

UNIVERSITI TEKNOLOGI MARA

**CRITICAL SUCCESS FACTORS (CSF) FOR
ERP:
HOSPITAL UNIVERSITY SCIENCE
MALAYSIA
(HUSM)**

AZWANI BINTI AWANG

**Bachelor of Science (Hons) Information System Engineering
Faculty of Information Technology And
Quantitative Science**

November 2006

Universiti Teknologi MARA

**Critical Success Factors (CSF) Model for Erp:
Hospital University Science Malaysia
(HUSM)**

Azwani Binti Awang

Thesis submitted in fulfillment of the requirements for
Bachelor of Science (Hons) Information System Engineering
Faculty of Information Technology And
Quantitative Science

November 2006

ACKNOWLEDGEMENTS

Throughout this honours journey, there are a number of people that I would like to acknowledge for continuing support and kind help that they has been offered to me. Firstly, a huge thanks to my extremely inspiring, extraordinary and kind supervisor Puan Norhayati Abd Hamid – thanks for believing in me and guiding me, it has been an honor to be your student and your friend, and I could not have done this without you and your insights. Your expertise and competence is tremendous.

Secondly, I would like to thank the interviewees that so kindly offered their valuable time in order for me to do conduct this research, thanks for letting me have the opportunity to interview you and provide me with information. I have had the opportunity to share knowledge and ideas and learn from a number of people within the school of HUSM, particularly within the software engineering and the information systems research areas. I am very grateful for the support, help, guidance, teaching and resources that I have received, so thank you all. Thanks for giving me some insight into the field. In particular, I would like to thank Mr Rasid Abd Rahman, Chief of Information System in Pusat Pengetahuan Komunikasi & Teknologi, HUSM (for your knowledge and commitment), Mr Nik Nashron Abd Aziz (for your excellent tutorials) and a special thanks to Mr Azman Zaifikar for your thorough guidance and assistance.

I am grateful for all the back-up received from my family, friends and housemates - sorry for being “in my own world” - thanks for all your patience, your understanding and for caring about me.

Finally, to all the people who had assisted me directly and indirectly in completing the thesis, thank you for your help and contributions.

TABLE OF CONTENTS

	Page
DECLARATION	ii
ACKNOWLEDGEMENT	iii
LIST OF TABLE	vii
LIST OF FIGURE	viii
ABSTRACTS	ix
CHAPTER 1: INTRODUCTION	
1.0 BACKGROUND OF THE RESEARCH	1
1.1 PROBLEM STATEMENT	2
1.2 RESEARCH QUESTIONS	3
1.3 OBJECTIVES OF THE RESEARCH	4
1.4 SCOPE OF THE RESEARCH	4
1.5 SIGNIFICANCE OF THE RESEARCH	5
1.6 RESEARCH APPROACH AND METHODOLOGY	6
1.7 LIMITATION OF THE RESEARCH	7
1.8 OVERVIEW OF THE RESEARCH	8
CHAPTER 2: LITERATURE REVIEW	
2.0 OVERVIEW OF ERP	10
2.1 CRITICAL SUCCESS FACTORS FOR ERP FEATURES	12
2.1.1 Classification of CSFs in Unified Model by Esteve and Pastor (2000)	12
2.1.1.1 Organizational Perspective	13
2.1.1.1.1 Strategic Context	13
2.1.1.1.2 Tactical Context	17

ABSTRACT

This research project involves an investigation and identification of critical success factors (CSF) in the ERP system exists in Hospital University Science Malaysia (HUSM). The environment of HUSM is divided into two, which are the hospital environment and the university environment. This research is mostly focusing on the university environment.

This research is done based on an extensive literature review done recently. From the extensive literature review, 20 unique CSF in the model were identified. However none of these factors focused specifically on the system in HUSM.

The ERP model developed is divided into 4 factors for consideration, which are strategic factors, the organizational context, tactical factors, and technological context. It was found that interviewed discussed 16 of the 29 factors identified from literature, and also addressing 4 new factors that were not identified earlier in the literature. These new factors concerned competitive edge, service for students, knowledge management and system ownership. It was also found that although 5 of the factors were addressed, some of the factors were addressed more frequently than others during the interviews.

This research gave an important insight into the implementation school of IS while adding theory and knowledge with a focus on ERP implementation within a university environment (Iivari 1991).

Therefore it is hoped that future ERP implementations can draw upon and learn from this research project. The author calls for a further investigation into the relationships between the different factors found to contribute to the possibility of a successful ERP implementation in a university environment and a future comparison between different ERP implementations in other university sites and the differences in the CSF's that might exist.