Enterprise Resource Planning System Implementation and Organizational Change: Impacts on Job Characteristics and Job Satisfaction

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Date: Friday, 19 December 2008
Time: 11:00 a.m. - 12:00 noon
Venue: M802

All interested are welcome
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ABSTRACT

Little research has examined the impacts of enterprise resource planning (ERP) systems implementation on job characteristics or job satisfaction. Based on a 12-month study of 2,794 employees in a telecommunications firm, we found that job characteristics had a positive influence on job satisfaction prior to an ERP system implementation, consistent with the job characteristics model. However, following ERP system implementation, we found that ERP implementation had a negative influence on each of the job characteristics and had a significant moderating influence on the relationship between three job characteristics (skill variety, autonomy, and feedback) and job satisfaction, thus altering the nature of the relationships in the long-standing job characteristics model. Our findings highlight the key role that ERP system implementation can have in changing jobs and how those changes can, in turn, drive job satisfaction. This work extends research on technology diffusion by moving beyond a focus on technology-centric outcomes, such as system use, to understanding broader job-related outcomes.