

## LIST OF REFERENCES

- Abdinnour-Helm, S., Lengnick-Hall, M. L. & Lengnick-Hall, C. A. (2003). Pre-implementation attitudes and organizational readiness for implementing an enterprise resource planning system. *European Journal of Operational Research*, 146, 258-273.
- Akkermans, H., & van Helden, K. (2002). Vicious and virtuous cycles in ERP implementation: A case study of interrelations between critical success factors. *European Journal of Information Systems*, 11, 35-46.
- Aladwani, A. M. (2001). Change management strategies for successful ERP implementation. *Business Process Management Journal*, 7 (3), 266-275.
- Albadvi, A., & Gharaee, R. (2009) Drivers and Barriers of E-banking Adoption: Case of Karafarin Bank. *Third International Conference on Digital Society*, pp. 235-240.
- Al-Fawaz, K., Al-Salti, Z., & Eldabi, T. (2008). Critical success factors in ERP implementation: A review. *European and Mediterranean Conference on Information Systems (EMCIS'2008)*, May 25-26, Dubai, United Arab Emirates, pp. 1-9.
- Ali, A. J., & Amirshahi, M. (2002). The Iranian manager: work values and orientations. *Journal of Business Ethics*, 40 (2), 111-133.
- Allen, D., Kern, T., & Havenhand, M. (2002). ERP critical success factors: An exploration of the contextual factors in public sector institutions. *Proceedings of the 35th Annual Hawaii International Conference*, pp. 3062–3071.
- Al-Mashari, M. (2003). Enterprise resource planning (ERP) systems: A research agenda. *Industrial Management & Data Systems*, 103 (1), 22-27.
- Al-Mashari, M., & Al-Mudimigh, A. (2003). ERP implementation: Lessons from a case study. *Information Technology & People*, 16 (1), 21-33.
- Al-Mashari, M., & Zairi, M. (2000). Information and business process equality: The case of SAP R/3 implementation. *The Electronic Journal on Information Systems in Developing Countries*, 2 (4), 1-15.
- Al-Mashari, M., Al-Mudimigh, A., & Zairi, M. (2003). Enterprise resource planning: A taxonomy of critical factors. *European Journal of Operational Research*, 146, 352–364.
- Al-Mashari, M., Ghani, S. K., & Al-Rashid, W. (2006). A study of the Critical Success Factors of ERP implementation in developing countries. *International Journal of Internet and Enterprise Management*, 4 (1), 68-95.

- Al-Mudimigh, A., Zairi, M., & Al-Mashari, M. (2001). ERP software implementation: An integrative framework. *European Journal of Information Systems*, 10, 216–226.
- Aloini, D., Dulmin, R., & Mininno, V. (2007). Risk management in ERP project introduction: Review of the literature. *Information & Management*, 44, 547–567.
- Amoako-Gyampah, K. (2004). ERP implementation factors: A comparison of managerial and end-user perspectives. *Business Process Management Journal*, 10 (2), 171-183.
- Amoako-Gyampah, K. (2007). Perceived usefulness, user involvement and behavioral intention: An empirical study of ERP implementation. *Computers in Human Behavior*, 23, 1232–1248.
- Amoako-Gyampah, K., & Salam, A. F. (2004). An extension of the technology acceptance model in an ERP implementation environment. *Information & Management*, 41, 731–745.
- Anderegg, T. (2000). *ERP: A-Z implementer's guide for success*. Eau Claire, WI: Resource Publishing.
- Apperlath, H., & Ritter, J. (2000). *SAP R/3 implementation: method and tools*. Berlin: Springer.
- Avison, D., & Malaurent, J. (2007). Impact of cultural differences: A case study of ERP introduction in China. *International Journal of Information Management*, 27, 368–374.
- Babu, T. K. S., & Dalal S. S. (2006). ERP implementation issues in SMEs: 'Microsoft Great Plains' implementation in a BPO organization. *South Asian Journal of Management*, 13 (1), 61-75.
- Bagchi, S., Kanungo, S., & Dasgupta, S. (2003). Modeling use of enterprise resource planning systems: a path analytic study. *European Journal of Information Systems*, 12, 142–158.
- Bailey, J., & Pearson, S. (1983). Development of a tool for measuring and analyzing computer user satisfaction. *Management Science*, 25 (5), 530-545.
- Barker, T., & Frolick, M. N. (2003). ERP implementation failure: A case study. *Information Systems Management*, 20, 43–49.
- Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, 51 (6), 1173-1182.
- Baroudi, J. J., & Orilowski, W. (1988). A short-form measure of user information satisfaction. *Journal of Management Information Systems*, 4 (4), 45-59.
- Basoglu, N., Daim, D., & Kerimoglu, O. (2007). Organizational adoption of enterprise resource planning systems: A conceptual framework. *Journal of High Technology Management Research*, 18, 73–97.

- Beard, J. W., & Summer, M. (2004). Seeking strategic advantage in the post-net era: Viewing ERP systems from the resource-based perspective. *Journal of Strategic Information Systems*, 13, 129–150.
- Beheshti, H. M. (2006). What managers should know about ERP/ERP II. *Management Research News*, 29 (4), 184-193.
- Bendoly, E., Bachrach, D. G., Wang, H., & Zhang, S. (2006). ERP in the minds of supervisors: Joint roles of task interdependence and cultural norms. *International Journal of Operations & Production Management*, 26 (5), 558-578.
- Bernroider, E. W. N. (2008). IT governance for enterprise resource planning supported by the DeLone–McLean model of information systems success. *Information & Management*, 45 (5), 257-269.
- Bingi, P., Sharma, M. K. & Godla, J. K. (1999). Critical issues affecting an ERP implementation. *Information Systems Management*, 16 (3), 7-14.
- Blackstone, J. H., & Cox, J. F. (2004). *APICS Dictionary*. 11th edition, USA: APICS Educational Society for Resource Management.
- Boersma, K., & Kingma, S. (2005). Developing a cultural perspective on ERP. *Business Process Management Journal*, 11 (2), 123-136.
- Botta-Genoulaz, V., & Millet, P. A. (2006). An investigation into the use of ERP systems in the service sector. *International Journal of Production Economics*, 99, 202–221.
- Botta-Genoulaz, V., Millet, P. A., & Grabot, B. (2005). A survey on the recent research literature on ERP systems. *Computers in Industry*, 56, 510–522.
- Bradford, M., & Florin, J. (2003). Examining the role of innovation diffusion factors on the implementation success of enterprise resource planning systems. *International Journal of Accounting Information Systems*, 4, 205–225.
- Bradley, J. (2005). Are all critical success factors in ERP implementation created equal?. *Proceedings of the Eleventh Americas Conference on Information Systems*, Omaha, NE, August 11th-14th, pp. 2152-2159.
- Bradley, J. (2008). Management based critical success factors in the implementation of enterprise resource planning systems. *International Journal of Accounting Information Systems*, 9 (3), 175-200.
- Brown, D. H., & He, S. (2007). Patterns of ERP Adoption and Implementation in China and Some Implications. *Electronic Markets*, 17 (2), 132-141.
- Brown, J. S., & Vessey, I. (2003). Leveraging ERP learning for the next wave of enterprise system projects. *MIS Quarterly Executive*, 2 (1), 65-77.
- Buckhout, S., Frey, E., & Nemeec, J., Jr. (1999). Making ERP succeed: Turning fear into promise. *IEEE Engineering Management Review*, 19, 116-123.

