CONTINUANCE INTENTION USAGE OF CLOUD ERP AMONG MSMEs IN COIMBATORE

THESIS

Submitted to the Bharathiar University, Coimbatore for the award of the degree of DOCTOR OF PHILOSOPHY IN MANAGEMENT

By

Ms. LAKSHMI A. S., BE, MBA

Under the Guidance of

Dr. S. KAVITHA, MBA, MCA, MPhil, PhD

Associate Professor, Department of Management



PSGR KRISHNAMMAL COLLEGE FOR WOMEN College of Excellence – 2021-6th Rank (An Autonomous Institution – Affiliated to Bharathiar University) Re – accredited with "A++" Grade by NAAC An ISO 9001:2015 Certified Institution Coimbatore – 641004 Tamil Nadu, India

DECEMBER 2022

CERTIFICATE

CERTIFICATE

This is to certify that the thesis, entitled "CONTINUANCE INTENTION USAGE OF CLOUD ERP AMONG MSMES IN COIMBATORE" submitted to the Bharathiar University, in Partial fulfillment of the requirements for the award of the Degree of DOCTOR OF PHILOSOPHY IN MANAGEMENT is a record of original research work done by Ms. LAKSHMI A. S. during the period of October 2018 to December 2022 of her research in the Department of Management at PSGR Krishnammal College for Women under my supervision and guidance and the thesis has not formed the basis for the award of any Degree/Diploma/Associateship/Fellowship or other similar title of any candidate of any University.

Head of the Department

Signature of the Guide

Principal

DECLARATION

DECLARATION

I, LAKSHMI A. S. hereby declare that the thesis, entitled "CONTINUANCE INTENTION USAGE OF CLOUD ERP AMONG MSMES IN COIMBATORE", submitted to the Bharathiar University, in partial fulfilment of the requirements for the award of the degree of DOCTOR OF PHILOSOPHY IN MANGEMENT, is a record of original and independent research work done by me during October 2018 to December 2022 under the supervision and guidance of Dr. S. KAVITHA, Associate Professor, Department of Management, PSGR Krishnammal College for Women, Coimbatore and it has not formed the basis for the award of any Degree/Diploma/Associateship/Fellowship or other similar title to any candidate in any University.

Signature of the Candidate

CERTIFICATE OF GENUINENESS OF

THE PUBLICATION

CERTIFICATE OF GENUINENESS OF THE PUBLICATION

This is to certify that the Ph.D. candidate **Ms. LAKSHMI A. S.** working under my supervision has published the following research articles in referred journals.

- "A Study On The User Satisfaction Of Cloud ERP Among MSMEs In Coimbatore", Kanpur Philosophers with ISSN 2348-8301, Volume-9, Issue-2, No.
 8, Page No. 162 to 174 and year of publication December 2022 published by New Archaeological & Genological Society
- "The Impact of Cloud ERP on the Perceived Performance of Small and Medium Enterprises in Coimbatore", Journal of Management & Entrepreneurship, Volume-6, No. 01 (IIV), and year of publication January – March 2022 published by Xavier Institute of Management & Entrepreneurship

The content of the publication incorporates part of the results presented in her studies.

Head of the Department

(with seal)

Research Supervisor

(with seal)

Principal

(with seal)

CERTIFICATE OF PLAGARISM CHECK



பாரதியார் பல்கலைக்கழகம்

BHARATHIAR UNIVERSITY

COIMBATORE - 641 046, TAMILNADU, INDIA

State University Re-Accredited with "A" Grade by NAAC Ranked 15th among Indian Universities by MHRD-NIRF

	CERTIFICATE OF PLAGIARISM CHECK			
1	Name of the Research Scholar	LAKSHMI A.S.		
2	Course of study	M.Phil ., / Ph.D.,		
3	Title of the Thesis / Dissertation	CONTINUANCE INTENTION VERGE. OF CLOUD ERP FOMONG MEMES IN COIMBATORE		
4	Name of the Supervisor	DR. S. KAVITHA		
5	Department / Institution/ Research Centre	DEPARTMENT OF MANAGEMENT, PSGIR KRISHNAMMAL COLLEGE ' FOR WOMEN, COIMBATORE		
6	% of Similarity of content Identified	10 ./.		
7	Acceptable Maximum Limit	10 %		
8	Software Used	URKUND		
9	Date of verification	22 12/2022		

