Abstract

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ERP Implementation effects on Sustainable Maritime Balanced Scorecard: Evidence from Major European Ports

The present paper analyzes how the port’s use of the Enterprise Resources Planning (ERP) systems affects the different perspectives of the Sustainable Maritime Balanced Scorecard (SMBSC) in an efficient and effective manner. ERP needs huge initial investment that should be reflected through the improved results of both the financial and non-financial indicators. This paper focuses on the performance of ERP through the review of the literature and a Structural Equation Model of five major European ports. The results show that the use of ERP improves all the perspectives of the SMBSC along with the sustainability approach.