The Successful Implementation Of Business Information Systems To Enhance Organizational Efficiency

Jesus Castro, Tomás Delgado, Dr. Angel Ojeda and Dr. Juan Valera

Abstract: The objective of this research is to identify the best practices of implementation of strategic technologies and business information systems that help organizations to achieve their objectives. Twenty journal articles were reviewed and analyzed in the area of business information systems. The major findings indicated: (1) that the implementation of a business system should be considered as a priority to the user or client and the inclusion of corporate social networks is a valuable resource for human resources operations. Additionally, incorporating online tools foster the creation of new business models that allow management to handle, different procedures that support effective operations. Problem of the Study: Companies buy enterprise systems to improve performance and productivity at high costs to the companies. Failure to implement these systems not only means that there is a loss of money, but it can also put the organization’s profits at risk. Therefore, the implementation of these types of systems must be studied from the perspectives of the learning capabilities of the organization, and the learning capacities of the employees. Objectives: (1) Define the importance of enterprise systems in business processes and models today; (2) identify good organizational practices that make the implementation of these systems possible; and (3) identify challenges to the organization and individuals when new business systems are introduced into the daily and common process of the organization. Findings: (1) Implementation is a key factor in the successful incorporation of a business system in an organization; (2) it is so important to focus on user interaction in the development and implementation of the system; (3) a low absorption ability can be a risk of failure in the system implementation phase.

Index Terms: Business Information Systems, Employees Capabilities, Enterprise Systems, Learning Capabilities, Organizational Capabilities, Productivity, System Implementation Phase.

1. INTRODUCTION
Companies invest a great deal of financial resources into acquiring and utilizing business systems to improve performance and productivity. However, in some cases, they have been unsuccessful in their implementation, have not achieved their return on investment, and have posed potential risks to the organization (Pabedinskaitė, 2010). The capacity of information technologies has been an influential component in organizational success due to their ability to control costs and to achieve the stated objectives more rapidly and efficiently. The integration of business planning and information systems is considered an important factor for business success and for gaining a competitive advantage (Kozuharov and Kozuharov, 2014). Business Planning Software has been developed over the last few years to meet the growing needs of users and companies to adapt to dynamic environments, and to innovate and to advance in their business activities. Nowadays, the success of planning a business is unlikely to be achieved without the inclusion and use of proper software. Over the last three decades, there have been numerous innovations that have changed the way organizations carry out planning, and over time, have increasingly adapted to the needs of users (Kozuharov and Kozuharov, 2014).

2 LITERATURE REVIEW
2.1 Implementations of Business Systems
Implementations of business systems provide significant benefits in the operations and strategies of the organization. However, they are very risky and generate tensions in organizations (Bala and Venkatesh, 2013). The success of the implementation of business systems depend on the management performed by organizations in the test phase of the application. Consequently, changes occur in the type of work that the employees perform, and thus generate negative reactions (Cereola, Wier, and Norman, 2012). The use of free-code business systems has increased exponentially in microenterprises, which in turn contribute to the US economy. The adoption of this technology has emerged as an alternative in the operational efficiency of companies. Information technology, experience, team knowledge, and micro-enterprise absorption capacity, highlight the company’s ability to assimilate business systems. The more aligned the business code system is to the business processes, the greater the opportunity is to integrate the technology and achieve higher levels of performance (Cereola, Wier, and Norman, 2012). There is a positive relationship between the integration of free-code enterprise systems and the company’s results (Raymond, 2005). On the other hand, the categories for the acquisition of knowledge such as collaborative learning, market-based learning, internal learning, and learning based on practice, differ in achieving the values of supplementary and complementary knowledge (Friesl, 2012). The implementation of open source software of business systems allows its dissemination and wide scale use, and thus promotes its standardization in the industry (Demil and Lecocq, 2014). On the other hand, the average size of companies in system development field have decreased due to vertical specialization (Demil, 2014). Information technology and enterprise resource planning
systems are inseparable parts of a competitive business strategy. They have also become a key part of today’s business world, being very difficult to achieve an effective operational level without the application of these business tools (Pabedinskaitė, 2015). Business system manufacturers rely on users to assess the capabilities of their systems (Pollock, 2014). A reversal of information technology, as well as disbursements, create a sense of uneasiness among top executives. Therefore, the strategic alignment of information technologies can prevent agility. (Luffman and Ben-Zvi, 2010) The banking industry has adopted information technologies as an important resource in the service sector, becoming evident in the implementation process the relationship between perceived leadership style and organizational efficiency (Budhiraja, and Malhora, 2013).

3 RADIO FREQUENCY SYSTEMS
The incorporation of Radio Frequency Systems into the administrative sciences of any industry is indispensable in the distribution of its products and its distribution chain. Distribution management of products from producer to distributor, and distributor to the retailer, increases the ease and efficiency on acquiring data on any entity with a physical tagging of objects Duraccio, Elia, and Forcina (2015). The evaluation of investments in information technologies can represent a complex activity due to intangible factors. This is the case of Radio Frequency Systems, due to its innovative technology. Traditional investment assessment models do not have all of its costs along a common metric in their evaluation (Duraccio, Elia, and Forcina 2015).

4 ORGANIZATIONAL SCIENCE IN INFORMATION TECHNOLOGY
The Organizational Science in Information Technology can negatively affect the needs of the clients, which in turn damages their satisfaction and limits the organizational efficiency. Customer needs must be addressed through people-centered interactions in order to achieve a favorable impact on their satisfaction (Husain, 2013). It is an organization's priority to care about the status of its clients, who are more likely to come up with creative ideas and feedback for the organization. Positive interactions that are cultivated through relational strategies for efficiency, can result in loyal customers increasing their consumption of the product and sharing their opinions regarding the quality of service to others. The ability to create knowledge and application of strategic information system resources through a comprehensive and flexible integration can create a competitive advantage. The success of information management can be attributed to 5% of technology and 95% of psychological. Information technology is critical to enabling organizational learning and knowledge transfer efficiency and absorptive capacity (Iyengar, Sweeney and Montealegre, 2015). IT staff must be aware of the most appropriate ways to interact with managers and users in order to understand their needs (Ragowsky, Licker, and Gefen 2012). The lack of alignment between business objectives and information technologies may be due to lack of business maturity. There is a need to review the efficiency of organizations, because they have complex, dynamic and competitive environments (Trierweiler, 2012).

5 DISCUSSION AND CONCLUSION
The implementation of a business system should not be done without taking into account previous experiences and the priority of users since there is a relationship between the supplier and the user responsible for the development of the product. The needs of the user are the reason for the specification of the product. It is therefore important to focus on user interaction with system development and implementation. Many companies are including corporate social networking as a resource for their HR operations and are having positive experiences. Another resource has been the incorporation of online tools, which allow the creation of new business models. Employees are more motivated to participate in innovation processes when the management goals are clearly presented, therefore new organizational functions can be implemented to reach a better customer satisfaction level. The absorption capacity of organizations has a risk of failure for the implementation of information systems. Implementation is not successful if employees do not efficiently use information technologies in the enterprise. Successful implementation requires that management be able to handle, in an elaborate manner, the different procedures and effective operation support. Business systems that are not tailor-made or are not reconfigured to fit the needs of work processes, make employees less likely to adapt to them, and generate a sense of greater work and less control.

REFERENCES