- Bueno, S., & Salmeron, J.L. (2008). TAM-based success modeling in ERP. *Interacting with Computers*, 20, 515–523.
- Burnette, J., & Williams, J. (2005). Structural equation modeling (SEM): An introduction to basic techniques and advanced issues. In R. Swanson & E. Holton (Eds.), *Research in Organizations Foundations and Methods of Inquiry*. pp. 141-160, San Francisco, CA: Berrett-Koehler Publishers, Inc.
- Calisir, F., & Calisir, F. (2004). The relation of interface usability characteristics, perceived usefulness, and perceived ease of use to end-user satisfaction with enterprise resource planning (ERP) systems. *Computers in Human Behavior*, 20, 505–515.
- Cavana, R. Y., Delahaye, B. L., & Sekaran, U. (2001). *Applied business research, qualitative and quantitative methods*. Australia: John Wiley and Sons.
- Chang, M. K., Cheung, W., Cheng, C. H., & Yeung, J. H. Y. (2008). Understanding ERP system adoption from the user's perspective. *International Journal of Production Economics*, 113 (2), 928-942.
- Chen, I. J. (2001). Planning for ERP systems: Analysis and future trend. *Business Process Management Journal*, 7 (5), 374-386.
- Chen, S. & Liu, L. (2008). Measure of ERP users' satisfaction. *Proceedings of 2008 IEEE International Conference on Service Operations and Logistics and Informatics, IEEE/SOLI 2008*, Vol. 2, pp. 1980-1985.
- Chien, S. W., & Tsaur, S. M. (2007). Investigating the success of ERP systems: Case studies in three Taiwanese high-tech industries. *Computers in Industry*, 58, 783–793.
- Chien, S. W., Hu, C., Reimers, K., & Lin, J. S. (2007). The influence of centrifugal and centripetal forces on ERP project success in small and medium-sized enterprises in China and Taiwan. *International Journal of Production Economics*, 107, 380–396.
- Chin, W. W., Marcolin, B. L., & Newsted, P. R. (1996). A partial least square latent variable modeling approach for measuring interaction effects: Results from a Monte Carlo simulation study and voice mail emotion/adoption study", *Proceedings of the 17<sup>th</sup> International Conference on Information Systems*, Cleveland, OH.
- Chung, B., Skibniewski, M. J., Lucas, H. C. Jr., & Kwak, Y. H. (2008). Analyzing enterprise resource planning (ERP) systems implementation success factors in the engineering-construction industry. *Journal of Computing in Civil Engineering*, 22 (6), 373–382.
- Chung, S., & Snyder, C. A. (1999). ERP initiation: A historic perspective. *Proceedings of the Fifth Americas Conference on Information Systems*. Milwaukee: Association for Information System, pp. 213–219.
- Cohen, J. (1988). *Statistical power analysis for the behavioral sciences*. Second edition, Hillsdale, NJ: Lawrence Erlbaum Associates.

- Colmenares, L. (2004). Critical success factors of enterprise resource planning systems implementation in Venezuela. *Proceedings of the Tenth Americas Conference on Information Systems*, New York, August 2004, pp. 134-139.
- Cooper, R. B. (1994). The inertial impact of culture on IT implementation. *Information & Management*, 27, 17-31.
- Correa, P. R., & Cruz, R. (2005). Success of ERP systems in Chile: An empirical study. *Proceedings of the Eleventh Americas Conference on Information Systems (AMCIS2005)*, Omaha, NE, 11-14 August, pp. 757-768.
- Cotteleer, M. J., & Bendoly, E. (2006). Order lead-time improvement following enterprise-IT implementation: an empirical study. *MIS Quarterly*, 30 (3), 643-667.
- Dastmalchian, A., Javidan, M., & Alam, K. (2001). Effective leadership and culture in Iran: An empirical study. *Applied Psychology*, 50 (4), 532-558.
- Davenport, T. H. (2000). *Mission critical: Realizing the promise of enterprise systems*. USA: Harvard Business School Press.
- Davenport, T. H., & Stoddard, D. B. (1994). Reengineering: Business change or mythic propositions?. *MIS Quarterly*, 18 (2), 121-127.
- Davenport, T. H. (1998) Putting the enterprise into the enterprise system. *Harvard Business Review*, 76 (4), 121-131.
- Davenport, T. H., Harris, J. G., & Cantrell, S. (2004). Enterprise systems and ongoing process change. *Business Process Management Journal*, 10 (1), 16-26.
- Davis, M. M., & Heineke, J. (2005). *Operations management - Integrating manufacturing and services*. Fifth edition. New York: McGraw-Hill Irwin.
- Davison, R. (2002). Cultural complications of ERP. *Communications of the ACM*, 45 (7), 109-111.
- Dawson, J., & Owens, J. (2008). Critical success factors in the chartering phase: A case study of an ERP implementation. *International Journal of Enterprise Information Systems*, 4 (3), 9-24.
- DeLone, W. H., & McLean, E. R. (1992). Information systems success: The quest for the dependent variable. *Information Systems Research*, 3 (1), 60-95.
- DeLone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: A ten-year update. *Journal of Management Information System*, 19 (4), 9-30.
- Doll, W. J. & Torkzadeh, G. (1988). The measurement of end-user computing satisfaction. *MIS Quarterly*, 12 (2), 259-273.

