

This Section discusses the previous research on ERP systems concerning usability evaluation methods, findings, and contributions. Additionally, most of the studies mentioned above had conducted the initial literature review of the previous research to identify the kinds of ERP usability problems. Likewise, experiments were conducted to compare the usability of different ERP interfaces, such as in [17], where the authors evaluated the navigation and association support interfaces in SAP. One of the most reported methods of ERP system evaluation is the usability testing method