

Abstract

Following the involvement in a project where a bank implemented an electronic inventory management system, a need was identified for further research into the human elements influencing the success of such projects. An initial high level study of some available literature supported the idea of human factors playing an important role. The subsequent research question formulated was:

What are the major human factors that influence the implementation of electronic systems to replace their manual paper-based counterparts, if any?

From literature the major human factors to be analysed were identified as:

- Leadership
- Communication
- Environment and culture
- Change readiness

By employing a mixed method research approach and analysing the change readiness assessment surveys, post-implementation surveys, project team observations and site key performance indicators (KPIs) of 3 implemented sites, these were all confirmed as factors influencing such implementations.

These conclusions were graphically depicted in a proposed framework showing the relationship between leadership as the driving factor to influence culture and change readiness through communication.