- Doll, W. J., Raghunathan, T. S., Lim, J. S., & Gupta, Y.P. (1995). A confirmatory factor analysis of the user information satisfaction instrument. *Information Systems Research*, 6 (2), 177-188.
- Dong, L. (2001). Modeling top management influence on ES implementation. *Business Process Management Journal*, 7 (3), 243-250.
- Dowlatshahi, S. (2005). Strategic success factors in enterprise resource-planning design and implementation: A case-study approach. *International Journal of Production Research*, 43 (18), 3745–3771.
- Edwards, J. S., & Panagiotidis, P. (2000). Organizational learning: A critical systems thinking discipline. *European Journal of Information Systems*, 10 (3), 135-146.
- Ehie, I. C., & Madsen, M. (2005). Identifying critical issues in enterprise resource planning (ERP) implementation. *Computers in Industry*, 56, 545–557.
- Esteves-Sousa, J., & Pastor-Collado, J. (2000). Towards the unification of critical success factors for ERP implementation. *Proceedings of 10th Annual BIT (Business Information Technology) Conference*, Manchester, UK, pp. 60-69.
- Esteves-Sousa, J., Casanovas, J., & Pastor-Collado, J. (2003). Modeling with partial least squares critical success factors interrelationships in ERP implementations. *Proceedings of the Ninth Americas Conference on Information Systems*, pp. 446-451.
- Everdingen, V. Y., Hillegersberg, V. J., & Waarts, E. (2000). ERP adoption by European midsize companies. *Communications of the ACM*, 43 (4), 32-38.
- Falkowski, G., Pedigo, P., Smith, B., & Swanson, D. (1998). A recipe for ERP success. *Beyond Computing*, 44–45.
- Fan, J. C., & Fang, K. (2006). ERP implementation and information systems success: A test of DeLone and McLean's model. *Proceedings of PICMET (Portland International Center for Management of Engineering and Technology)*, 9-13 July, Istanbul, Turkey, pp. 1272-1278.
- Fan, M., Stallaert, J., & Whinston, A. (2000). The adoption and design methodologies of component-based enterprise systems. *European Journal of Information Systems*, 9 (1), 25-35.
- Fang, M. Y., & Lin, F. (2006). Measuring the performance of ERP system from the balanced scorecard perspectives. *Journal of American Academy of Business*, 10 (10), 256-263.
- Ferratt, T. W., Ahire, S., & De, P. (2006). Achieving success in large projects: Implications from a study of ERP implementations. *Interfaces*, 36 (5), 458-469.
- Finney, S., & Corbett, M. (2007). ERP implementation: A compilation and analysis of critical success factors. *Business Process Management Journal*, 13 (3), 329-347.

- Fuß, C., Gmeiner, R., Schiereck, D., & Strahringer, S. (2007). ERP usage in banking: An exploratory survey of the world's largest banks. *Information Systems Management*, 24, 155–171.
- Gable, G. G., Sedera, D., & Chan, T. (2003). Enterprise systems success: A measurement model. *Proceedings of the Twenty-Fourth International Conference on Information Systems*, Seattle, WA, pp. 576-591.
- Gable, G. G., Sedera, D., & Chan, T. (2008). Re-conceptualizing information system success: The IS-impact measurement model. *Journal of the Association for Information System*, 9 (7), 377-408.
- Gallivan, M. & Srite, M. (2005). Information technology and culture: Identifying fragmentary and holistic perspectives of culture. *Information and Organization*, 15, 295–338.
- Garcia-Sanchez, N. & Prez-Bernal, L. E. (2007). Determination of critical success factors in implementing an ERP system: A field study in Mexican enterprises information. *Technology for Development*, 13 (3), 293–309.
- Gargeya, V. B. & Brady, C. (2005). Success and failure factors of adopting SAP in ERP system implementation. *Business Process Management Journal*, 11 (5), 501-516.
- Garrity, E. J., & Sanders G. L. (1998). *Information systems success measurement*. Hershey: Idea Group Publishing.
- Gattiker, T. F., & D. L. Goodhue (2005). What happens after ERP implementation: Understanding the impact of inter-dependence and differentiation on plant-level outcomes. *MIS Quarterly*, 29 (3), 559-585.
- Gattiker, T. F. (2002). Anatomy of an ERP implementation gone awry. *Production and Inventory Management Journal*, 43 (3), 96-105.
- Gefen, D., Straub, D., & Boudreau, M. (2000). Structural equation modeling and regression: Guidelines for research practice. *Communications of the Association for Information Systems*, 4, 1-79.
- Goldhaber, G. M. (1993). *Organizational communication*. Boston, MA: McGraw Hill.
- Grabski, S. V., & Leech, S.A. (2007). Complementary controls and ERP implementation success. *International Journal of Accounting Information Systems*, 8, 17–39.
- Guang-hui, C, Chun-qing, L., & Yun-xiu, S. (2006). Critical success factors for ERP life cycle implementation. *International Federation for Information Processing*, 205, 553-562.
- Guba, E.G. (1978). Toward a methodology of naturalistic inquiry in educational Evaluation. *CSE Monograph Series In Evaluation*, No. 8, Los Angeles: Center for Study of Evaluation, University of California.

- Haag, S., Cummings, M., & McCubbrey, D. J. (2005). *Management information systems: For the information age*. New York: McGraw-Hill Irwin.
- Haines, M. N., & Goodhue, D. L. (2003). Implementation partner involvement and knowledge transfer in the context of ERP implementations. *International Journal of Human-Computer Interaction*, 16 (1), 23–38.
- Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2006). *Multivariate data analysis*, Sixth edition. Upper Saddle River, NJ: Pearson Prentice Hall.
- Häkkinen, L., & Hilmola, O. P. (2008). ERP evaluation during the shakedown phase: Lessons from an after-sales division. *Information Systems Journal*, 18, 73–100.
- Hammer, M., & Champy, J. (2001). *Reengineering the corporation: A manifesto for business revolution*. New York: Harper Business.
- Harris, G., & Attour, S. (2003). The international advertising practices of multinational companies: a content analysis study. *European Journal of Marketing*, 37 (1), 154-168.
- Hartono, E., Santhanam, R. & Holsapple, C.W. (2007). Factors that contribute to management support system success: An analysis of field studies. *Decision Support Systems*, 43, 256–268.
- Hayes, D. C., Hunton, J. E., & Reck, J. L. (2001). Market reaction to ERP implementation announcements. *Journal of Information Systems*, 15 (1), 3–18.
- He, X. (2004). The ERP challenge in China: A resource-based perspective. *Information Systems Journal*, 14, 153–167.
- Hirt, S. G., & Swanson, E. B. (1999). Adopting SAP at Siemens Power Corporation. *Journal of Information Technology*, 14, 243–251.
- Hitt, L. M., Wu, D. J., & Zhou, X. (2002). Investment in enterprise resource planning: Business impact and productivity measures. *Journal of Management Information Systems*, 19 (1), 71-98.
- Ho, C. F., Wu, W. H., & Tai, Y. M. (2004). Strategies for the adaptation of ERP systems. *Industrial Management & Data Systems*, 104 (3), 234-251.
- Hofstede, G. (1984). *Culture's consequences: International differences in work-related values*. Beverly Hills, CA: Sage.
- Hofstede, G. (1997). *Cultures and organizations: Software of the mind*. New York, NY: McGraw- Hill.
- Hofstede, G. (2001), *Culture's consequences: Comparing values, behaviors, institutions, and organizations across nations*. Second edition. London: Sage.
- Holland, C., & Light, B. (1999). A critical success factors model for ERP implementation. *IEEE Software*, 16, 30–36.



