

# Explaining intention to Use an Enterprise Resource Planning (ERP) System: An Extension of the UTAUT model

## Abstract

**Purpose** – This paper proposes an extended model based on the Unified Theory of Acceptance and Use of Technology (UTAUT) developed by Venkatesh et al. (2003) to help better explain the intention to use an Enterprise Resource Planning System (ERP).

**Design/methodology/approach** - The findings from literature review reveal that various technology acceptance models have been introduced in the past two decades. However, there are new research models which lack empirical study. With the above proposed research model, further study could be carried out to gauge if this model can better explain the end-users' intention to use ERP system.

**Findings** – The review shows that although there have been researches conducted using the UTAUT model they have not decomposed the facilitating conditions as we have suggested which will be useful for intervention purposes.

**Limitations/Implications** – Since we are suggesting a conceptual model based on literature review, it is suggested that further study could be carried out to test if this model can better explain the end-users' intention to use ERP system.

**Practical implications** - The review has shown that shared beliefs, project communication and training can be used to offer intervention measures to help in the ERP adoption and usage.

**Originality/value** – What we have proposed is to drop the voluntariness variable from the model as a moderating factor justifying the exclusion based on the fact that an ERP system implementation is mandatory and there is little room for the employees to oppose once the system is implemented. We also suggest further decomposing the facilitating condition into 3 components namely, shared beliefs, project communication and training can help in the design of intervention measures.

**Keywords** Unified Theory of Acceptance and Use of Technology (UTAUT), Enterprise Resource Planning System (ERP), model extension, mandated, ERP end-users

Paper Type Conceptual paper