

Abstract

Enterprise resource planning (ERP) systems are highly complex information systems, difficult and high cost. Many ERP systems have been classified as failures because they did not achieve predetermined goals. One of the most important parts of a successful ERP system is managing the changes.

The purpose of this study is to explore the impact of change management on ERP system outcomes in the Jordanian pharmaceutical companies; the study is trying to provide potentially useful directions for understanding the impact of change management on ERP system outcomes, to achieve the objective of the study a questionnaire that consisted of (46) paragraph was built, and its validity and consistency were verified, the study was applied on a purposive sample of (171) employees divided into five companies stratified from the Jordanian pharmaceutical companies, The data was analyzed using simple and multiple regression and after analyzing data the results of the study have indicated that the change management determinant constructs (top management support, enterprise communication, organizational culture, training and education) have a significant positive impact on the ERP system outcomes (productivity improvement and decision making improvement).

Keywords: Enterprise Resource Planning (ERP), Change Management, ERP System Outcomes, Jordanian Pharmaceutical Companies.