functions within an organization. The ERP system increases productivity, but only the extent to which employees receive and use this system widely to carry out their duties. Thus, this study has been made to find the key factors that cause users in Klang Valley to use the ERP system and based on the 'Unified Theory of Acceptance and Use of Technology ' or 'UTAUT' model (Venkatesh et al., 2003) with little adjustment. Questionnaire has been used. A questionnaire was distributed to employees in the Klang Valley and a total of 149 questionnaires were returned with answers that could be used for analysis. The analysis we used the Statistical Packages for Social Science (SPSS) version Analysis Pearson correlation and regression. The results of this study show that the "performance expectancy," variables and " effort expectancy" variables play an important role in determining "intentions" to use the ERP system and "gender" is an important moderator factor in the relationship between " effort expectancy" and intention to use the ERP system. However, other factors such as "social influence", and "facilitating condition" variables have an unimportant impact on the desire and use of the ERP system. The results of this study give meaning to management to pay attention to "performance expectancy," and " effort expectancy" while planning and implementing strategies to promote the use of the ERP system. Additionally, the results of this study can also be used as important information by ERP software providers to design and market their ERP software in the Malaysian market

Keyword: Enterprise Resource Planning, ERP, Acceptance Models, Moderating variables, Information systems

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