

ABSTRACT

The study uses empirical data and quantitative analysis techniques to test hypotheses derived from previous studies concerned with differences and similarities between indicators related to the development, implementation, adoption, and use of DSS and ERP systems used in the context of supply chain management in organizations operating in Thailand. The indicators were associated with factors that were organized in two categories dealing with User Characteristics and Perceptions (UCP) and System Development and Organizational Issues (SDO). The factors, their associated indicators, and the hypotheses examined in the study are derived from two main areas of existing theory concerned with models of technology acceptance and control theory. Each hypothesis was tested using data collected by questionnaire from a sample of 108 Information Technology (IT) professionals and a sample of 73 non IT professionals all of whom had relevant experience and expertise in relation to DSS and ERP systems.

The findings of the study identified similarities and differences between DSS and ERP systems as well as similarities and differences between the views of IT and non IT professionals and these findings are expected to enhance theoretical and practical understandings important for the successful implementation of DSS and ERP systems. From a theoretical perspective there appear to be significant differences between DSS and ERP systems from the view point of both non IT and IT professionals which means that stakeholders and especially project teams need to understand the differences identified between these two types of systems as a prerequisite to planning and conducting implementations. From a practical perspective project teams need to understand that among the IT and non IT members of the team there are different views about what is important in the implementation of either a DSS or an ERP system. This is very important information for the project team leader but it is also important for other team members and stakeholders in order to ensure clear understandings and effective communication and cooperation among all those associated with the project.