

A study of factors affecting behavioral intention to use ERP systems in
high-tech industry using TAM and TTF

吳政瑩, 吳明和, 施雅月

Information Management

Computer Science and Informatics

meiyingi@chu.edu.tw

Abstract

In recent year, many enterprises in the technology industry have introduced ERP systems in hope of enhancing the competitiveness of their companies. However, users' intention to use the systems may affect the success of the introduction. Thus, the purpose of this study was to investigate users' intention to use ERP systems to find out the advantage of ERP systems for enterprises.

In this study, Technology Acceptance Model (TAM) and Task-Technology Fit (TTF) were integrated to develop the structure of this research. Computer self-efficacy, subjective norms, and other exogenous variables influential to the ultimate behavioral intention were also incorporated to search for the main factors that would affect user's intention to use ERP systems. The questionnaire survey was performed on employees in the high-tech industry. Through Confirmatory Factor Analysis (CFA) and Structural Equation Modeling (SEM), we found that the statistics of each proposed indicator could be a reference for the verification of the model and hypotheses. Finally, according to the research results, suggestions and conclusions were proposed. The research results could serve as a reference for enterprises planning to introduce ERP systems and also a direction for ERP software providers to improve their software systems.

Keyword : Technology acceptance model, Task-technology fit, Confirmatory factor analysis, Structural equation modeling