

摘要

本研究闡述一個建置及使用企業資源規劃系統超過十年的大型組織個案。採用科技的社會形塑觀點，研究體現於企業資源規劃系統的全域結構與區域結構之間的衝突互動。本個案研究發現，企業資源規劃系統的封閉與穩定化是暫時性的。穩定與顛覆是不停的在循環，它顯示在建置與使用大型企業資訊系統時，所謂的「共識型封閉」絕不是如同過去研究所說的那麼簡單。在達成共識之前，會出現不同類型的封閉型態以暫時結束區域結構與全域結構之間的衝突互動。區域結構傾向於主導使用者早期如何從事企業資源規劃系統的運用，而組織在後期轉向企業資源規劃系統的標準結構。於個案中顯示，結構制定與選用兩種技術使用行為同時存在，並隨著時間而有不同程度的顯著性。藉由科技的社會形塑觀點，同時包含行動者衝突互動與脈絡影響，本研究結果能更深入了解暫時性的穩定封閉是如何及何時被打破、改變而再次達到另一個穩定封閉的過程。

關鍵詞：企業資源規劃系統之封閉型態、科技的社會形塑、穩定、顛覆

Abstract

This study reports a case study of a large organization which has implemented and used enterprise resource planning systems (ERP) for more than 10 years. Adopting the view of social shaping of technology (SST) to study the dialectical interplay between the global structures embodied in the ERP and the local structures, the case study finds that the ERP closure is provisional. There is a cycle of stabilization and destabilization. It shows that closure by consensus in the implementation and use of large scale, enterprise-wide information systems is by no means as simple as previous researchers suggested. Our results demonstrate that before reaching a consensus, different types of closure can emerge to temporarily end the dialectical interplay between the local structures and the global structures. While local practices tend to dominate how users engage with the ERP initially, the organization turns to the standard inscriptions later. Both the behaviors of structure enactment and appropriations are found and have different levels of salience over time. This study provides a better understanding of how, why and when the provisional closure is opened, changed, and re-closed over time from the SST perspective including both actor interplay and contextual influence.

Keywords: ERP Closure, Social Shaping of Technology, Stabilization, Destabilization