UNIVERSITY OF BAHRAIN
College of Information Technology

Factors Affecting ERP Implementation by Service Sector Enterprises in Saudi Arabia

A Thesis Submitted in Partial Fulfilment of the Requirements for the Master Degree in Information Technology

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Abstract

The main objective of this study is to identify the prominent key factors that have an impact on the ERP implementation in the Saudi Arabian service companies. The researcher examined the relationship between the five main constructs namely: Customer Relationship Management Practice (CRMP), Supply Chain Management Practice (SCMP), Managerial Competencies, organization capabilities and user satisfaction proposed to impact the ERP implementation. The moderating effects of Managerial Competencies (MC) and the dimensions of organization capabilities were examined on the existence of User Satisfaction (US) on the ERP implementation. The impact of the enabled quality construct on user satisfaction was tested. The study adopted the quantitative method and data was collected using a questionnaire survey which was distributed to a sample of 908 contacts, the achievable sample was 408, representing respondents which comprise of executives, managers, and other end users. Data was analyzed using linear structural relations (Lisrel) and SPSS techniques to test the obtained model. The results and findings show that the user culture, user involvement, user training and education, service quality, CRMP practices, managerial competency, and information quality have positively impacted the user satisfaction while organization capabilities do not have an impact the user satisfaction. In turn, the user satisfaction positively impacted the ERP implementation, while the SCMP practices do not have a positive impact on ERP implementation and a user satisfaction. In contrast, innovation capabilities and Skills competency have a positive moderate impact on the relationship between a user satisfaction and ERP implementation. In the other side, networking capability, financial capability, and knowledge competency have no moderated impact on the