

Manuscript ID : 00000-65009

International Journal of Computer Engineering and Technology

Volume 5, Issue 8, August 2014, Pages 105-117, Page Count - 13



Source ID : 00000005

A COMPARATIVE STUDY OF CULTURAL DIFFERENCES OF SUCCESS FACTORS OF ERP IMPLEMENTATION IN DEVELOPED AND EMERGING ECONOMIES: CASE STUDY OF NORWAY AND ZAMBIA

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Abstract

Enterprise Resource Planning (ERP) system is among business software solutions widely used in subsidiaries of multinational companies today. This paper focus on the analysis of national culture and perceived information systems success factors in developed and emerging economies. A better understanding of national culture effect on critical success factors when implementing these technologies in different countries enables stakeholders to optimize scarce resources in an effort to focus on significant factors likely to aid a successful implementation. A comparative study is presented by utilizing qualitative research methods through interviews of four multinational firms, two from Norway and two from Zambia. Hence the paper attempt to explore Cultural differences of success factors in ERP implementation in developed and emerging economies.

Author Keywords

ERP, Critical Success Factors, Developed and Emerging Economies, Multinational Organisations, Subsidiaries

ISSN Print: 0976-6367

Source Type: Journals

Publication Language: English

Abbreviated Journal Title: IJCET

Publisher Name: IAEME Publication

Major Subject: Physical Sciences

Subject area: Software Development

ISSN Online: 0976-6375

Document Type: Journal Article

DOI:

Access Type: Open Access

Resource Licence: CC BY-NC

Subject Area classification: Computer Science

Source: SCOPEDATABASE