The Dynamic Impacts of Employee Job Motivation on Employee Job Performance and Corporate Customer Satisfaction: The Contingent Role of ERP System Implementation

Junyi Yang  
*Hong Kong Polytechnic University, yang.junyi@connect.polyu.hk*

Anjing Zhao  
*Hong Kong Polytechnic University, Zhaoanjing888@126.com*

J.J. Po-An Hsieh  
*Georgia State University, jjhsieh@gsu.edu*

Kimmy Chan Wa  
*Hong Kong Polytechnic University, kimmy.chan@polyu.edu.hk*

Follow this and additional works at: [https://scholarworks.gsu.edu/cis_facpub](https://scholarworks.gsu.edu/cis_facpub)

Part of the Management Information Systems Commons

**Recommended Citation**  

This Conference Proceeding is brought to you for free and open access by the Department of Computer Information Systems at ScholarWorks @ Georgia State University. It has been accepted for inclusion in Computer Information Systems Faculty Publications by an authorized administrator of ScholarWorks @ Georgia State University. For more information, please contact [scholarworks@gsu.edu](mailto:scholarworks@gsu.edu).
The Dynamic Impacts of Employee Job Motivation on Employee Job Performance and Corporate Customer Satisfaction: The Contingent Role of ERP System Implementation

Junyi Yang
The Hong Kong Polytechnic University, yang.junyi@connect.polyu.hk

Anjing Zhao
The Hong Kong Polytechnic University, Zhaoanjing888@126.com

J. J. Po-An Hsieh
The Hong Kong Polytechnic University, jj.hsieh@polyu.edu.hk

Kimmy Chan Wa
The Hong Kong Polytechnic University, kimmy.chan@polyu.edu.hk

Follow this and additional works at: http://aisel.aisnet.org/digit2013

Recommended Citation
http://aisel.aisnet.org/digit2013/11

This material is brought to you by the Diffusion Interest Group In Information Technology at AIS Electronic Library (AISeL). It has been accepted for inclusion in Digit 2013 Proceedings by an authorized administrator of AIS Electronic Library (AISeL). For more information, please contact elibrary@aisnet.org.
THE DYNAMIC IMPACTS OF EMPLOYEE JOB MOTIVATION ON EMPLOYEE JOB PERFORMANCE AND CORPORATE CUSTOMER SATISFACTION: THE CONTINGENT ROLE OF ERP SYSTEM IMPLEMENTATION

Abstract

Prior research has generally found a significant, positive impact of employees' job motivation on job performance, and which in turn, leads to more satisfied customers. However, little attention is directed towards how implementation of centralized information systems (IS), such as Enterprise Resource Planning (ERP) systems, will affect these relationships in the business to business (B2B) context. Toward this end, we plan to conduct a field study to empirically compare the effects of these relationships before and after the implementation of an ERP system. This cross-disciplinary study will contribute to the extant organization, marketing, and IS literature by examining how a centralized IS implementation moderates the relationships among employees' job motivation, performance, and corporate customer satisfaction, and testing the proposed framework in the B2B context.

Keywords: Employee motivation, Job performance, Corporate customer satisfaction, Centralized information systems, ERP system