- Holland, C. P., Light, B., & Gibson, N. (1999). A critical success factors model for enterprise resource planning implementation. Proceedings of the 7th European Conference on Information Systems, Bled, Slovenia, pp. 273-297.
- Holsapple, C. W., Wang, Y. M., & Wu, J. H. (2005). Empirically testing user characteristics and fitness factors in ERP success. *International Journal of Human-Computer Interaction*, 19 (3), 323-342.
- Hong, K. K. & Kim, Y. G. (2002). The critical success factors for ERP implementation: An organizational fit perspective. *Information & Management*, 40, 25-40.
- Hsu, L. L., Lai, R. S. Q. & Weng, Y. T. (2008). Understanding the critical factors effect user satisfaction and impact of ERP through innovation of diffusion theory. *International Journal of Technology Management*, 43 (1), 30-47.
- Huang, S. M., Chang, I. C., Li, S. H. & Lin, M. T. (2004). Assessing risk in ERP projects: Identify and prioritize the factors. *Industrial Management & Data Systems*, 104 (8), 681-688.
- Huang, Z. & Palvia, P. (2001). ERP implementation issues in advanced and developing countries. *Business Process Management Journal*, 7 (3), 276-284.
- Hwang, H.G., Ku, C.Y., Yen, D.C. & Cheng, C.C. (2004). Critical factors influencing the adoption of data warehouse technology: a study of the banking industry in Taiwan. *Decision Support Systems*, 37, 1-21.
- Hwang, Y. (2005). Investigating enterprise systems adoption: Uncertainty avoidance, intrinsic motivation, and the technology acceptance model. *European Journal of Information Systems*, 14, 150-161.
- Ifinedo, P. (2007). Interaction between organizational size, culture, and structure and some IT factors in the context of ERP success assessment: An exploratory investigation. *Journal of Computer Information Systems*, 4, 28-44.
- Ifinedo, P. (2008). Impacts of business vision, top management support, and external expertise on ERP success. *Business Process Management Journal*, 14 (4), 551-568.
- Igbaria, M., & Nachman, S. A. (1990). Correlations of user satisfaction with end user computing: an exploratory study. *Information & Management*, 19, 73-82.
- Iivari, J. (2005). An empirical test of the DeLone-McLean model of information system success. *The DATA BASE for Advances in Information Systems*, 36 (2), 8-27.
- Ives, B., Olson, M. H. & Baroudi, J. J. (1983). The measurement of user information satisfaction. *Communications of the ACM*, 26 (10), 785-793.
- Jacobs, F. R. & Bendoly, E. (2003). Enterprise resource planning: Developments and directions for operations management research. *European Journal of Operational Research*, 146, 233-240.

- Jarrar, Y. F., Al-Mudimigh, A., & Zairi, M. (2000). ERP implementation critical success factors—the role and impact of business process management. *Proceeding of the 2000 IEEE International Conference in Management of Innovation and Technology*.
- Jarupathirun, S. & Zahedi, F. (2007). Exploring the influence of perceptual factors in the success of web-based spatial DSS. *Decision Support Systems*, 43, 933–951.
- Javidan, M., & Dastmalchian, A. (2003). Culture and leadership in Iran: The land of individual achievers, strong family ties, and powerful elite. *Academy of Management Executive*, 17 (4), 127-142.
- Johnson, G., & Scholes, K. (2005). *Exploring corporate strategy*. Seventh edition, Prentice Hall.
- Jones, M. C., & Price, R. L. (2004). Organizational knowledge sharing in ERP implementation: Lessons from industry. *Journal of Organizational and End User Computing*, 16 (1), 21–40.
- Jones, M. C., Zmud, R. W., & Clark T. D. (2008). ERP in practice: A snapshot of post-installation perception and behaviors. *Communications of the Association for Information Systems*, 23, 437-462.
- Kamhawi, E. M. (2007). Critical factors for implementation success of ERP systems: An empirical investigation from Bahrain. *International Journal of Enterprise Information Systems*, 3 (2), 34-49.
- Kamhawi, E. M. (2008). Enterprise resource-planning systems adoption in Bahrain: Motives, benefits, and barriers. *Journal of Enterprise Information Management*, 21 (3), 310-321.
- Kang, S., Park, J. H., & Yang, H. D. (2008). ERP alignment for positive business performance: Evidence from Korea's ERP market. *Journal of Computer Information Systems*, 48 (4), 25-38.
- Kanungo, S., & Bagchi, S. (2000). Understanding user participation and involvement in ERP use. *Journal of Management Research*, 1, 47–63.
- Kapp, K., Latham, W., & Ford-Latham, H. (2001). *Integrated learning for ERP success: A learning requirements planning approach*. First edition, FL: CRC press.
- Karahanna, E., Straub, D. W., & Chervany, N. L. (1999). Information technology adoption across time: a cross-sectional comparison of pre-adoption and post-adoption beliefs. *MIS Quarterly*, 23(2), 183–213.
- Ke, W., & Wei, K. K. (2008). Organizational culture and leadership in ERP implementation. *Decision Support Systems*, 45 (2), 208-218.
- Kelle, U. (2000). Computer assisted analysis: Coding and indexing. In M. W. Bauer & G. Gaskell (Eds.), *Qualitative researching with text, image and sound: A practical handbook* (pp. 282-298). Beverly Hills, CA: Sage.

