

Comparative Analysis of Critical Success Factors Affecting ERP Implementation in Private and Public Organizations in Ethiopia: A Pareto Approach

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Abstract

Enterprise Resource Planning (ERP) packages have transformed the way organizations go about the process of providing Information Systems. Existing literature has suggested that there are different critical success factors that contribute to success of ERP implementation. However, the factors more peculiar to the public and private organizations are not well identified. The main goal of this research is to identify those critical success factors of ERP implementation that mainly work for private and those for public organizations in Ethiopian context. Understanding this can help in successful implementation of ERP systems in those two organizational contexts. A descriptive survey design is employed to identify the more critical factors that affect ERP implementation in private and public organizations. To identify the critical factors that affect ERP implementation in both organizations, Pareto approach was applied. Purposive sampling technique was used to collect the data in both cases. The findings show that availability and facilitation of IT infrastructure, teamwork composition, top management support and commitment are crucial issues that were identified in both cases. However, business process reengineering and software configuration, training and support for users, end user involvement, and existence of communication plan, consultant selection and relationship are identified as crucial factors that were found in private organization. On the other hand, budgetary constraints, financial plan, implementation strategy and time frame, customization/localization of software according to environment are identified as the top critical factors that found in public organization. Based on key findings, recommendations are forwarded for practice in order to enhance their ERP implementation.

Keywords

ERP implementation, private organization, public organization, Pareto approaches

Biographies

Sisay Msganaw is a lecturer at information science department, Assosa University, Ethiopia. He has received BSc from Assosa University, Ethiopia and MSc from Addis Ababa University, Ethiopia. His teaching interest is on advanced programming and networking courses. He has taught, advanced web application and management, system

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Lemma Lessa is an assistant professor of Information Systems at School of Information Science, Addis Ababa University (AAU), Ethiopia. He received his doctorate in Information Technology (specializing in Information Systems) in 2016, Master of Science degree in Information Science in 2003, and BSc degree in Library Science (Computer Science minor) in 1995 from AAU, Ethiopia. Dr. Lemma has completed research projects in ICT for Sustainable Development and Application of Blockchain Technology for e-Government services. His teaching interest is on the social and management aspects of Information Systems. His postgraduate teaching includes Information Systems Security Management, Information Systems Strategy & Management, Enterprise Systems, Information Systems Project Management among others. His research interest is on behavioral, socio-cultural, and organizational aspects of Information Systems in general and the adoption and evaluation of e-Government in particular. He is member of Association for Information Systems (AIS) and current president for the Ethiopian chapter of AIS. He is serving as editor and reviewer for African Journal of Information Systems, reviewer for reputable conferences such as the International Conference on eDemocracy & e-Government, International Conference on Digital Transformations and Global Society, Hawaii International Conference on System Sciences, and International Conference on Electronic Governance and Open Society.