

BIBLIOGRAPHY

- Anthony, R. (1965), *Planning and Control Systems: A Framework for Analysis*, Boston: Graduate School of Business Administration, Harvard University.
- Bergeron, F.; Rivard, S.; and De Serre, L. (1990), *Investigating the Support Role of the Information Center*, MIS Quarterly, Vol. 14, Issue 3, pp 247-260.
- Brancheau, J.C., and Wetherbe, J.C. (1994), *Key Issues in Information Systems*, MIS Quarterly, Vol. 11, Issue 1, pp 23-45.
- Burrows, P. (1994), *Compaq: Ready to Rumble*, Business Week.
- Carr, H.H. (1987), *Information Centers: The IBM Model vs. Practice*. MIS Quarterly, Vol. 11, Issue 3, pp 325-338.
- Carr, H.H., Rainer, R.K., Jr.; and Young, D. (1993), *The State of Information Center Services: An Empirical Study*, Information Systems Management.
- Cheney, P.H.; Mann, R.I.; and Amoroso, D.L. (1986), *Organizational Factors Affecting the Success of End-User Computing*, Journal of Management Information Systems, Vol. 3, Issue 2, pp 65-80.
- DeLone, W.H., and McLean, E.R. (1992), *Information Systems Success: The Quest for the Dependent Variable*, Information Systems Research, Vol. 3, Issue 1, pp 60-95.
- Doll, W.J., and Torkzadeh, G. (1988), *The Measurement of End-User Computing Satisfaction*, MIS Quarterly, Vol. 12, Issue 2, pp 259-274.

- Guimaraes, T. (1996), *Assessing the Impact of Information Centers on End-User Computing and Company Performance*, Information Resources Management Journal, Vol. 9, Issue 1, pp 6-15.
- Guimaraes, T., and Igbaria, M. (1992), *Determinants of Turnover Inventories: Comparing IC and IS personnel*, Information Systems Research, Vol. 3, Issue 3, pp 273-303.
- Igbaria, M., and Chakrabarti, A. (1990), *Computer Anxiety and Attitudes Toward Microcomputer Use*, Behavior & Information Technology, Vol. 9, Issue 3, pp 229-241.
- Igbaria, M., and Nachman, S. (1990), *Correlates of User Satisfaction with End-User Computing: An exploratory Study*, Information and Management, Vol. 19, Issue 2, pp 73-82.
- Keen, P.G.W., and Woodman, L.A. (1984), *What to do with all those micros*. Harvard Business Review, Vol. 62, Issue 5, pp 142-150.
- Laudon C.K. and Laudon J.P. (2000), *Management Information Systems*, New Jersey: Prentice Hall, Upper Saddle River.
- Lee, D.M.S. (1986), *Usage Pattern and Source of Assistance for Personal Computer Users*. MIS Quarterly, Vol. 10, Issue 4, pp 313-325.
- Leitheiser, R.L., and Wetherbe, J.C. (1991), *A Comparison of Perceptions about Information Center Success*, Information and Management.
- Magal, S.R. (1991), *A Model for Evaluating Information Center Success*, Journal of Management Information Systems, Vol. 8, Issue 1, pp 91-106.

- Magal, S.R. (1993), *CSFs for IC's: A comparison of User' and IC Managers' Perspectives*, Journal of Computer Information Systems.
- Magal, S.R.; Carr, H.H.; and Watson, H.J. (1988), *Critical Success Factors for Information Center Managers*. MIS Quarterly, Vol. 12, Issue 3, pp 413-425.
- Malhotra, N.K. (1999), *Marketing Research: An Applied Orientation*, New Jersey: Prentice Hall, Upper Saddle River.
- Melone, N.P. (1990), *A Theoretical Assessment of the User Satisfaction Construct in Information Systems Research*, Management Science, Vol. 36, Issue 1, pp 76-91.
- Mirani, R. and King, W.R. (1994), *Impacts of End-User and Information Center Characteristics on End-User Computing Support*, Journal of Management Information systems, Vol. 11, Issue 1, pp 141-166.
- Nunnally, J.C. (1978), *Psychometric Theory*, New York: McGraw-Hill.
- Oglesby, J.N., (1987), *How to Stop for Your Information Center*. Datamation, pp 70-76.
- Poon P.P. and Wagner C. (2000), *Critical Success Factors Revisited: Success and Failure Cases of Information Systems for Senior Executives*,
- Rivard, S., and Huff, S.L., (1988), *Factors of Success for End-User Computing*, Communications of the ACM, Vol. 31, Issue 5, pp 552-561.
- Zikmund, W.G. (2000), *Business Research Methods*, Orlando Florida: The Dryden Press.