Report on plagiarism check, items with % of similarity is attached

Ĵ

Skam

Signature of the Researcher

Signature of the Supervisor Dr. S. KAVIIIIA, MBA, MCA, MPhil, PhD Associate Professor Department of Management PSGR Krishnammal College for Women Coimbatore - 641 004



(Seal) Dr. P. Sadhasivam, MCom MBA Ph D Director Department of Management PSGR Krishnammal College for Women Peelamedu, Coimbatore - 641 004

Head of the Department

University Librarian (BU)

Universit Arignar Anna Central Library Bharathiar University Combaters - 641 946.

Director i/c Center for Research & Evaluation (BU) (Seal)

Ouriginal

2.

Document Information

Analyzed document	Lakshmi. A.S.docx (D154309409)
Submitted	2022-12-22 05:37:00
Submitted by	
Submitter email	buaacl.urkund@gmail.com
Similarity	10%
Analysis address	bhauni.urkund.buaacl.bhauni@analysis.urkund.com

Sources included in the report

SA	Behavioural Intention.docx Document Behavioural Intention.docx (D142326852)	
SA	C.SRIDEVI - 45551.pdf Document C.SRIDEVI - 45551.pdf (D140601522)	
SA	Full Paper- Antecedents of Farmer's Intention to Use Drone Technology in Agricultu re Integration of Technology Acceptance Mode.pdf Document Full Paper- Antecedents of Farmer's Intention to Use Drone Technology in Agricultu re Integration of Technology Acceptance Mode.pdf (D103091799)	
SA	overall 1-3-4-5.docx Document overall 1-3-4-5.docx (D35422571)	
SA	03 Analysis and result - Jasmine V.M.docx Document 03 Analysis and result - Jasmine V.M.docx (D116317591)	
SA	A STUDY ON WORK LIFE BALANCE OF WOMEN EMPLOYEES IN WORK FROM HOME CULTURE.docx Document A STUDY ON WORK LIFE BALANCE OF WOMEN EMPLOYEES IN WORK FROM HOME CULTURE.docx (D111005133)	
SA	AJMT-2022-004.doc Document AJMT-2022-004.doc (D143005693)	
SA	5686-1.pdf Document 5686-1.pdf (D47649292)	
Entire	e Document	

CHAPTER I INTRODUCTION

University Librarian Arignar Anna Central Library Bharathiar University Colmbatore - 641 046.

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

"God never said that the journey would be easy, but he did say that it would be worth arriving."

I want to express my first and foremost gratitude to the almighty for bestowing me throughout the doctoral journey.

Achievements have no value if we leave behind the people who support us in the whole journey of our success. I would like to express my profound gratitude towards many people, as without their kind support, it would not be possible for me to complete my thesis.

I want to start by saying how grateful I am to **Smt. R. Nandhini,** Chairperson, GRG Educational Trust for providing me the opportunity to pursue the research work. I also thank GRG Educational Trust for providing the fellowship for me to carry out my research.

I express my sincere gratitude to **Dr. N. Yasodha Devi, M.Com., Ph.D.**, Secretary, PSGR Krishnammal College for Women for providing the generous infrastructural support rendered for the research.

I would like to express my deepest gratitude to the beloved principal **Dr. P. Meena, M.Sc, M.Phil, Ph.D** for her support to carry out the research.

I would like to express my deepest appreciation to **Dr. P. Sadhasivam, M.Com, MBA, Ph.D.**, Director of Department of Management, PSGR Krishnammal College for Women, Coimbatore for his support rendered throughout the course of the research.

I wish to offer my special thanks to **Dr. Savitha Nair, MBA, M.Phil, Ph.D**, Dean of Department of Management, PSGR Krishnammal College for Women, Coimbatore for her warm and moral support throughout my doctoral journey.

