

The Effect of Communication, Knowledge, and Capability of Stakeholders on the Success of ERP Implementation in Indonesia

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Abstract

ERP is a business tool that gather all the data and processed them into information and knowledge. In order to use the tools, ERP system needs to be implemented in the company with adequate technological facilities. ERP implementation can be influenced by various factors. Developing countries, such as Indonesia, have a lot of successes and failures of ERP implementation. This review studies the effect of communication, knowledge, and capability of stakeholders on the success of ERP implementation in Indonesia. Each successes and challenges in implementing ERP is classified using rule-based classifier and analyzed to form a judgement. The result shows that communication, knowledge, and capability have a moderate influence in overall ERP implementation.

Keywords

Biographies

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