- Kennerley, M., & Neely, A. (2002). A framework of the factors affecting the evolution of performance measurement systems. *International Journal of Operations & Management*, 22 (11), 1222-1245.
- Kerimoglu, O., Basoglu, N., & Daim, T. (2008). Organizational adoption of information technologies: Case of enterprise resource planning systems. *Journal of High Technology Management Research*, 19, 21–35.
- Khajehpour, B. (2000). Domestic political reforms and private sector activity in Iran. *Social Research*, 67 (2), 577-609.
- Kim, Y., Lee, Z., & Gosain, S. (2005). Impediments to successful ERP implementation process. *Business Process Management Journal*, 11 (2), 158-170.
- King, S. F. & Burgess, T. F. (2006). Beyond critical success factors: A dynamic model of enterprise system innovation. *International Journal of Information Management*, 26, 59–69.
- Klaus, H., Rosemann, M., & Gable, G. G. (2000). What is ERP?. *Information Systems Frontiers*, 2 (2), 141–162.
- Kline, R. (2005). *Principles and practice of structural equation modeling*, Second edition. New York, NY: Guilford Press.
- Kositanurit, B., Ngwenyama, O., & Osei-Bryson, K. M. (2006). An exploration of factors that impact individual performance in an ERP environment: An analysis using multiple analytical techniques. *European Journal of Information Systems*, 15, 556–568.
- Krumbholz, M., & Maiden, N. (2001). The implementation of enterprise resource planning packages in different organizational and national cultures. *Information Systems*, 26, 185–204.
- Krumbholz, M., Galliers, J., Coulianos, N., & Maiden, N. (2000). Implementing enterprise resource planning packages in different corporate and national cultures. *Journal of Information Technology*, 15 (4), 267-279.
- Kumar, V., Maheshwari B., & Kumar, U. (2003). An investigation of critical management issues in ERP implementation: Empirical evidence from Canadian organizations. *Technovation (International Journal of Technological Innovation and Entrepreneurship)*, 23 (9), 793-807.
- Kumar, V., Maheshwari, B., & Kumar, U. (2002). ERP systems implementation: Best practices in Canadian government organizations. *Government Information Quarterly*, 19, 147-172.
- Kwahk, K. Y. (2006). ERP acceptance: Organizational change perspective. *Proceedings of the 39th Hawaii International Conference on System Sciences*, pp. 1-10.

- Kwahk, K. Y., & Lee, J. N. (2008). The role of readiness for change in ERP implementation: Theoretical bases and empirical validation. *Information & Management*, 45 (7), 474-481.
- Larsen, K. R. T. (2003). A taxonomy of antecedents of information system success: Variable analysis studies. *Journal of Management Information Systems*, 20 (2), 169–246.
- Larsen, T. J. (2009). A multilevel explanation of end-user computing satisfaction with an enterprise resource planning system within an international manufacturing organization. *Computers in Industry*, 60, 657–668
- Latifi, F. (2006). A dynamic model interpreting work-related values of multi-faceted cultures: the case of Iran. *International Journal of Human Resource Management*, 17 (12), 2055–2073.
- Law, C. C. H., & Ngai, E. W. T. (2007). ERP systems adoption: An exploratory study of the organizational factors and impacts of ERP success. *Information & Management*, 44, 418–432.
- Lee, S., & Lee, H. (2004). The importance of change management after ERP implementation: An information capability perspective. *Proceeding of Twenty-Fifth International Conference on Information Systems*, pp. 939-954.
- Leidner, D. E., & Kayworth, T. (2006). A review of culture in information systems research: Toward a theory of information technology culture conflict. *MIS Quarterly*, 30 (2), 357-399.
- Liang, H., & Xue, Y. (2004). Coping with ERP-related contextual issues in SMEs: A vendor's perspective. *Journal of Strategic Information Systems*, 13, 399–415.
- Liang, H., Saraf, N., Hu, Q., & Xue, Y. (2007). Assimilation of enterprise systems: The effect of institutional pressures and the mediating role of top management. *MIS Quarterly*, 31 (1), 59-87.
- Liang, H., Xue, Y., Boulton, W. R., & Byrd, T. A. (2004). Why Western vendors don't dominate China's ERP market. *Communications of the ACM*, 47 (7), 69–72.
- Loh, T. C., & Koh, S. C. L. (2004). Critical elements for a successful enterprise resource planning implementation in small-and medium-sized enterprises. *International Journal of Production Research*, 42 (17), 3433-3455.
- Lu, X.H., Huang, L.H. & Hen, M.S.H. (2006). Critical success factors of inter-organizational information systems-A case study of Cisco and Xiao Tong in China. *Information & Management*, 43, 395–408.
- Mabert, V. A., Soni, A., & Venkataramanan, M. A. (2003). Enterprise resource planning: Managing the implementation process. *European Journal of Operational Research*, 146, 302–314.

- Mabert, V. M., Soni, A., & Venkataramanan, M. A., (2001). Enterprise resource planning: Common myths versus evolving reality. *Business Horizons*, 44 (3), 69–76.
- Mandal, P., & Gunasekaran, A. (2002). Application of SAP R/3 in on-line inventory control. *International Journal of Production Economics*, 75, 47–55.
- Markus, M. L., & Tanis, C. (2000). The enterprise system experience: From adoption to success. In R. Zmud (Ed.), *Framing the domains of IT management: projecting the future through the past* (pp. 173-207). Cincinnati, OH: Pinnaflex Educational Resources.
- Markus, M. L., Axline, S., Petrie, D., & Tanis, C. (2000). Learning from adopters' experiences with ERP: Problems encountered and success achieved. *Journal of Information Technology*, 15, 245–265.
- Martinsons, M. G., & Chong, P. K. C. (1999). The influence of human factors and specialist involvement on information systems success. *Human Relations*, 52 (1), 123-151.
- Moghadam, A. H., & Assar, P. (2008). The relationship between national culture and E-adoption: A case study of Iran. *American Journal of Applied Sciences*, 5 (4), 369-377.
- Motwani, J., Akbulut, A. Y., Mohamed, Z. M., & Greene, C.L. (2008). Organizational factors for successful implementation of ERP systems. *International Journal of Business Information Systems*, 3 (2), 158 - 182.
- Motwani, J., Mirchandani, D., Madan, M., & Gunasekaran, A. (2002). Successful implementation of ERP projects: Evidence from two case studies. *International Journal of Production Economics*, 75, 83–96.
- Motwani, J., Subramanian, R., & Gopalakrishna, P. (2005). Critical factors for successful ERP implementation: Exploratory findings from four case studies. *Computers in Industry*, 56, 529–544.
- Murray, M., & Coffin, G. (2001). A case study analysis of factors for success in ERP system implementations. *Proceedings of the Seventh Americans Conference on Information Systems*, pp.1012-1018.
- Muscattello, J. R., & Chen, I. J. (2008). Enterprise resource Planning (ERP) Implementations: Theory and Practice. *International Journal of Enterprise Information Systems*, 4 (1), 63-78.
- Muscattello, J. R., Small, M. H., & Chen, I. J. (2003). Implementing enterprise resource planning (ERP) systems in small and midsize manufacturing firms. *International Journal of Operations & Production Management*, 23 (8), pp. 850-871.
- Myers, B. L., Kappelman, L. A., & Prybutok, V. R. (1996). A case for including work group productivity measures in a comprehensive IS assessment model. *Proceedings of the 27th Annual Meeting of the Decision Sciences Institute*. Orlando, FL, pp. 756–758.

