

# A Study of the Enterprise Resource Planning, Organizational Learning Mechanisms, User Satisfaction, and Business

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## ABSTRACT

The globalization competition causes the complexity of the enterprise management environment. Many scholars find the enterprise has to strengthen the interaction with environment to face the challenge in the turbulent environment. In addition to introduce the enterprise resource planning, also need organizational learning to cause environment response of organization outward. By way of these to get rid of the stiff and closed design of the tradition organization. The whole satisfaction is low to the ERP system. So it causes this research to discuss how the user satisfaction effects the success factor of ERP. This research takes manufacturing industry as the research object. In studying with the depth interview. Some concrete suggestions were proposed based on the research results for the reference of enterprise and administrative authorities in the further re-researches and discussions. The research discovers that ERP makes the company's operation efficiency reached an ideal management goal. And integrate the operation information of company to promote the flexibility of enterprise operation in the meantime. To reduce company unnecessary waste, and response the variety of competition environmental quickly. When the employee's user satisfaction to the system is more high, it will more can encourage the employee's potential. Bring the infinite development for the company. If the employee can learn to each other, and it can connect with the knowledge. Help organize to grow up, and the business performance can promote.

Keywords : enterprise resource planning、organizational learning mechanisms、user satisfaction、business performance

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