

Perceived Attitudes & Disquiets on the Adoption of Enterprise Application Architecture for Supply Chain Management in SMEs

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[https://doi.org/10.35609/gcbssproceeding.2023.1\(182\)](https://doi.org/10.35609/gcbssproceeding.2023.1(182))

ABSTRACT

Background: Throughout the history of information systems, perceived attitudes and concerns (PADs) have been seen as a key factor in actual adoption (AA) of Enterprise Application Architecture (EAA), in this case for supply chain management. Systems development life cycle by John Zachman, who explains seven steps for systems development by Hay (1997), which include: strategy, analysis, reactance theory, design, construction, documentation, transition and production. **Objectives:** This research aims to determine whether PADs affect the AA of EAA for SCM. In addition, the impact of the systems development life cycle is determined by the following factors: communication and common language, commitment, governance, scope and purpose, business-oriented and approach. **Methodology:** To provide statistical analysis of diagnostic tests and data analysis, a quantitative research design was adopted. A stratified random sample was considered for two parameters: information technology users, resource optimizers, risk takers, customer-centric approaches, and malleability. The sample was compressed to 310. For the first estimation, the linear regression model using IBM SPSS software version 26 was used. **Results:** The results showed that PADs have a negative impact on the AA of EAA as indicated by the negative-slope linear regression. However, personal perspectives such as techie, determinism, romanticism, and scepticism result in a negative bias. **Findings:** These results cannot be extrapolated to all SME owners and managers as they act on the basis of different characteristics such as: Information system components, internet connectivity and contextual information technology. Nonetheless, the modus operandi for mitigating negativity includes: intrinsic and extrinsic motivation, perceived behavioral control, subjective norm, social factors, system complexity, and social factors.

Keywords: perceived attitudes and disquiets, enterprise application architecture, supply chain management, actual adoption, small and medium enterprises.