(ERP)

"Enterprise Applications

Software"

(Enterprise Resources Planning)   .

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ERP

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SPSS   .

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ERP

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ERP

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.(Change)

(Efficiency)

(Quality)   (IT)

(Flexibility)   _____

(Innovation)   .2010/8/10   2009/4/7

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(Risks)

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(ERP)

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(ERP)   .

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%80

ERP   .(Hall,2004)

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. "Extended Enterprise

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ERP

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ERP   :

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4- .   ERP   ERP   .

5- .

ERP.

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ERP.

ERP

(Advanced

Manufacturing   Technologies)

(Barua et al. 1995;   .(Leon, 2002)

Davenport, 2000; Huang and Palvia, 2001;

Spathis & Constantinides, 2004; Gattiker &   :

Goodhue, 2004; (Spraakman, 2005).

ERP

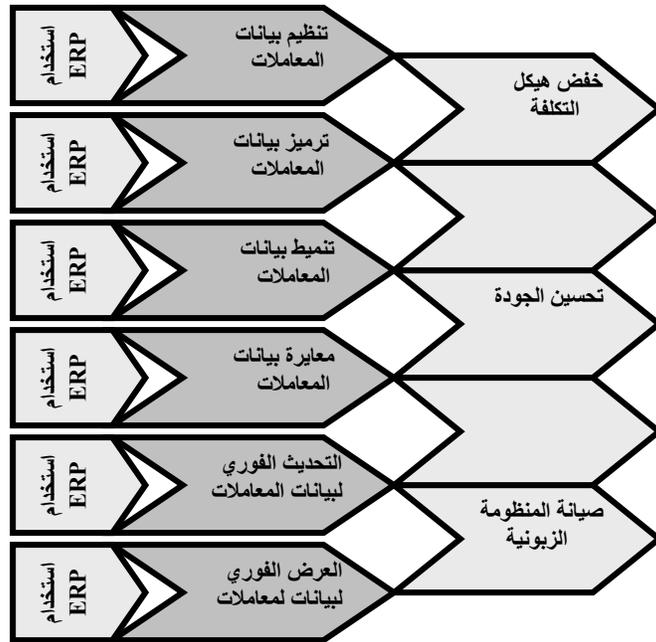(   )   .

ERP   .

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:   .(Leon, 2002)

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.(Leon, 2002)‬ ‫(1)‬

.‫(Leon, 2002)‬

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الشكل **(1):**

استخدام ERP	تنظيم بيانات المعاملات	خفض هيكل التكلفة
استخدام ERP	ترميز بيانات المعاملات	
استخدام ERP	تنميط بيانات المعاملات	تحسين الجودة
استخدام ERP	معايرة بيانات المعاملات	
استخدام ERP	التحديث الفوري لبيانات المعاملات	صيانة المنظومة الزبونية
استخدام ERP	العرض الفوري لبيانات لمعاملات	

Enterprise)

:(Resources Planning

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ERP

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(Inventory Tracking Systems

Material Requirement   )

(Planning

(Manufacturing Resources Planning II

.ERP

ERP

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ERP

ERP

ERP

(Extended ERP)

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– (Norris et al. 2000) ERP

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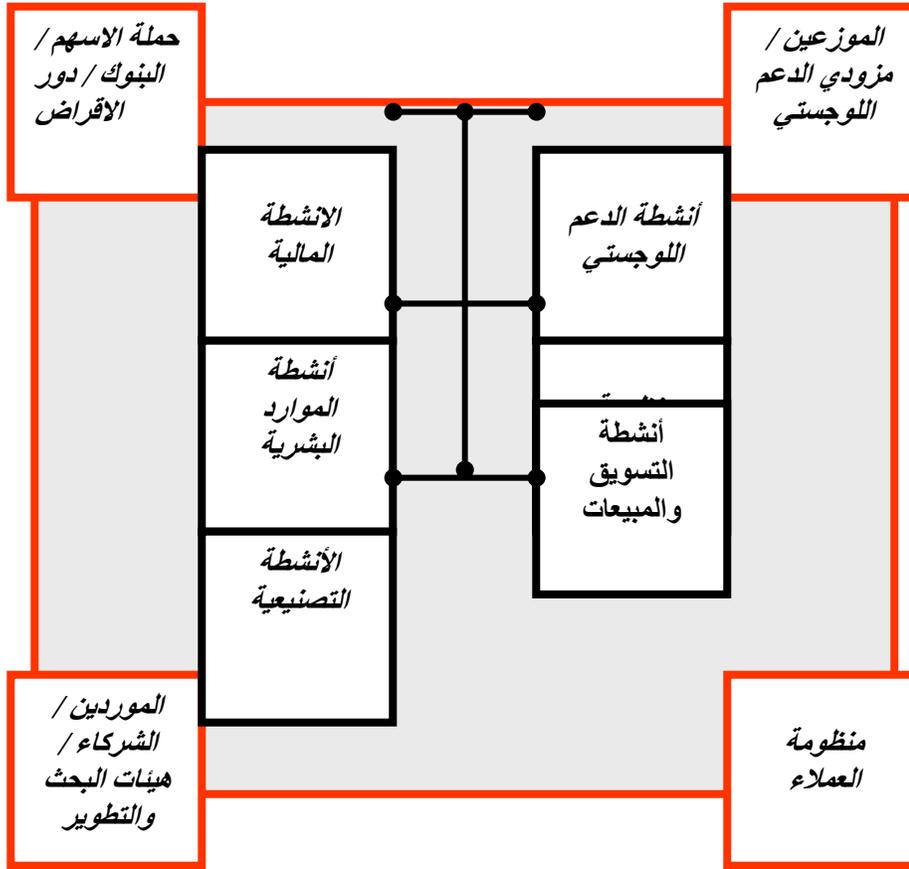ERP .ERP

