



International Journal of Data and Network Science

COUNTRY

Canada



Universities and research
institutions in Canada

SUBJECT AREA AND CATEGORY

Computer Science

- Artificial Intelligence
- Computer Networks and Communications
- Computer Science Applications
- Information Systems
- Software

Social Sciences

- Communication

PUBLISHER

Growing Science

H-INDEX

7

PUBLICATION TYPE

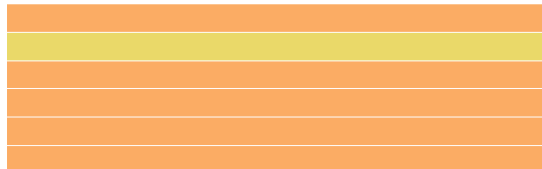
Journals

ISSN

25618148

Quartiles

Artificial Intelligence
Communication
Computer Networks and Communications
Computer Science Applications
Information Systems
Software



2020

● SJR



0.3

2020

● Total Documents



40

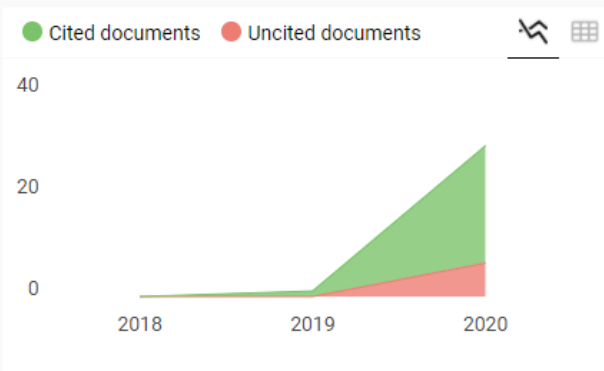
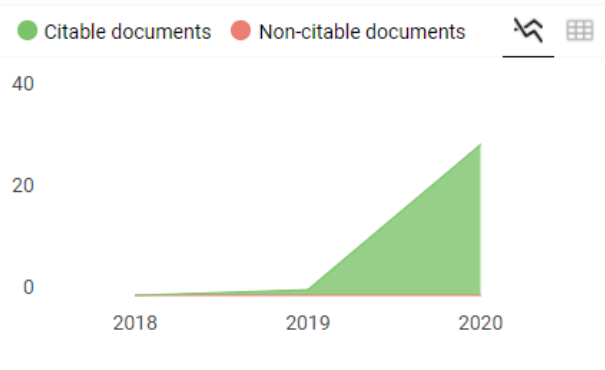
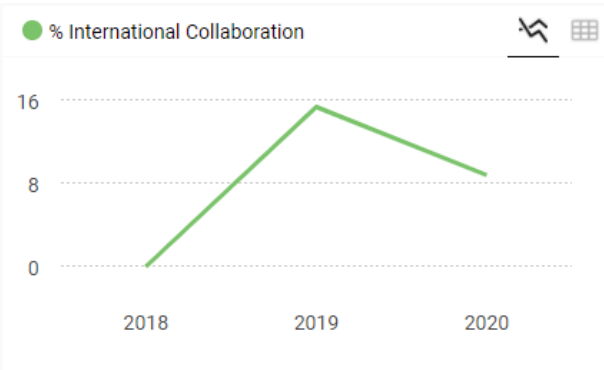
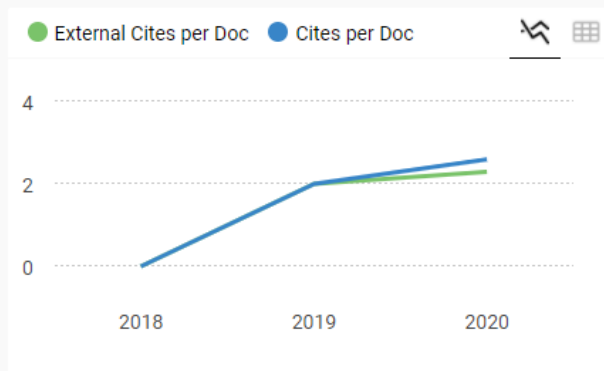
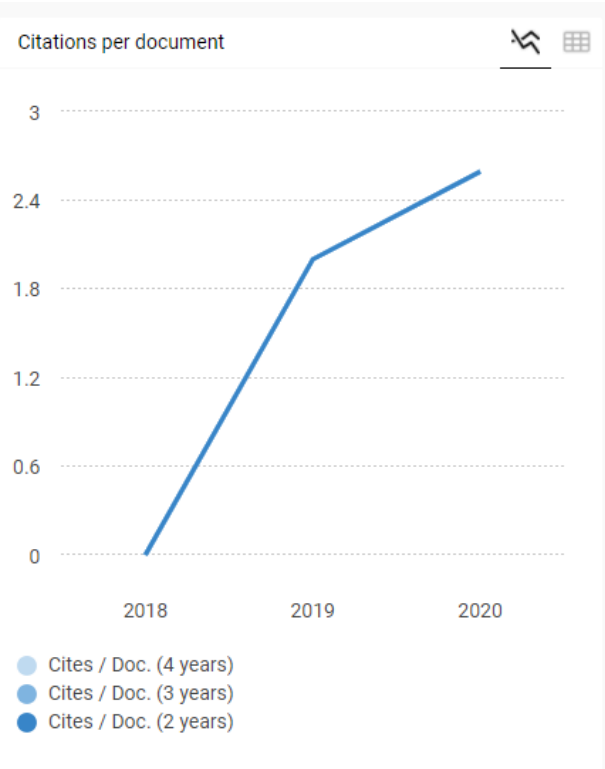
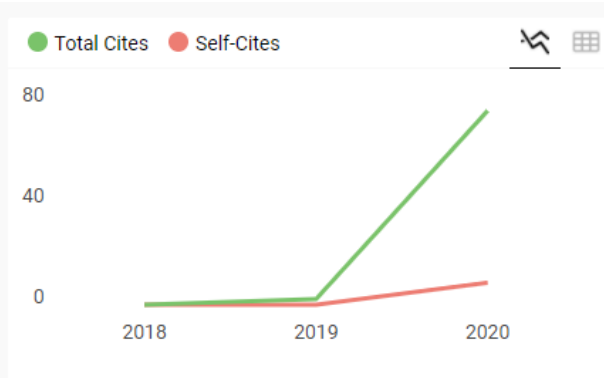
20

