

Independent Study Title	The Factors Impact ERP Success
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Abstract

The purpose of this study is to investigate the factors impacting the success of an ERP system in a company of petrochemical industry currently using SAP system. This research employs single case study which both qualitative and quantitative techniques. The findings indicated that there are four main factors; top management support, personnel, technology, and administrative. There are two success indicators which are user satisfaction and the accuracy of the outcome. Data collection methods included in-depth interviews, participative observation, questionnaires and necessary literatures reviews. The results in this study indicated that top management support in decision making processes and consultants of ERP system are very crucial. Users should understand the business, benefits, and impacts of the system. Training is necessary for end users to create familiarity and experience with the system. Consultant and key user should set goals and understanding with the service provider. IT personnel should understand the workflow and business process. The company should select the appropriate system that enhances business performance and system is worthwhile for the investment. Employee participation in the design process is highly important to make the system effective and applicable.