I am deeply indebted to my Ph.D. guide and mentor, **Dr. S. Kavitha, MBA, MCA, M.Phil, Ph.D, Associate professor**, Department of Management, PSGR Krishnammal College for Women, Coimbatore for the time, effort, and understanding in helping me succeed in my research. Her vast wisdom and wealth of experience have inspired me throughout my research. I am extremely grateful to **Prof. S. Balasubramaniyan, BE, PGDM (IIMC-C)**, Chief Mentor, Department of Management, PSGR Krishnammal College for Women for his valuable support throughout the research.

I express my sincere thanks to all **Faculty Members**, Department of Management, PSGR Krishnammal College for Women for their encouragement and support throughout my endeavour.

I would like to extend my heartfelt gratitude to **Dr. B. Uma Maheswari**, Associate Professor, PSG Institute of Management who encouraged me and provided me with valuable feedback on the research.

Here is my special thanks to **Dr. M. Kanchana**, Assistant Professor, PSGR Krishnammal College for her kind support to initiate my research work.

I am always indebted to **Dr. Lovelin Auguskani**, Associate Professor of St. Xavier's Catholic College of Engineering and Financial Advisor and **Ms. Kala Devi** for their valuable advice to start the research work.

Words cannot express my gratitude to the cloud ERP developers, eNoah SAP Business One Partner, Freedom Software Solutions Pvt Ltd, Global Software Solutions, IT to All and Roadmap IT Solutions for their timely help in data collection.

I owe my deepest heartfelt gratitude towards my life partner **Mr. S. Nagaprasad** for his eternal support, patience and sacrifice in achieving my goal. I specially thank my beloved parents, **Mr. P. Sudha Kumar and Mrs. M. Anitha Rani** for their full support and blessings throughout my doctoral journey. I thank my dearest son **N. Krish** for his patience, support and adjustable nature helped me to complete my thesis without any hurdles.

Above all, I owe special gratitude to my endearing friends Ms. V. Sowmiya, Ms. R. Maheswari, Dr. R. Reshma, Ms. N.A. Ponnila Harshvardhini, Ms. R. Santiago Antony Selvi, Ms. R. Punithavathy and Ms. S. Sujitha for their endless support and encouragement throughout my endeavour. Thank you all for your unwavering support and also for reminding me to take breaks and have fun when I have been stressed out. It would have been impossible to finish my journey without their inspiration.

I dedicate my Ph.D thesis in the memory of **Dr. Vijaya Kumar** (former Head of the Department, St. Xavier's College Catholic College of Engineering, Chunkankadai) who pursued me to start my doctoral journey.

LAKSHMI A.S.

LIST OF TABLES

LIST OF TABLES

TABLE NO.	TITLE	PAGE NO.
1.8	Scheme of Chapterization	14
2	List of Variables	45
3.1	Sample Size Determination	61
3.2	Variables Used in the Study	63
3.3	Confirmatory Factor Analysis	64
3.4	Calculation of Average Variance Extracted and	66
	Composite Reliability	
3.5	Discriminant Validity	67
3.6	Reliability Analysis	68
	PERCENTAGE ANALYSIS OF COMPANY PROFILE	70
4.1	Nature of Business	70
4.2	Type of the Business	71
4.3	Category of the Organization	72
4.4	Duration of Company been in Operation	73
4.5	Number of People Employed by the Organization	74
4.6	Type of Cloud ERP already Using	75
4.7	Duration of Using Cloud ERP	77
	PERCENTAGE ANALYSIS OF DEMOGRAPHIC	78
	PROFILE OF RESPONDENTS	
4.8	Gender	78
4.9	Age	79
4.10	Designation	80
4.11	Qualification	81
4.12	Experience in the Business	82
	CHI- SQUARE ANALYSIS	
4.13	Company Profile Variables with System Quality	83
4.14	Company Profile Variables with Information Quality	84
4.15	Company Profile Variables with Environmental Context	84
4.16	Company Profile Variables with Cloud Security & Data Privacy	85

