

Factors Affecting the Enterprise Recourse Planning (ERP) Systems on Organizational Performance

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Abstract

Technology has become great connectors of all societies and countless platform for the people. As technology becomes more powerful, more and more capabilities are merged. Therefore people do more new forms of value to create, new ways to connect people, deliver capabilities. ERP systems are sophisticated information technologies that enable companies to gain noticeable advantages over their rivals. However, these systems are neither a remedy to competition, nor a medium guaranteeing success. During the last decade controversial discussion opened and a lot of criticism and constructive agreement came out on decision –making benefits from ERP systems. Even though a lot of attention has been paid to the decision-making benefits of ERP systems in practice, there is limited amount of empirical research that explores the nature of end-user satisfaction and perceived organizational performance with ERP systems especially in Sri Lankan context. Therefore examining the factors that constitute ERP users' satisfaction and to explore whether ERP users varies among the different users are of timely importance. The purpose of this research paper is to present the synthesized theoretical and empirical literature to help in the development of propositions and suggestions of a research agenda on the acceptance of ERP systems and investigate their link with organizational performance. Further the paper develops the technology acceptance model (TAM) to synthesize relevant literature and to develop propositions for future research agendas. A quantitative approach will be employed in the data analysis and multi-stage stratified sampling method will be used to select the respondents of ERP implemented companies. This study will use the descriptive statistical techniques and the structural equation method as the statistical techniques. Additionally, questionnaire and interview methods will be utilized as data collecting instruments.

Keywords: *ERP System, Manufacturing Companies, Organizational Performance, User satisfaction*