

A Users' Critical Characteristics (UCC) in ERP System Training Transfer: An HRD Perspective

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Abstract

Several reasons explained organisational motivations for embarking on enterprise resource planning systems; this includes elimination of inefficiency, and provision of better control on operations and cost. In spite of ERP contributions to business success, it was speculated that about 50% of ERP projects failed to justify the millions of dollars invested into the projects. The reasons for the failure apart from other reasons are rooted in human related factors, including user characteristics. Evidence shows that, ERP success is dependent on the skills and the human capital of an organisation; hence a fundamental issue in effective ERP implementation.

Management information systems (MIS) studies have acknowledged training as a critical factor in the success of ERP system implementation. This is apparent in the financial expenditures on ERP training and post implementation training of the users. Since training influences users' attitudes, behaviour and performance, the ERP system implementation requires that training must be imparted to a substantially large user group. However, there is paucity of knowledge on the determinants of users' ERP training application in an ERP system environment. Therefore this proposed research examines Users' Critical Characteristics (UCC) in ERP training effectiveness.

Key words: ERP, users, training, transfer, critical characteristics, systems.
