

Identification of Factors and Impacts on the Success of Implementing Extended Enterprise Resource Planning: Case Study of Manufacturing Industries in East Java, Indonesia

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Abstract : The ERP is integrating all data from various departments within the company into one data base. One department inputs the data and many other departments can access and use the data through the connected information system. As many manufacturing companies in Indonesia implement the ERP technology, many adjustments are to be made to align with the business process in the companies, especially the management policy and the competitive advantages. For companies that are successful in the initial implementation, they still have to maintain the process so that the initial success can develop along with the changing of business processes of the company. For companies which have already implemented the ERP successfully, they are still in need to maintain the system so that it can match up with the business development and changes. The continued success of the extended ERP implementation aims to achieve efficient and effective performance for the company. This research is distributing 100 questionnaires to manufacturing companies in East Java, Indonesia, which have implemented and have going live ERP for over five years. There are 90 returned questionnaires with ten disqualified questionnaires because they are from companies that implement ERP less than five years. There are only 80 questionnaires used as the data, with the response rate of 80%. Based on the data results and analysis with PLS (Partial Least Square), it is obtained that the organization commitment brings impacts to the user's effectiveness and provides the adequate IT infrastructure. The user's effectiveness brings impacts to the adequate IT infrastructure. The information quality of the company increases the implementation of the extended ERP in manufacturing companies in East Java, Indonesia.

Keywords : organization commitment, adequate IT infrastructure, information quality, extended ERP implementation

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