

Different Analysis of ERP Critical Success Factors on Different Company
Size and Industry Type

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Abstract

To know CSFs from researchers concerned by practitioners, multiple cases are conducted in this study. The aim is to explore more new CSFs out and thus three factors (organization characteristics, consultant services and supplier perspective) and 35 CSFs are summarized from related researches about ERP system implementation. Then, empirical study was adopted to collect data based on these CSFs to understand the agreement of ERP managers and users. 5-point Likert scale was used to measure in this study. Finally, 223 useful respondents were collected to analyze by multivariate analysis. According to analytical results, to industry type, CSFs in Electronic industry have higher importance than in non-electronic industry; to industry size, CSFs in small industry focuses on implementation cost, but large industry focuses on system integration. Finally, conclusions and suggestions were summarized later.

Keyword : ERP, critical success factors, industry characteristics.