

The Impacts of Soft and Hard Enterprise Resource Planning to the Corporate Business Performance through the Enterprise Resource Planning Integrated System

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Abstract : Companies have already implemented the Enterprise Resource Planning (ERP) system to increase the data integration so that they can improve their business performance. Although some companies have managed to implement the ERP well, they still need to improve gradually so that the ERP functions can be optimized. To obtain a faster and more accurate data, the key users and IT department have to customize the process to suit the needs of the company. In reality, sustaining the ERP technology system requires soft and hard ERP so it enables to improve the business performance of the company. Soft and hard ERP are needed to build a tough system to ensure the integration among departments running smoothly. This research has three questions. First, is the soft ERP bringing impacts to the hard ERP and system integration. Then, is the hard ERP having impacts to the system integration. Finally, is the business performance of the manufacturing companies is affected by the soft ERP, hard ERP, and system integration. The questionnaires are distributed to 100 manufacturing companies in East Java, and are collected from 90 companies which have implemented the ERP, with the response rate of 90%. From the data analysis using PLS program, it is obtained that the soft ERP brings positive impacts to the hard ERP and system integration for the companies. Then, the hard ERP brings also positive impacts to the system integration. Finally, the business process performance of the manufacturing companies is affected by the system integration, soft ERP, and hard ERP simultaneously.

Keywords : soft ERP, hard ERP, system integration, business performance

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