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A Thesis Submitted in Fulfillment of the Requirements

for the Degree of Master of Management Science

Empirical Research on Influence Factors of ERP

Submitted by

Name ****

Supervised by

Professor Name ****

Jiangsu University of Science and Technology

March, 2009

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(Enterprise Resource Planning, ERP)

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(knowledge transfer)

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Abstract

ERP goes with the development current of management revolution and guides enterprises to the knowledge economy times. ERP implementation is a knowledge transfer process of actors. The knowledge asymmetry of actors results in the cooperation barriers. Knowledge transfer is a chief method for eliminating barriers and the key factor which decides the success or fail of ERP project. Implementation consultant and key user are the important actors in ERP implementation. An effective knowledge transfer of implementation consultant and key user will improve the success rate of ERP project.

According to the research model of knowledge transfer influence factor in ERP implementation, the research creates and edits the investigation questionnaires through literature research, interview, experts estimate and scientific research group discussion. The research collects questionnaires from the key users and implementation consultants who participate in manufacturing ERP project which has been completed. The research tests and preprocesses the questionnaires data with SPSS14.0. The research identifies and analyses the key influence factors of knowledge transfer of implementation consultant and key user. It will improve the knowledge transfer effect and the success rate of ERP project. The research has the specific direction value to enterprise informatization practice. The main research contents are as follows:

1.The paper researches on influence factor of knowledge transfer from implementation consultant to key user with key user questionnaires. The statistic test shows that the tacitness and causal ambiguity of ERP knowledge, the degree of leader recognition, learning culture, relationship, encoding communication capacity of consultant, decoding communication capacity of key user, CIO position, the satisfaction degree of CIO position have the significant effect on knowledge transfer in ERP implementation.

2.The paper researches on influence factor of knowledge transfer from key user to implementation consultant with implementation consultant questionnaires. The statistic test shows that the causal ambiguity of enterprise business process knowledge, the degree of leader recognition, relationship, encoding communication capacity of key user, acquirement willingness and decoding communication capacity of consultant, CIO position, the satisfaction degree of CIO position have the significant effect on knowledge transfer in ERP implementation.

3.According to CIO questionnaires investigation, the research analyses CIO status quo

and CIO system.

4.According to the research results of influence factor of knowledge transfer in ERP implementation, the research analyses management strategy and helps the enterprise informatization practice.

Keywords ERP implementation; knowledge transfer; influence factor; empirical research

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Tab.1.1 The review of research fruit of knowledge transfer influence factors in ERP implementation

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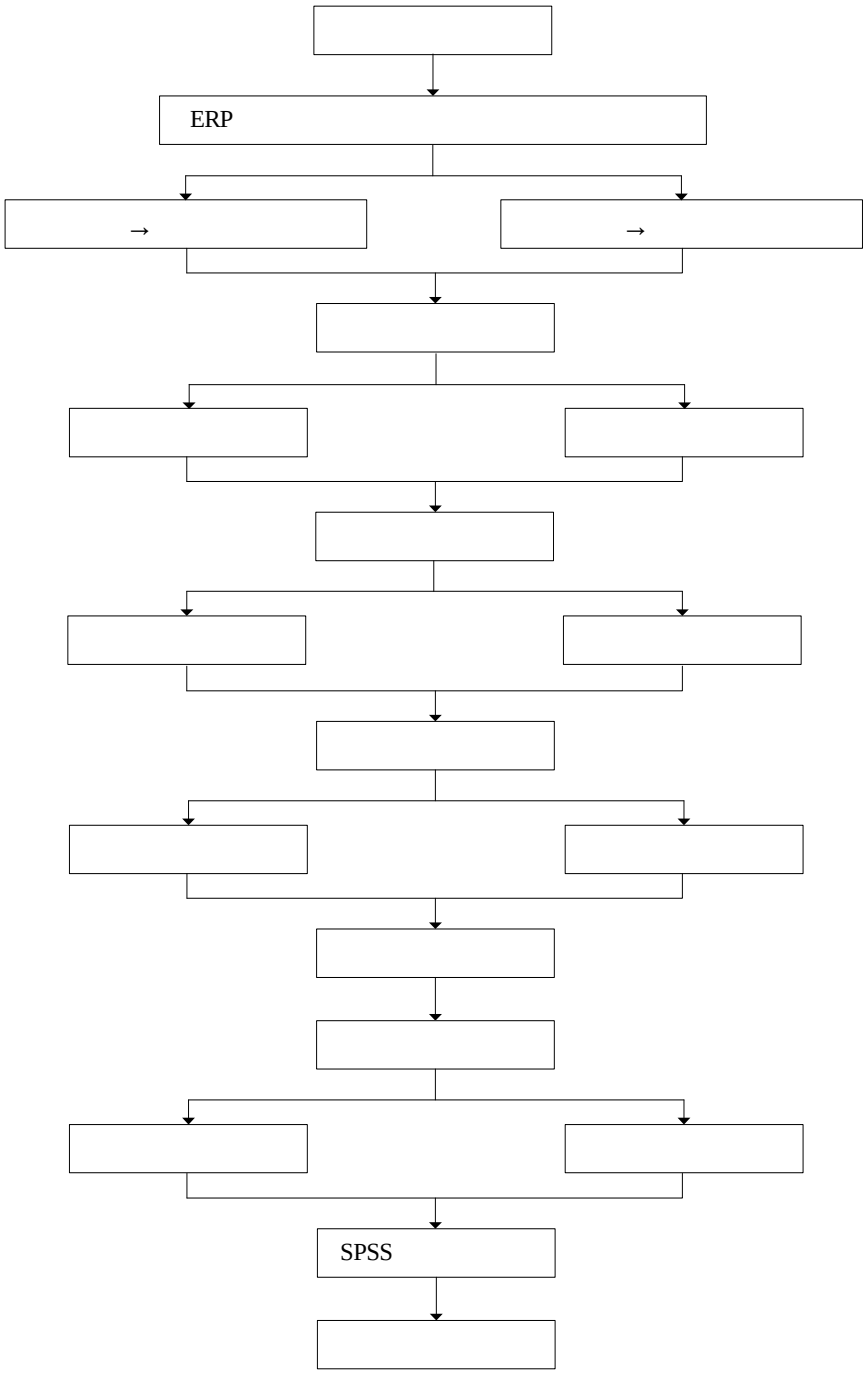