- Myerson, J. M. (2002). *Enterprise systems integration*. Boca Raton: Auerbach Publications.
- Nah, F. H., & Delgado, S. (2006). Critical success factors for enterprise resource planning implementation and upgrade. *Journal of Computer Information Systems*, 46 (5), 99-113.
- Nah, F. H., Islam, Z., & Tan, M. (2007). Empirical assessment of factors influencing success of enterprise resource planning implementations. *Journal of Database Management*, 18 (4), 26-50.
- Nah, F. H., Lau, L. S., & Kuang, J. (2001). Critical factors for successful implementation of enterprise systems. *Business Process Management Journal*, 3 (7), 285-296.
- Nah, F. H., Zuckweiler, K. M., & Lau, L. S. (2003). ERP implementation: Chief information officers' perceptions of critical success factors. *International Journal of Human-Computer Interaction*, 16 (1), 5-22.
- Nelson, R. R., & Todd, P. A. (2005). Antecedents of information and system quality: An empirical examination within the context of data warehousing. *Journal of Management Information Systems*, 21 (4), 199-235.
- Neuman, W. L. (1997). *Social research methods: Qualitative and quantitative approaches*. Third edition, Boston, MA: Allyn and Bacon.
- Ngai, E. W. T., Law, C. C. H., & Wat, F. K. T. (2008). Examining the critical success factors in the adoption of enterprise resource planning. *Computers in Industry*, 59 (6), 548-564.
- Norris, G., Hurley, J. R., Hartley, K. M., Dunleavy, J. R., & Balls, J. D. (2000). *E-business and ERP: Transforming the enterprise*. New York: John Wiley & Sons.
- O'Leary, D. E. (2000). Game playing behavior in requirements analysis, evaluation, and system choice for enterprise resource planning systems. *Proceedings of the 21st International Conference on Information Systems*, Brisbane, Australia, pp. 385-395.
- Pairat, R., & Jungthirapanich, C. (2005). A chronological review of ERP research: An analysis of ERP inception, evolution, and direction. *IEEE*, 5, 288-292.
- Palaniswamy, R., & Frank, T. (2000). Enhancing manufacturing performance with ERP systems. *Information Systems Management*, 17, 43-57.
- Pan, G., Hackney, R., & Pan, S. L. (2008). Information systems implementation failure: Insights from prism. *International Journal of Information Management*, 28, 259-269.
- Pan, M. J., & Jang, W. Y. (2008). Determinants of the adoption of enterprise resource planning within the technology-organization-environment framework: Taiwan's communications industry. *Journal of Computer Information Systems*, 48 (3), 94-102.
- Park, J. H., Suh, H. J., & Yang, H. D. (2007). Perceived absorptive capacity of individual users in performance of Enterprise Resource Planning (ERP) usage: The case for Korean firms. *Information & Management*, 44, 300-312.

- Parr, A., & Shanks, G. (2000). A model of ERP project implementation. *Journal of Information Technology*, 15, 289–303.
- Parr, A., Shanks, G., & Darke, P. (1999). Identification of necessary factors for successful implementation of ERP systems. *Proceedings of the IFIP international working conference on new information technologies in organizational processes: Field studies and theoretical reflections on the future work*, Kluwer Academic Publishers, pp. 99-120.
- Patton, M.Q. (1990). *Qualitative evaluation and research methods*. Newbury Park, CA: Sage.
- Peslak, A. R. (2006). Enterprise resource planning success: An exploratory study of the financial executive perspective. *Industrial Management & Data Systems*, 106 (9), 1288-1303.
- Plant, R., & Willcocks, L. (2007). Critical success factors in international ERP implementations: A case research approach. *Journal of Computer Information Systems*, 47 (3), 60-70.
- Rai, A., Lang, S. S., & Welker, R. B. (2002). Assessing the validity of IS success models: An empirical test and theoretical analysis. *Information Systems Research*, 13 (1), 50-69.
- Ramayah, T., & Lo, M. C. (2007). Impact of shared beliefs on ‘perceived usefulness’ and ‘ease of use’ in the implementation of an enterprise resource planning system. *Management Research News*, 30 (6), 420-431.
- Ramayah, T., Roy, M. H., Arokiasamy, S., Zbib, I., & Ahmed, Z. U. (2007). Critical success factors for successful implementation of enterprise resource planning systems in manufacturing organizations. *International Journal of Business Information Systems*, 2 (3), 276-297.
- Ranzhe, J., & Xun, Q. (2007). Study on critical success factors in ERP systems implementation. *Proceedings of International Conference on Service Systems and Service Management*, 9-11 June, Chengdu, China, pp. 1-6.
- Rasmy, M. H., Tharwat, A., & Ashraf, S. (2005). Enterprise resource planning (ERP) implementation in the Egyptian organizational context. *Proceeding of the European and Mediterranean Conference on Information systems*, June 7-9, Cairo, Egypt.
- Raymond, L., & Uwizeyemungu, S. (2007). A profile of ERP adoption in manufacturing SMEs. *Journal of Enterprise Information Management*, 20 (4), 487-502.
- Reinhard, N., & Bergamaschi, S. (2001). Management of ERP Systems Implementation in Brazil. *Proceedings of the Seventh Americas Conference on Information Systems*, Boston, USA, pp. 1098-1104.

- Remus, U. (2007). Critical success factors for implementing enterprise portals: A comparison with ERP implementations. *Business Process Management Journal*, 13 (4), 538–552.
- Richardson, B. (2004). *Five Ideas about ERP*. Retrieved April, 06, 2009, from AMR Research Web site: <http://www.amrresearch.com/Content/View.asp?pmillid=17203&docid=19061>.
- Robey, D., Ross, J. W., & Boudreau, M. C. (2002). Learning to implement enterprise systems: an exploratory study of the dialectics of change. *Journal of Management Information Systems*, 19 (1), 17-46.
- Rockhart, J. F. (1979). Chief executives define their own data needs. *Harvard Business Review*, 57, 81-93.
- Rosario, J. G. (2000, May 27). On the leading edge: Critical success factors in ERP implementation projects. *Business World*.
- Ross, J. W., & Vitale, M. R. (2000). The ERP revolution: Surviving vs. thriving. *Information Systems Frontiers*, 2 (2), 233-241.
- Saarinen, T. (1996). An expanded instrument for evaluating information system success. *Information & Management*, 31, 103-118.
- Salmeron, J.L. & Herrero, I. (2005). An AHP-based methodology to rank critical success factors of executive information systems. *Computer Standards & Interfaces*, 28, 1–12.
- Sandoe, K., Corbitt, G., & Boykin, R. (2001). *Enterprise integration*. New York: John Wiley & Sons.
- Sarker, L., & Lee, A. S. (2003). Using a case study to test the role of three key social enablers in ERP implementation. *Information & Management*, 40, 813–829.
- Sawah, S. E., Tharwat, A. A. F., & Rasmy, M. H. (2008). A quantitative model to predict the Egyptian ERP implementation success index. *Business Process Management Journal*, 14 (3), 288-306.
- Scheer, A. W., & Habermann, F. (2000). Making ERP a success. *Communications of the ACM*, 43 (4), 57-61.
- Schein, E. H. (1992). *Organizational culture and leadership*. San Francisco, CA: Jossey-Bass.
- Schumacker, R., & Lomax, R. (2004). *A beginner's guide to structural equation modeling*. Second edition, Mahwah, NJ: Lawrence Erlbaum Associates.
- Scott, J. E., & Vessey, I. (2000). Implementing enterprise resource planning systems: The role of learning from failure. *Information Systems Frontiers*, 2 (2), 213-232.
- Scott, J. E., & Vessey, I. (2002). Managing risks in enterprise systems implementations. *Communication of the ACM*, 45 (4), 74-81.



