

Upward Millennium: Enterprise Resource Planning (ERP) Development and Implementation in Pakistani Organizations

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Abstract : Enterprise Resource Planning (ER) as component of Information Resource System has turned up as one of the most demanding software in market for the new millennium. ERP system automates the core activities of any organization such as finance, manufacturing and supply chain management, human resource etc. to generate an access to the information in real time environment. Despite this fact many of the organizations globally particularly in developing country Pakistan are unaware and avoid adopting it. The development and implementation of ERP system is a complex and challenging process. This research was aimed to explore the benefits and coping strategies (with reference to end user reaction) of organizations those have implemented ERP. The problems addressed in this study focused the challenges and key success factors regarding implementing ERP Pakistani Organizations. Secondly, it has explored the stumbling blocks and business integration of those organizations that are not implementing ERP. The public and corporate sector organizations in Pakistan were selected to collect the data. The research finding shows that the organizational culture, openness towards adoption and learning, deployment and development, top management commitment and change systems, business processes and compatibility and user acceptance and reaction are contributing factors for successful implementation and development of ERP system. This research is thus an addition to enhance knowledge and understanding of implementation of ERP system in Pakistan.

Keywords : ERP system, user acceptance and involvement, change management, organizational culture

Conference Title : ICCPM 2016 : International Conference on Construction and Project Management

Conference Location : Cape Town, South Africa

Conference Dates : November 03-04, 2016