

## **Collaborative Technology Implementation Success and Knowledge Capacity: Case of Tunisian Banks with Mixed Capital**

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**Abstract :** Organization resource planning implementation success is important. Today`s competitors in business, in enterprise resource planning and in managing are becoming one of the main tools of achieving competitiveness in business. Resource technologies are considered as an infrastructure to create and maintain business to improve front and back-office efficiency and effectiveness. This study is significant to bring new ideas in determining the key antecedents which are technological resource planning implementation based on knowledge capacity perspectives and help to understand the key success factor in the Tunisian banks. Based on a survey of 150 front office Tunisian agents working in Tunisian banks with mixed capital, using Groupware system, only 51 respondents had given feedback to this survey. By using Warp PLS 3.0, through several tests the relationship between knowledge capability and Groupware implementation success having beta coefficient 0.37 and P-Value <0.01. This result highlights that knowledge capability of bank agent can influence the success of the Groupware implementation.

**Keywords :** groupware implementation, knowledge capacity, partial least squares method, Tunisian banks

**Conference Title :** ICITM 2015 : International Conference on Innovation and Technology Management

**Conference Location :** Venice, Italy

**Conference Dates :** April 13-14, 2015