

**CRITICAL SUCCESS FACTORS FOR ENTERPRISE RESOURCE
PLANNING IMPLEMENTATION SUCCESS**



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FCM 2043

Project Report
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2018

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Abstract

Over the past decade, Enterprise Resource Planning systems (ERP) have become one of the most important developments in the corporate use of information technology. ERP implementations are usually large, complex projects, involving large groups of people and other resources, working together under considerable time pressure and facing many unforeseen developments. When ERP is implemented successfully, it can reduce operating costs, increase productivity, and improve customer services. There is evidence of high failure in ERP implementation projects. Identifying project success and failure factors and their consequences as early as possible can provide valuable clues to help project managers improve their chances of success. It is the long-range goal of research to shed light on these factors and to provide a tool that project managers can use to help better manage their software development projects.

Different people from different perspectives will have different views about the success of ERP implementation. Therefore, we adopted Critical Success Factors (CSFs) approach. We identified key nine CSFs for the success implementation of ERP based on literature review. The study mainly analyzes the objective of whether the CSF has impact on ERP implementation success. The study is mainly considering the primary data. The primary data were collected through closed structure questionnaire from 130 respondents from managerial level employees who use the ERP system in their organization in Batticaloa district and used univariate, bivariate and multivariate analysis techniques in order to analyze data and find the results of study objectives.

The results revealed that the dimensions of CSFs and ERP implementation success are higher level and dimensions of CSFs has significant and positive impact on ERP implementation success. In the overall finding of this study, CSFs has significant and positive impact on ERP implementation success.

The study is suggested to set high priority to these CSFs, which can help the managers to have a better control of the activities in the process of ERP implementation. Hopefully, it will help to increase the change to implement ERP successfully.

Keywords: Enterprise Resource Planning System, Critical Success Factors, Top Management Support, ERP Training and Education, Business Progress Reengineering Management, Hardware and Equipment

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