0

2018

2019

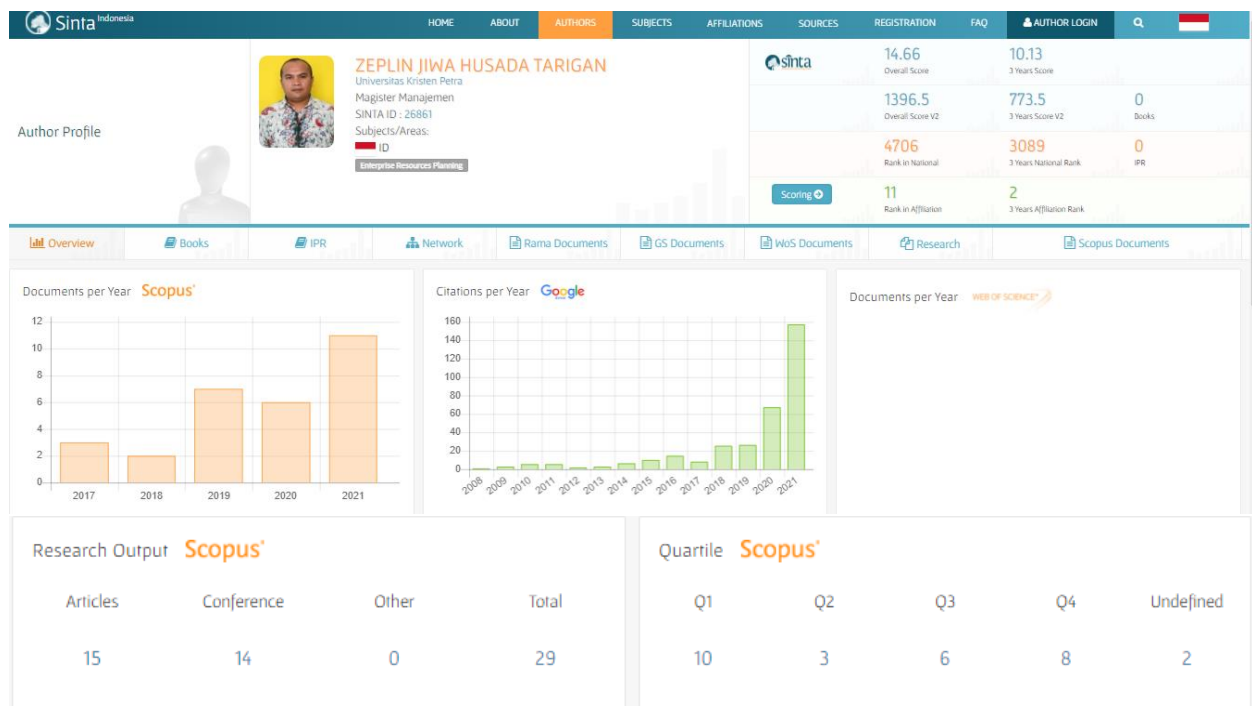
2020



← Show this widget in your own website

Just copy the code below and paste within your html code:

```
<a href="https://www.scimagojr.com" data-bbox="718 768 868 784">
```