4.17	Company Profile Variables with Cost Effectiveness	86
4.18	Company Profile Variables with Perceived Ease of Use	86
4.19	Company Profile Variables with Perceived Usefulness	87
4.20	Company Profile Variables with Expected Performance	88
4.21	Company Profile Variables with Continuance Intention	88
	ANOVA	
4.22	ANOVA for Significance Difference Among Age of the	89
	Respondents with Study Variables	
4.22.1	Post Hoc Test for Age of the Respondents with Study	90
	Variables	
4.23	ANOVA for Significance Difference Among	94
	Qualification of the Respondents with Study Variables	
4.23.1	Post Hoc Test for Qualification of the Respondents with	95
	Study Variables	
4.24	ANOVA for Significance Difference Among Designation	99
	of the Respondents with Study Variables	
4.24.1	Post Hoc Test for Designation of the Respondents with	100
	Study Variables	
4.25	ANOVA for Significance Difference Among Experience	104
	of the Respondents with Study Variables	
4.25.1	Post Hoc Test for Experience of the Respondents with	105
	Study Variables	
4.26	CORRELATION	109
	MULTIPLE REGRESSION ANALYSIS	110
4.27	Impact of System Quality, Information Quality,	110
	Environmental Context, Cloud Security & Data Privacy	
	and Cost Effectiveness on Perceived Ease of Use	
4.28	Impact of System Quality, Information Quality,	111
	Environmental Context, Cloud Security & Data Privacy	
	and Cost Effectiveness on Perceived Usefulness	
4.29	Impact of System Quality, Information Quality,	112
	Environmental Context, Cloud Security & Data Privacy	
	and Cost Effectiveness on Expected Performance	

4.30	Impact of Perceived Ease of Use, Perceived Usefulness	113
	and Expected Performance on Continuance Intention	
	STRUCTURAL EQUATION MODELING	114
4.31	Regression Weights for System Quality	115
4.31.1	Model Fit Summary	115
4.32	Regression Weights for Information Quality	116
4.32.1	Model Fit Summary	117
4.33	Regression Weights for Environmental Context	118
4.33.1	Model Fit Summary	119
4.34	Regression Weights for Cloud Security & Data Privacy	120
4.34.1	Model Fit Summary	121
4.35	Regression Weights for Cost Effectiveness	122
4.35.1	Model Fit Summary	123
4.36	Regression Weights for Perceived Ease of Use	124
4.36.1	Model Fit Summary	125
4.37	Regression Weights for Perceived Usefulness	126
4.37.1	Model Fit Summary	127
4.38	Regression Weights for Expected Performance	128
4.38.1	Model Fit Summary	129
4.39	Regression Weights for Continuance Intention	130
4.39.1	Model Fit Summary	131
4.40	Model Fit Summary for Structural Equation Modeling	134
4.41	Hypotheses Test Result	134

LIST OF CHARTS

LIST	OF	CHARTS
------	----	--------

CHART NO.	TITLE	PAGE NO.
	PERCENTAGE ANALYSIS OF COMPANY PROFILE	70
4.1	Nature of Business	71
4.2	Type of the Business	72
4.3	Category of the Organization	73
4.4	Duration of Company been in Operation	74
4.5	Number of People Employed by the Organization	75
4.6	Type of Cloud ERP Already Using	76
4.7	Duration of Using Cloud ERP	77
	PERCENTAGE ANALYSIS OF DEMOGRAPHIC PROFILE OF RESPONDENTS	78
4.8	Gender	78
4.9	Age	79
4.10	Designation	80
4.11	Qualification	81
4.12	Experience in the Business	82

LIST OF FIGURES

LIST (OF	FIGURES
--------	----	---------

FIGURE NO.	TITLE	PAGE NO.
2.1	Research Framework	57
3.3	Confirmatory Factor Analysis	65
	STRUCTURAL EQUATION MODELING	114
4.1	Model Fit for System Quality	114
4.1	Model Fit for Information Quality	116
4.3	Model Fit for Environmental Context	118
4.4	Model Fit for Cloud Security & Data Privacy	120
4.5	Model Fit for Cost Effectiveness	122
4.6	Model Fit for Perceived Ease of Use	124
4.7	Model Fit for Perceived Usefulness	126
4.8	Model Fit for Expected Performance	128
4.9	Model Fit for Continuance Intention	130
4.10	Structural Equation Modeling Based on Standardized	132
	Coefficient on the Continuance Intention of the Usage of	
	Cloud ERP	