- Sebastianelli, R., & Rishel, T. D. (2003). Some survey results on ERP systems implementation. *Proceedings of Annual Meeting of the Decision Sciences Institute*, pp. 547-552.
- Seddon, P. B., Shanks, G., & Willcocks, L. (2003). *Second-wave enterprise resource planning systems*. New York: Cambridge University.
- Seddon, P. B. (1997). A respecification and extension of the DeLone and McLean model of IS success. *Information Systems Research*, 8 (3), 240–253.
- Seddon, P. B., & Kiew, M. Y. (1994). A partial test and development of the DeLone and McLean model of IS success. *Proceedings of the International Conference on Information Systems*, Vancouver, Canada, pp. 99-110.
- Sedera, D., & Dey, S. (2006). Multi- stakeholder assessment of critical success factors: Insights from the world's fastest SAP R/3 implementation. *Proceedings of the Twelfth Americas Conference on Information Systems*, Acapulco, Mexico.
- Sedera, D., & Tan, F. (2005). User satisfaction: An overarching measure of enterprise system success. *Proceedings of the Pacific Asia Conference on Information Systems*, 7-10 July, Bangkok, Thailand, pp. 963-976.
- Sedera, D., Tan, F., & Dey, S. (2007). Identifying and evaluating the importance of multiple stakeholders perspective in measuring ES-success. *Proceedings of European Conference on Information Systems*, Gothenburg, Sweden, pp. 1-14.
- Sekaran, U., & Bougie, R. (2010). *Research Methods for Business: A Skill Building Approach*. Fifth edition, USA, MN: John Willy & Sons.
- Shang, S., & Seddon, P. B. (2002). Assessing and managing the benefits of enterprise systems: The business manager's perspective. *Information Systems Journal*, 12 (4), 271-299.
- Shanks, G., Parr, A., Hu, B., Corbitt, B., Thanasankit, T., & Seddon, P. (2000). Differences in critical success factors in ERP systems implementation in Australia and China: A cultural analysis. *Proceedings of the 8th European Conference on Information Systems*, July 3-5, pp. 537-544.
- Shenhar, A. J., & Levy, O. (1997). Mapping the dimensions of project success. *Project Management Journal*, 28 (2), 5–13.
- Sheu, C., Chae, B., & Yang, C. L. (2004). National differences and ERP implementation: Issues and challenges. *International Journal of Management Science (Omega)*, 32, 361–371.
- Shih, Y. Y. (2006). The effect of computer self-efficacy on enterprise resource planning usage. *Behaviour & Information Technology*, 25 (5), 407–411.
- Sitkin, S. B. (1992). Learning through failure: The strategy of small losses. *Research in Organizational Behaviour*, 14, 231-266.

- Skok, W., & Legge, M. (2002). Evaluating enterprise resource planning (ERP) systems using an interpretive approach. *Knowledge and Process Management*, 9 (2), 72-82.
- Soh, C., Kien, S. S., & Tay-Yap, J. (2000). Cultural fits and misfits: Is ERP a universal solution?. *Communications of the ACM*, 43 (4), 47-51.
- Soja, P. (2004). Success factors in ERP systems implementations: Result of research on the Polish ERP market. *Proceedings of the 10th Americas Conference on Information Systems*, New York, USA, pp. 3914-3922.
- Soja, P. (2006). Success factors in ERP systems implementations: Lessons from practice?. *Journal of Enterprise Information Management*, 19 (6), 646-661.
- Somers, T. M., & Nelson, K. (2001). The impact of critical success factors across the stages of enterprise resource planning implementations. *Proceeding of the 34th Hawaii International Conference on System Sciences*, Hawaii, pp. 1-10.
- Somers, T. M., & Nelson, K. G. (2004). A taxonomy of players and activities across the ERP project life cycle. *Information & Management*, 41, 257-278.
- Somers, T. M., Nelson, K., & Karimi, J. (2003). Confirmatory factor analysis of the end-user computing satisfaction instrument: Replication within an ERP domain. *Decision Sciences*, 34 (3), 595-621.
- Sprott, D. (2000). Componentizing the enterprise application packages. *Communications of the ACM*, 43 (4), 62-96.
- Stefanou, C. J. (1999). Supply chain management and organizational key factors for successful implementation of enterprise resource planning systems. *Proceedings of the Americas Conference on Information Systems*, Milwaukee, WI, pp. 800-802.
- Stein, T. (1999, May 24). ROI: Making ERP add up. *Information Week*, p. 59.
- Stratman, J. K., & Roth, A. V. (2002). Enterprise resource planning (ERP) competence constructs: two-stage multi-item scale development and validation. *Decision Sciences*, 33 (4), pp. 601-628.
- Sumner, M. (2000). Risk factors in enterprise-wide/ERP projects. *Journal of Information Technology*, 15, 317-327
- Sumner, M. (2006). Critical success factors in ERP implementation: Five years later. *Proceedings of the Twelfth Americas Conference on Information Systems*, Acapulco, Mexico, pp. 2491-2500.
- Sun, A. Y. T., Yazdani, A., & Overend, J. D. (2005). Achievement assessment for enterprise resource planning (ERP) system implementations based on critical success factors (CSFs). *International Journal of Production Economics*, 98, 189-203.
- Swan, J., Newell, S., & Robertson, M. (1999). The illusion of best practice in information systems for operations management. *European Journal of Information Systems*, 8 (4), 284-293.