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– (Brady et al, 2001)

ERP

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(2)

ERP

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– (Janice, 2001) ERP

| حملة الاسهم / البنوك / دور الاقراض | الموزعين / مزودي الدعم اللوجستي |

الانشطة المالية

أنشطة الدعم اللوجستي

أنشطة الموارد البشرية

أنشطة التسويق والمبيعات

الأنشطة التصنيعية

| الموردين / الشركاء / هيئات البحث والتطوير | منظومة العملاء |

(2):   **ERP**

(المصدر : Alexis, Leon 2002)

ERP:

ERP

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ERP

(Workflow

Automation Systems)

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ERP :

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.   (
(Electronic Data Interchange

ERP   :
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"Information Technology Solutions   .

BAAN, Qad, IFS, Ramco Systems,   **-**
.SAP, Microsoft, Oracle, & Peoplesoft

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ERP .
.(Database)   MRP   ERP
-   (Routings)

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.   Imaging   .
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ERP   (
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Internet-)
.   .(oriented ERP Solutions
ERP
(Live Database)   (   )
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ERP

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ERP
(Monk & Wagner, 2006) %30

ERP

(Y2K). Spathis &)

(Constantinides,2004 ERP

ERP

ERP.

ERP. ERP

. Poston and Grabski,)

(2001

ERP

. Bradford and)

ERP (Florin, 2003

) ERP

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ERP **:(1)**

(Spathis & Constantinides,2004 :)

Mode	Median	Standard Deviation	Mean	
5.00	6.00	0.92	5.73	
6.00	6.00	1.29	5.31	
6.00	5.00	1.51	4.73	
5.00	4.00	1.25	4.27	
4.00	4.00	1.56	3.96	
1.00	3.00	1.43	2.73	

ERP ((Spraakman,2005)

ERP

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ERP

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) ERP   ERP

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(Davenport, 2000)   (Barua et al. 1995)   .

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ERP

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ERP   (Gattiker & Goodhue 2004)

.(2   )   ERP

(2):   **ERP**

	%70 %51	
	%60 %80	
	%38 %31	
][	%67 %61 %99 %30	

ERP

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		:(6)
	ERP.net	(1)
	SQL-Ingress	(2)
	Tally-IT TaTalyst	(3)
	Oracle	(4)
	Acbac	(5)
	Oracle	(6)
		:(3)
	Oracle	(1)

( )	(ERP)	( )
	SQL Server	(2)
	Oracle	(3)
		:(2)
	Oracle-Baan	(1)
	Oracle	(2)
	Oracle	:(1)
		:(2)
	Oracle	(1)
	SQL Server	(2)
	ERP-JDE	:(1)
	Oracle	:(1)
	16	

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ERP   %52.4- %90.4

4   )   .(5   ) %72.0

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.90.4%

(   ) ERP

] 52.4%

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ERP   :

.[100   One Sample)

(t-test   (5.275)   t   )

t   .(p=0.05)   .(5

(One-Sample t-test)   : (4)

			t	t	
2.1433	.001	8	3	5.275	
2.0744	.002	8	3	4.683	
1.2840	.070	8	3	2.087	
1.7919	.002	8	3	4.719	

ERP   :(5)

			ERP
90.4	.707	6.33	
85.7	1.118	6.00	
79.4	2.007	5.56	

			ERP
78.6	2.138	5.50	
78.6	2.070	5.50	
77.7	1.236	5.44	
76.1	1.936	5.33	
74.6	1.481	5.22	
74.6	1.481	5.22	
74.6	1.394	5.22	
73.0	1.833	5.11	
73.0	1.691	5.11	
73.0	2.147	5.11	
73.0	1.364	5.11	
68.3	1.716	4.78	
67.9	2.121	4.75	
66.7	1.581	4.67	
57.1	2.121	4.00	( )
52.4	1.936	3.67	
72.0		**5.04**	( )

ERP

ERP

.(%92.9)   (6)

.(%55.6)

ERP   .ERP

.(%68.4)   (4.79)

ERP   One)   t

    t   (4.683)   (Sample t-test

.(p=0.05)

)

    .(ERP

.   ERP   .(4   )

ERP   **:(6)**

			ERP
92.9	1.069	6.50	
84.1	1.965	5.89	
82.6	2.108	5.78	
74.6	1.986	5.22	
71.4	2.398	5.00	
71.4	1.195	5.00	
69.9	2.088	4.89	
69.9	.928	4.89	
66.7	1.871	4.67	
66.7	1.658	4.67	
66.7	2.062	4.67	
65.1	1.236	4.56	
63.4	1.810	4.44	
63.4	2.297	4.44	
61.9	2.500	4.33	

