

Sawitree Siringan 2014: The Impact of Enterprise Resource Planning System on Job Performance of End-user in Thailand Chemicals Industry Sector. Master of Business Administration (Industrial Administration and Development), Major Field: Industrial Administration and Development, Faculty of Management Sciences. Thesis Advisor: Assistant Professor Nipa Niruttikul, Ph.D. 139 pages.

This study aims to study the impact of Enterprise Resource Planning System (ERP) in 3 aspects i.e. system quality, information quality and service quality on job performance of End-user of the chemical industry in Thailand. The evaluation of the ERP impact on user performance comprised higher efficiency, decision making support and work process improvement.

In the survey, the researcher evaluated opinions of representatives of ERP users of Chemical Industry in Thailand. The data collection and measurement tool was the questionnaire. The statistics covered percentage, mean, standard deviation, variance analysis, correlation analysis and regression analysis. From statistic testing, it was found that most respondents highly agreed with ERP quality variables, especially information quality at the highest level, and with user performance, especially decision making support and work process improvement.

The research results revealed as follows. 1) The system quality had moderate positive relationship with higher efficiency and high positive relationship with decision making support and work process improvement. 2) The information quality had moderate positive relationship with higher efficiency and had high positive relationship with decision making support and work process improvement. 3) The service quality had moderate positive relationship with higher efficiency, had high positive relationship with decision making support, and had moderate relationship with work process improvement. In addition, the system quality, information quality and service quality had influences on performance of ERP users.

---

Student's signature

---

Thesis Advisor's signature