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THE CRITICAL SUCCESS FACTORS FOR ERP IMPLEMENTATION IN HIGHER EDUCATION

Abstract:

Enterprise resource planning (ERP) is a cross-functional enterprise-wide information system. Many organizations report that ERP can bring significant reductions in transaction processing costs and hardware, software, and IT support staff, compared to the non-integrated legacy systems. Others report that ERP can be used in breaking down many former departmental and functional walls, which results in more flexible organizational structures, managerial responsibility, and workforce that can be easier to capitalize on new business opportunities. There has been plenty of research into critical success factors that are needed to successfully implement an ERP system in the business environment. However, very little of studies investigated the critical success factors of ERP implementation in higher education institutions. The critical success factors are the elements which are necessary for an organization or a project to achieve its mission. Hence, this study attempts to answer the research question: What are critical success factors for ERP system implementing in higher education? The objective of this study is to identify the critical success factors for ERP implementation in higher education. The study outcome contributes practical advice to both academics and practitioners. The information gathered in this study identifies the critical success factors that can serve as foundation to engage ERP implementation in higher education. The improved knowledge on the ERP implementation issues is not only help practitioners and researchers solve the ERP implementation problems, but also aid the higher education in future information system project experiences.

Keywords:

Critical Success Factor, ERP Implementation, Higher Education, Information System Project