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Author CHENG CHIA CHING
Author's Email Address No Public.
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Abstract
The Implementation process of an (ERP) system is an interactive process between IT staff and users. The types of interactions could be affected by the implementation stages,the size of business, and the characteristics of system developers. This study attempts to explore the relationships between these factors and the interaction types during ERP implementations between IT staff and users. We also want to explore how those different types of interactions affect the results of ERP implementations. The main purpose of this study is to explore the possible interaction types during ERP implementation processes between IT staff and users. Three external variables are analyzed including the stages of implementation, the size of an enterprise, and the personal characteristics of IT staff. The linkage between project performance and interaction types are also explored. A case-study approach is used to collect data and the content analysis method is used to analysis data.
The results of the study are as follows; (1) there are 17 interaction types identified; (2) the performance of an ERP System might be affected by the interaction types between IT staff and users (3) there are minor differences in interaction types between different implementation stages (4) different size of enterprises might affect the possible types of interactive behavior between IT staff and users (5) the size of an enterprise might affect the implementation performance of an ERP project (6) the different personality between IT staff in the same enterprise might present different interaction types.
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