



科研管理 » 2011, Vol. 32 » Issue (10) :97-103 论文 DOI:

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### 企业ERP实施中员工使用意向研究:TAM的修正与应用

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The usage intention of staffs in ERP implementation: Revise and applications for technology acceptance model

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摘要

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**摘要** 企业资源计划(ERP)的员工使用意向是ERP实施成功的关键。本文基于技术使用模型(TAM),构建了ERP系统实施环境下的员工使用意向,以ERP培训、领导支持、技术人员配备和利益共识为四个外部变量进行了实证研究。结果表明,利益共识和技术任务匹配显著地影响员工对ERP系统的有用认知和易用认知,因此,提高员工对ERP的利益共识和任务技术匹配程度有利于ERP系统的有效实施。

**关键词:** 企业资源计划 技术接受模型 理性行为理论

**Abstract:** Usage intention of staff is regarded as the key factor to the successful implementation of Enterprise Resources Planning (ERP). Based on the Technology Acceptance Model in the information system area, a research frame model for ERP system implementation is developed. Four external variables, including leader's support, ERP training, shared interest, and appointment of technical workers, are used for the empirical research. The results show that shared interest and appointment of technical workers can significantly affect perceived usefulness and perceived ease of use for the ERP system. Therefore, enhancing staff's shared interest and the appointing technical workers are beneficial to the effective implementation of ERP systems.

**Keywords:** ERP technology acceptance model theory of rational behavior

Received 2010-02-02;

Fund:

国家自然科学基金项目(70772104);浙江省软科学研究计划项目(2009C25006);浙江省自然科学基金(Y7100740)

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引用本文:

盛亚, 尹宝兴.企业ERP实施中员工使用意向研究:TAM的修正与应用[J] 科研管理, 2011,V32(10): 97-103

Sheng Ya, Yin Baoxing.The usage intention of staffs in ERP implementation: Revise and applications for technology acceptance model[J] Science Research Management, 2011,V32(10): 97-103

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