UNIVERSITI TEKNOLOGI MARA

ERP SYSTEM IMPLEMENTATION: USER ACCEPTANCE

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Computing Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

July 2017

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

ACKNOWLEDGEMENT

First and foremost, the deepest gratitude of all shall be bestowed to Allah the Almighty and The Merciful for all the insight which He gave to us that lead to the completion of this research. Without His blessings and consent, I might not have enough courage and determination to complete this research. All my thanks and appreciation will be lay upon Him.

My deepest gratitude is extended to Puan Zan Azma Binti Nasaruddin, for all assistance, advice, guidance, encouragement, new ideas and invaluable support given as my project supervisor for a better quality in my research.

Finally, I would like to express my deepest gratitude to my beloved parents and families for all support and courage towards my success. Without their personal sacrifices and being a constant source for encouragement, especially in the final stages, this thesis would not have been possible.

Thank You.

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