

Users Evaluation on the Effectiveness of Enterprise System in Jabatan Akauntan Negara Malaysia (JANM)

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Abstract

Several organizations had reported success and significant gains resulting from Enterprise System (ES) implementation. In the literature, the term ES is also refer to Enterprise Resource Planning (ERP). It is an integrated system development to meet the needs of internal departments in an organization (Strong & Volkoff, 2010). In this study, Jabatan Akauntan Negara has been chosen as the research setting to evaluate the effectiveness of ERP system from the users' perspectives in supporting learning, productivity and decision making. In this context of study, the ERP system adopted in Jabatan Akauntan Negara Malaysia (JANM) is the Government Financial and Management Accounting System (GFMAS). The Enterprise System Success (ESS) Model development by Sedera et al. (2004) was used in this study to measure the effectiveness of ERP system in JANM in supporting leaning, productivity and decision making. The result showed that 78.3% of the respondents perceived that the ERP System in JANM is effective and a reliable system for learning, improving productivity and supporting decision making. The findings are important to get a better understanding about the ERP System and how it may bring benefits to the organization.

Keywords: Enterprise System, Enterprise Resource Planning, Implementing, effectiveness, individual impact