ABSTRACT

ERP systems are more and more adopted in large companies. It appears that this trend is also being followed by small- and medium-sized companies. We have conducted a questionnaire-based survey to identify how Swiss SMEs perceive this phenomenon. The sample size is 687 of which 125 have actually implemented an ERP. Our main findings are twofold. First, SMEs that have not implemented an ERP invoke concerns (e.g., costs), which are typically not perceived as major problems by SMEs that actually went through an ERP implementation. Indeed the latter companies generally acknowledge that, ultimately, benefits significantly exceed the costs and difficulties of implementation. Second, this survey brings out new empirical knowledge of the satisfaction and benefits derived from the implementation and utilization of ERP systems in Swiss SMEs.

Keywords: enterprise resources planning systems; satisfaction; survey research