

Abstract

The introduction of an information system such as Enterprise Resource Planning (ERP) system in an organization brings with it changes on how users work. An ERP system cuts across the different functional units of an organization and therefore if not properly managed during its implementation may lead to resistance from the users. The different streams of research on ERP systems have mainly been on ERP adoption, success measurement, and critical success factors (CSFs). There is a paucity of studies on user participation and the contribution of users towards the successful implementation of ERP systems. This paper reviews literature on ERP implementation with an aim of building a case for involving users in this implementation.