

# EXPLAINING INTENTION TO USE AN ENTERPRISE RESOURCE PLANNING SYSTEM: A REPLICATION AND EXTENSION

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Enterprise Resource Planning (ERP) plays an important role in handling the organizations' information flow due to shorter cycle and faster information transactions. Hence, it is crucial to understand the implementation of ERP as it ensures that management could make better strategic decisions. This paper extends existing models to study the impact of shared beliefs concerning the benefits of Enterprise Resource Planning (ERP) among users. Factors such as project champion, training, shared beliefs, perceived ease of use, perceived usefulness, and attitude towards use were found to be significant in determining intention to use ERP system. The findings support the notion that systems or technologies, which are perceived to be easy to use and understand, would be viewed as more useful from the end-user's perspective. Implications of the findings, potential limitations of the study, and directions for future research are suggested.

**Keywords:** communication, Enterprise Resource Planning (ERP), perceived ease of use, perceived usefulness, project champion, shared beliefs in the benefit of ERP, training

## Objašnjenje namjere primjene sustava za planiranje resursa poduzeća: ponavljanje i proširenje

Izvorni znanstveni članak

Planiranje resursa poduzeća (ERP-Enterprise Resource Planning) ima važnu ulogu u manipuliranju informacijskim tokom poduzeća zbog kraćeg ciklusa i brzih transakcija informacija. Stoga je bitno razumjeti primjenu ERPa jer to znači da uprava može donositi bolje strateške odluke. Ovaj rad proširuje postojeće modele proučavajući utjecaj zajedničkog uvjerenja korisnika u prednosti primjene ERPa. Shvatio se da su čimbenici kao što su uloga voditelja projekta, obuka, opće uvjerenje, shvaćanje lakoće korištenja, shvaćanje korisnosti i stav prema uporabi, bitni pri donošenju odluke o primjeni ERP sistema. Rezultati podržavaju shvaćanje da bi sistemi i postupci koji se smatraju lakim za uporabu i razumijevanje bili prihvaćeni kao korisniji sa stajališta krajnjeg korisnika. Sugeriraju se implikacije rezultata, moguća ograničenja istraživanja i smjernice za daljnja istraživanja.

**Ključne riječi:** komunikacija, obuka, planiranje resursa poduzeća (ERP), shvaćena korisnost, shvaćena lakoća uporabe, vođa projekta, zajedničko uvjerenje u dobiti ERP-a

## 1 Introduction

In today's business world, where competitive advantages come mostly from intangibles, information systems have become key tools for information and knowledge management within firms [39, 18, 19]. In this sense, more and more manufacturing companies are using Enterprise Resource Planning (ERP) systems to handle the organization information flow. The Enterprise Resource Planning (ERP) is a packaged business software system that enables a company or organization to manage its resources efficiently and effectively (e.g., materials, human resources, finance and the like) by providing a fully integrated solution to meet an organization's information processing needs [44]. The use of ERP system could further enhance performance, cutting costs, and also achieve strategic advantages. One of the problems with ERP systems is that they are complex to use and it is important to have a good methodology on how to implement the system. In view of the fact that IT is becoming more pervasive and reaching new professionals and working environments, the acceptance of ERP systems are becoming an increasing crucial issue. As a result, the Technology Acceptance Model (TAM) has been used as an approach to execute the different information systems [36].

On the other hand, beliefs in the systems form the basis for attitude formation and consequently, hence, an understanding of how beliefs are formed offers an opportunity to understand how interventions might be used to shape beliefs and therefore, behavioural intentions

in the context of the introduction of new technology [8, 23].

Unfortunately, many fields normally do not communicate with each other concerning the sharing of the inherent intellectual foundations even though few studies were attempted to investigate related fields in a systematic way [24]. In searching for answers to the above questions, there is a need to develop a general framework that can depict the fundamental elements and concerns of the information field.

## 2 Literature review

### 2.1 Technology Acceptance Model (TAM)

In a global market, manufacturing companies are exposed to competition from not only local competitors but also worldwide players in the industry. Hence, it is imperative for companies to have a responsive, integrated, and succinct management procedure to face the challenge from local as well as global competition in the 21<sup>st</sup> century. Over the past two decades, Davis's [20] Technology Acceptance Model (TAM) is considered as one of the most influential models used in explaining the acceptance of information technology (IT) [36]. Theorists such as Fishbein and Ajzen [26] have adapted the causal chain to specifically predict the user's acceptance of IT. They have further elaborated that an individual's subjective assessment of the possible conclusion regarding a particular behaviour, together with the affective evaluation of these conclusions would subsequently generate either positive or negative feelings about a particular behaviour. This model explains the