			ERP
61.9	2.000	4.33	
61.9	2.121	4.33	( )
57.1	1.871	4.00	
55.6	2.421	3.89	
68.4		**4.79**	

t .(4) p=0.05

t

ERP

. ERP (7)

ERP

ERP

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7) ERP .%61.1

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. ERP

ERP ERP .(73.0%)

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(One) .(%44.4)

. (2.087) t (Sample t-test

t

(7): ERP

			ERP
73.0	2.088	5.11	
68.3	2.333	4.78	

			ERP
68.3	2.279	4.78	
67.9	2.375	4.75	
66.7	1.936	4.67	
64.3	2.268	4.50	
63.4	2.128	4.44	
63.4	2.351	4.44	
61.9	2.236	4.33	
60.3	2.386	4.22	
60.3	2.333	4.22	
59.0	2.232	4.13	
57.1	2.179	4.00	
57.1	2.121	4.00	
57.1	1.852	4.00	
57.1	2.291	4.00	
54.0	2.279	3.78	( )
54.0	2.386	3.78	
44.4	2.315	3.11	
61.1		**4.28**	

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ERP

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(8) .

ERP ( )

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One)

(4.719)   t   (Sample t-test   ERP

                 t

                 .(4   ) p=0.05   . 92.9%

                                                                                        ERP

                              ERP   .

                                                                             ERP

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<table>
<tr><td></td><td></td><td></td><td>ERP</td></tr>
<tr><td>92.9</td><td>1.069</td><td>6.50</td><td></td></tr>
<tr><td>84.1</td><td>1.965</td><td>5.89</td><td></td></tr>
<tr><td>82.6</td><td>2.108</td><td>5.78</td><td></td></tr>
<tr><td>74.6</td><td>1.986</td><td>5.22</td><td></td></tr>
<tr><td>71.4</td><td>2.398</td><td>5.00</td><td></td></tr>
<tr><td>71.4</td><td>1.195</td><td>5.00</td><td></td></tr>
<tr><td>69.9</td><td>2.088</td><td>4.89</td><td></td></tr>
<tr><td>69.9</td><td>.928</td><td>4.89</td><td></td></tr>
<tr><td>66.7</td><td>1.871</td><td>4.67</td><td></td></tr>
<tr><td>66.7</td><td>1.658</td><td>4.67</td><td></td></tr>
<tr><td>66.7</td><td>2.062</td><td>4.67</td><td></td></tr>
<tr><td>65.1</td><td>1.236</td><td>4.56</td><td></td></tr>
<tr><td>63.4</td><td>1.810</td><td>4.44</td><td></td></tr>
<tr><td>63.4</td><td>2.297</td><td>4.44</td><td></td></tr>
</table>

الجدول (8): ERP

			ERP
61.9	2.500	4.33	
61.9	2.000	4.33	
61.9	2.121	4.33	(　　　)
57.1	1.871	4.00	
55.6	2.421	3.89	
68.4		**4.79**	

ERP   .

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ERP   (ERP)

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ERP   ●

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(Davenport, 2000)

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●   (Garg & Venkitakrishnan, 2001)

) ERP   .(Spraakman, 2005)

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The Impact of Use of Enterprise Resources Planning (ERP) on Optimisation of Value Creation In Jordanian Manufacturing Organizations

Ahmed A. Mohammad, Ebrahim Mansour and Lina Waraad

ABSTRACT

Enterprise applications software have been evolved over the past decade as a strategic tool to gain competitive advantages regarding quality improvement, cost reduction, and profit maximization. Enterprise Resources Planning (ERP) are key software of these applications which have been widely used to integrate primary and supported business processes. Early researches on the subject of ERP have focused on the operational impacts. At the beginning of the second millennium, a new strategic trend was emerged. Facilitation of value creation by the use of ERP has formed the core of this trend. This research is an attempt to explore empirically the value creation role of ERP in Jordanian Manufacturing Organizations (JMO). The sample of the research consisted of 16 manufacturing companies listed in the Amman Exchange Market (AEM). These companies have been carefully selected and the data have been collected by the use of professional questionnaire designed to match the research requirements of this paper. A number of illustrative hypotheses have been tested statistically to examine the impacts of ERP on optimization of value creation processes. By the use of SPPS, mean score, standard deviation, and one-sample t-test have been calculated. The findings of this research indicate the high level of results about the impacts of ERP on value creation parameters such as cost structure reduction, product quality improvement, and customer base support. In addition, this paper concludes to a key fact that applications of ERP in Jordanian manufacturing environment still lack efficient implementation of Business Process Reengineering (BPR) methodology. To reach an effective use of ERP, the paper recommends JMO to look for the innovative use of ERP beyond the traditional one.

KEYWORDS: ERP Software, Value Creation Process, Information Systems Integration, Product Cost Structure, Product Quality, Customer Base, Jordanian manufacturing Organizations, Jordan.

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