

UNIVERSITI TEKNOLOGI MARA

**CRITICAL SUCCESS FACTORS OF
ENTERPRISE RESOURCE PLANNING
SYSTEM IMPLEMENTATION IN HIGHER
EDUCATION INSTITUTION**

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ABSTRACT

The evolvments of Enterprise Resource Planning system make most industries or organizations change from legacy system to new Enterprise Resource Planning system. These changes also give huge impact towards the organizations because the business process for the whole organizations will be changed. Education sectors nowadays already implementing and adopting Enterprise Resource Planning systems to replace the legacy systems. The differences Enterprise Resource Planning systems between higher education institution and organizations are obvious where higher education institution adopting Enterprise Resource Planning systems mostly for academic purposes while organizations adopting Enterprise Resource Planning systems for companies business purposes. The objectives for this study is to identify the Critical Success Factor of Enterprise Resource Planning implementation in Higher Education Institution to be measured from past studies that focusing on higher education literature review. There are 10 elements of Critical Success Factors were chosen such as support of top management, expectations of management, business process reengineering, project team competence and composition, users training, interdepartmental communication and cooperation, integration and systems development of users involvement, culture resistance within organization, support from vendor and consultant for user and upgrades and changes of the system to new versions. The mean score for each Critical Success Factors were measured to rank the level of priorities of the success factor for second objective. Whereas the result shows there are three of the Critical Success Factors that influence the success of Enterprise Resource Planning implementation in higher education which the measurement done by using linear regression towards mean to achieve for third objective of this study. Further research could be enhanced by studying others higher education institution Enterprise Resource Planning system implementation for data collection to get more generalize findings.

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