- Tarafdar, M., & Roy, R.K. (2003). Analyzing the adoption of enterprise resource planning systems in Indian organizations: A process framework. *Journal of Global Information Technology Management*, 6, 31-51.
- Tarokh, M. J., Sharifi, E., & Nazemi, E. (2008) Survey of BPR experiences in Iran: reasons for success and failure. *Journal of Business & Industrial Marketing*, 23 (5), 350–362.
- Taube, L. R., & Gargeya, V. B. (2005). An analysis of ERP system implementation: A methodology. *Business Review*, 4 (1), 1-6.
- Teltumbde, A. (2000). A framework for evaluating ERP projects. *International Journal of Production Research*, 38, 4507–4520.
- Tsai, W., Chien, S., Fan, Y., & Cheng, J. (2005). Critical management issues in implementing ERP: Empirical evidence from Taiwan firms. *International Journal of Services and Standards*, 1 (3), 299–318.
- Turban, E., Leidner, D., Mclean, E., & Wetherbe, J. (2006). *Information technology for management: Transforming organizations in the digital age*. Fifth edition, USA, MN: John Willy & Sons.
- Turner, J. R. (1999). Project management: A profession based on knowledge or faith. *International Journal of Project Management*, 17 (6), 329–330.
- Umble, E. J., & Umble, M. M. (2002). Avoiding ERP implementation failure. *Industrial Management*, 44 (1), 25–33.
- Umble, E. J., Haft, R. R., & Umble, M. M. (2003). Enterprise resource planning: Implementation procedures and critical success factors. *European Journal of Operational Research*, 146, 241–257.
- Uzoka, F. M. E., Abiola, R. O., & Nyangeresi, R. (2008). Influence of product and organizational constructs on ERP acquisition using an extended technology acceptance model. *International Journal of Enterprise Information Systems*, 4 (2), 67-83.
- Volkoff, O., & Sawyer, S. (2001). ERP implementation teams, consultants, and information sharing. *Proceedings of the Seventh America Conference on Information Systems*, Boston, Massachusetts, pp. 1043–1045.
- Wang, C., Xu, L., Liu, X., & Qin, X. (2005). ERP research, development and implementation in China: An overview. *International Journal of Production Research*, 43 (18), 3915–3932.
- Wang, E. T. G., Ying, T. C., Jiang, J. J., & Klein, G. (2006). Group cohesion in organizational innovation: An empirical examination of ERP implementation. *Information and Software Technology*, 48 (4), 235–244.
- Wang, E. T. G., & Chen, J. H. F. (2006). The influence of governance equilibrium on ERP project success. *Decision Support Systems*, 41, 708–727.

- Wang, E. T. G., Shih, S. P., Jiang, J. J., & Klein, G. (2008). The consistency among facilitating factors and ERP implementation success: A holistic view of fit. *Journal of Systems and Software*, 81 (9), 1609-1621.
- Webster, J., & Watson, R. T. (2002). Analyzing the past to prepare for the future: Writing a literature review. *MIS Quarterly*, 26 (2), xiii-xxiii.
- Wei, C. C., Chien, C. F., & Wang, M. J. J. (2005). An AHP-based approach to ERP system selection. *International Journal of Production Economics*, 96, 47-62.
- Welti, N. (1999). *Successful SAP R/3 implementation: Practical management of ERP projects*. Harlow: Addison-Wesley.
- Willcocks, L. P., & Sykes, R. (2000). The role of the CIO and IT function in ERP. *Communications of the ACM*, 43 (4), 32-38.
- Williams, J., & Williams, M. (2007). Managing the implementation of an enterprise system in an accounting and finance environment. Proceedings of the Americas Conference on Information Systems, pp. 1-11.
- Williams, L., Edwards, J., & Vandenberg, R. (2003). Recent advances in casual modeling methods for organizational and management research, *Journal of Management*, 29 (6), 903-936.
- Williams, R., & Edge, D. (1996). The social shaping of technology. *Research Policy*, 25, 865-899.
- Willis, T. H., & Willis-Brown, A. H. (2002). Extending the value of ERP. *Industrial Management & Data Systems*, 102 (1), 35-38.
- Woo, H. S. (2007). Critical success factors for implementing ERP: The case of a Chinese electronics manufacturer. *Journal of Manufacturing Technology Management*, 18 (4), 431-442.
- Wood, T., & Caldas, M. P. (2001). Reductionism and complex thinking during ERP implementations. *Business Process Management Journal*, 7 (5), 387-393.
- Wu, J. H., & Wang, Y. M. (2007). Measuring ERP success: The key-users' viewpoint of the ERP to produce a viable IS in the organization. *Computers in Human Behavior*, 23, 1582-1296.
- Wu, J. T. B., & Wang, Y. M. (2006). Measuring ERP success: The ultimate users' view. *International Journal of Operations & Production Management*, 26 (8), 882-903.
- Xu, H., Nord, J. H., Brown, N., & Nord, G. D. (2002). Data quality issues in implementing an ERP. *Industrial Management & Data Systems*, 102 (1), 47-58.
- Xue, Y., Liang, H., Boulton, W. R., & Snyder, C. A. (2005). ERP implementation failures in China: Case studies with implications for ERP vendors. *International Journal of Production Economics*, 97, 279-295.

- Yang, C. C., & Wei, C. C. (2006). A study of the factors impacting ERP system performance - from the users' perspectives. *The Journal of American Academy of Business*, 8 (2), 161-166.
- Yeganeh, H., & Su, Z. (2007). Comprehending core cultural orientations of Iranian managers. *Cross Cultural Management: An International Journal*, 4 (4), 17-33.
- Yeganeh, H., & Su, Z. (2008). An examination of human resource management practices in Iranian public sector. *Personnel Review*, 37 (2), 203-221.
- Yen, D. C., Chou, D. C., and Chang, G. D. (2002). A synergic analysis for web-based enterprise resources planning systems. *Computer Standards & Interfaces*, 24 (4), 337-346.
- Yu, C. (2005). Causes influencing the effectiveness of the post-implementation ERP system. *Industrial Management & Data Systems*, 105 (1), 115-132.
- Yusuf, Y., Gunasekaran, A., & Abthorpe, M.K. (2004). Enterprise information systems project implementation: A case study of ERP in Rolls-Royce. *International Journal of Production Economics*, 87, 251-266.
- Yusuf, Y., Gunasekaran, A., & Wu, C. (2006). Implementation of enterprise resource planning in China. *Technovation*, 26 (12), 1324-1336.
- Zhang, L., Lee, M. K. O., Zhang, Z., & Banerjee, P. (2003). Critical success factors of enterprise resource planning systems implementation success in China. *36th Hawaii International Conference on System Sciences*.
- Zhang, Z., Lee, M. K. O., Huang, P., Zhang, L., & Huang, X. (2005). A framework of ERP systems implementation success in China: An empirical study. *International Journal of Production Economics*, 98, 56-80.