

The Impact of Consultant Service, Information Department Service and Top Manager Support on ERP ' s Performance through V

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ABSTRACT

The world-wide competitions has been coming changeful and intensive in today ' s environment, the enterprises have been drawing the best effort in every possibility to increase their competitive abilities. By implementing Enterprise Resource Planning (ERP) as well as executing flexibility have been playing an important role for enterprises to achieve this purpose. However, the actual benefits of implementing ERP into enterprises are debatable. In many cases, an ineffective application of ERP have incurred huge losses for companies and even driven some to bankruptcy. The effect of ERP implementation will be affected by many factors. The aim of this research is to examine the effects that the service quality of information department and consulting service as well as the support of top management have on the effectiveness of a corporation that are implementing ERP. To study whether the users ' satisfaction and organization effects will be affected by different strategy ERP implementation. Enterprises that have implemented ERP are our primary research participants. In our study, there are 154 research samples had been received by either a manager of the information department or a consultant that had the experience of implementing ERP. The results of our surveys point to the following: the service quality of either the information department or consulting firms not only influences the integration process of ERP, but is also a major factor that affects employee resistance and the effectiveness of ERP. In order to successfully in ERP implementation, excellent service of consutor, professional knowledge and good service attitude of information department are the key points for decreasing employnees ' resistance. In the meantime, the support from top manager will leading to a better service quality. Those are the important factors to achieve in superior effects of ERP implmation. When comparing impletemented strategy, a big-bang ERP implementation is more effective for enterprises that are with less flexibility in their organization structure, while a step-by step ERP implementation is better suited for the companies that are with a complex structure also it ' s departments are more independent.

Keywords : ERP、 impletementation strategy、 consulting service、 employee resistance

Table of Contents

中文摘要	iii	英文摘要	iii
iv 誌謝詞		vi 內容目錄	
vii 表目錄		ix 圖目錄	
x 第一章 緒論	1	第一節 研究背景	
1 第二節 研究動機	3	第三節 研究目的	
6 第二章 文獻探討	7	第一節 ERP的介紹	
7 第二節 研究構面	16	第三節 假說推理	
37 第三章 研究設計	46	第一節 操作型定義	
46 第二節 樣本選取	47	第三節 問卷設計	
48 第四節 分析工具	49	第四章 資料分析	
50 第一節 基本資料分析	50	第二節 研究模式檢驗	
52 第三節 發現與討論	63	第五章 結論	
69 參考文獻	72	附錄A	
問卷	91		

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