

ASSESSING CRITICAL SUCCESS FACTORS FOR ERP IMPLEMENTATION  
SATISFACTION: A STUDY OF CONSULTANTS PARTICIPATION AND USER  
TRAINING

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This dissertation is dedicated to my family for their endless support and encouragement.

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## ABSTRACT

An Enterprise resource planning (ERP) system is a company wide information system that integrates all aspects of a business and promises one database, one application across the entire enterprise. ERP implementation has been an important activity for improving efficiency and is a critical investment that can significantly affect future performance of a company. Consultant participation and user training are essential factors that can contribute to ERP implementation satisfaction. Studies examining the effects of consultant participation and user training on ERP implementation satisfaction are rare. Thus, this present study was designed to fill this gap in research. A relevant research model was developed to test three (3) hypothesized paths among the study's variables, namely consultant participation, user training, ERP implementation satisfaction. Data was collected by survey questionnaires from 109 of ERP users. The Smart PLS tool was used for data analysis. In sum, the results of this research show that (1) ERP implementation satisfaction depends on consultant participation especially on the quality of consultants' services and user training. (2) User training plays a mediator role between consultant participation and ERP implementation satisfaction.

## ABSTRAK

Sistem ERP merupakan sistem maklumat yang mengintegrasikan semua aspek perniagaan deusan menggunakan satu pangkalan data. Pelaksanaan ERP amat penting bagi sesebuah syarikat meningkatkan kecekapan dan prestasi syarikat. Kajian literatur menunjukkan perunding dan latihan pengguna adalah faktor penting yang boleh menyumbang kepada kepuasan pelaksanaan ERP. Bagaimanapun, kesan penyertaan perunding dan latihan pengguna pada kepuasan pelaksanaan ERP ini tidak meudapat perhatian sewagarnyc didakm kajian lirectur. Sistem kajian ini telah dijalankan untuk mengisi jurang ini dalam penyelidikan. Satu model kajian yang berkaitan telah dibangunkan untuk menguji tiga (3) hipotesis iaitu penyertaan perunding, latihan pengguna, pelaksanaan ERP kepuasan. Data telah dikumpulkan oleh tinjauan soal selidik daripada 109 pengguna ERP. Smart PLS telah digunakan untuk kerja analisis data. Keputusan penyelidikan ini menunjukkan bahawa (1) ERP kepuasan pelaksanaannya bergantung kepada penyertaan perunding terutama pada kualiti perkhidmatan perunding dan latihan pengguna. (2) latihan pengguna memainkan peranan pengantara di antara penyertaan perunding dan kepuasan pelaksanaan ERP.