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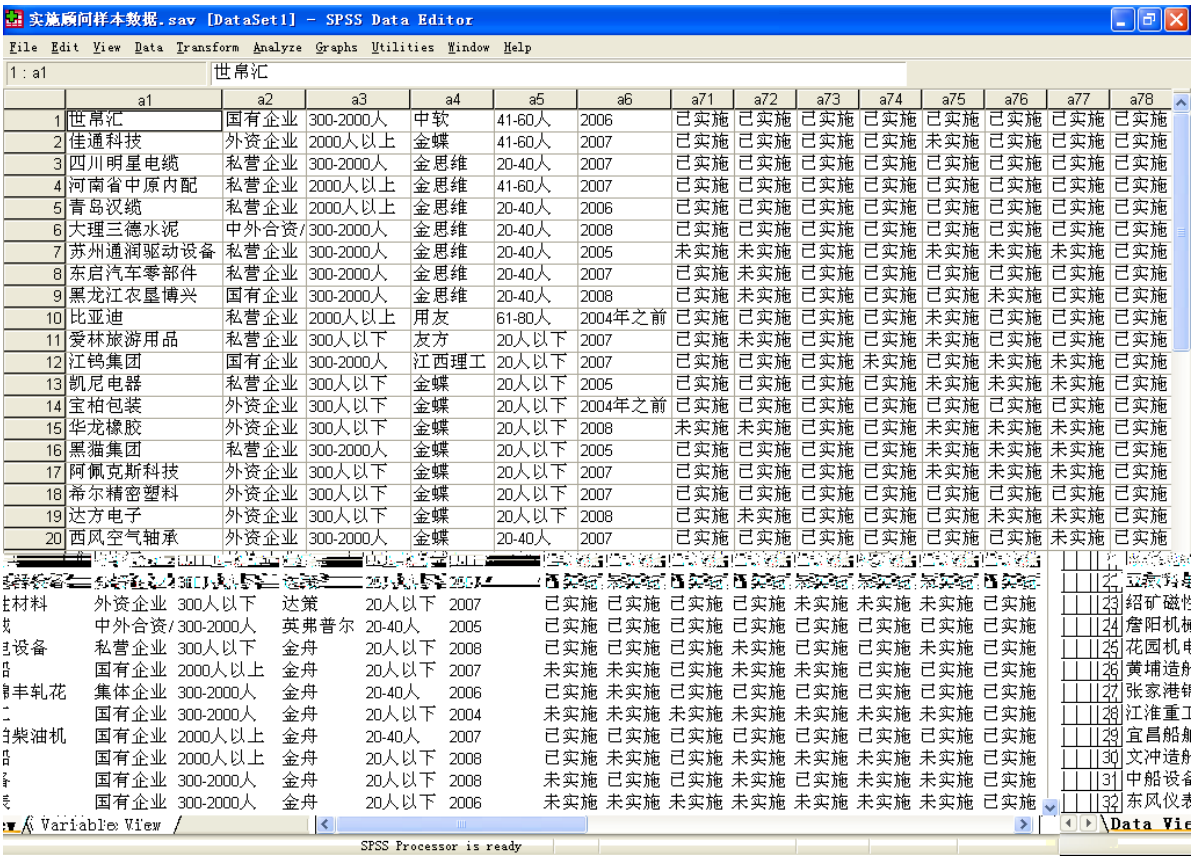

4.4 SPSS

Fig.4.4 The data view of implementation consultant questionnaire program sample in SPSS

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Tab.4.7 The program character of implementation consultant questionnaire

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	2000	14	26.4
		53	100
	20	23	43.4
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	61-80	2	3.8
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	2007	21	39.6
	2006	10	18.9
ERP	2005	6	11.3
	2004	1	1.9
	2004	5	9.4
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		51	96.2
		45	84.9
		43	81.8
ERP		36	67.9
		33	62.3
		29	54.7
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	7	8	15.1
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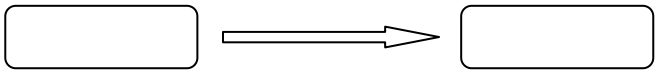

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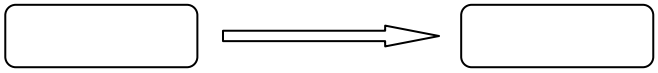

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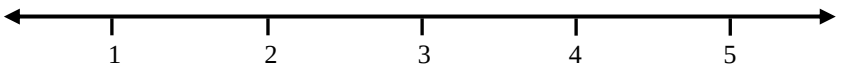

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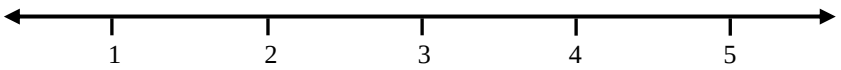

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[1] **.ERP [J]. (, ,CSSCI).

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