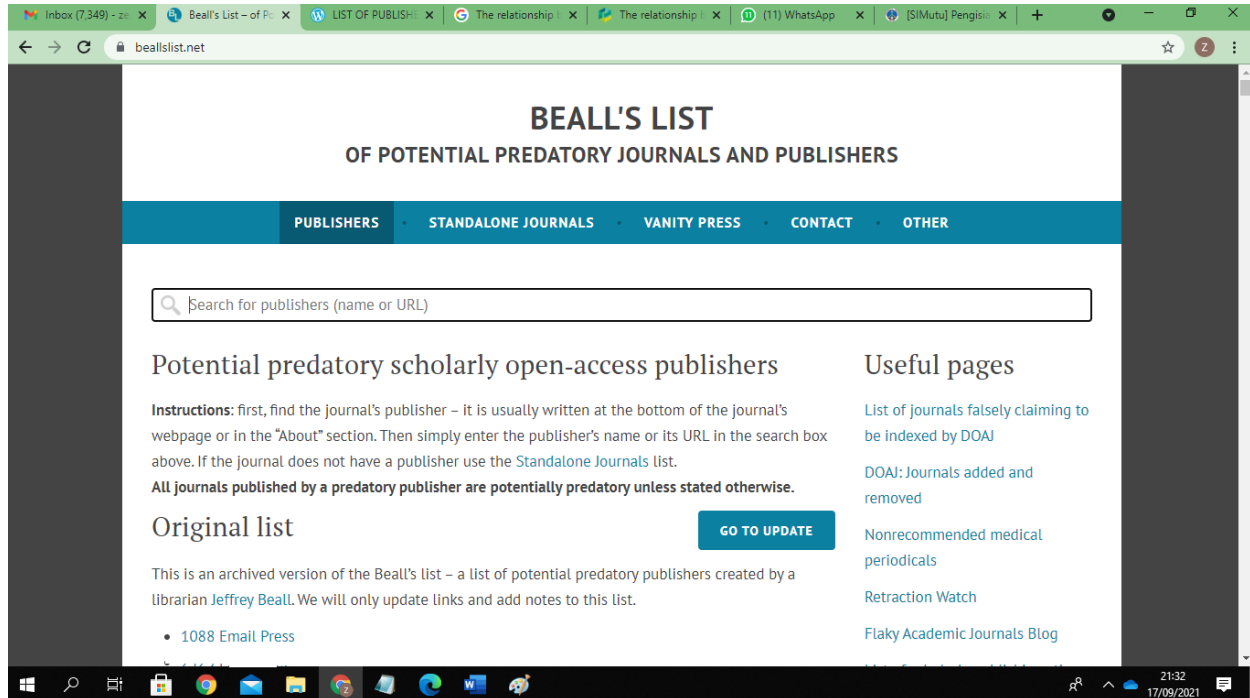
Search..

Filter by type: **Journal** Proceeding Book Other All

Page 1 of 3 | Total Records : 29

Quartile	Publications	Citation
Q1	The impact of information technology quality on electronic customer satisfaction in movie industry International Journal of Data and Network Science vol: 4 issue : 3 2020-07-01 Journal	1
Q1	The effect of erp on firm performance through information quality and supply chain integration in covid-19 era Uncertain Supply Chain Management vol: 9 issue : 3 2021-01-01 Journal	0
Q1	Key user ERP capability maintaining ERP sustainability through effective design of business process and integration data management International Journal of Data and Network Science vol: 5 issue : 3 2021-06-01 Journal	0

Last updated March 7, 2021



- [2425 Publishers](#)
- [The 5th Publisher](#)
- [ABC Journals](#)
- [A M Publishers](#)
- [Abhinav](#)
- [Academe Research Journals](#)
- [Academia Publishing](#)
- [Academia Research](#)
- [Academia Scholarly Journals \(ASJ\)](#)
- [Academic and Business Research Institute](#)
- [Academic and Scientific Publishing](#)
- [Academic Direct Publishing House](#)
- [Academic Journals](#)
- [Academic Journals and Research ACJAR](#)
- [Academic Journals Online \(AJO\)](#)
- [Academic Journals, Inc.](#)
- [Academic Knowledge and Research Publishing](#)
- [Academic Organization for Advancement of Strategic and International Studies \(Academic OASIS\)](#)
- [Academic Publications, Ltd.](#)
- [Academic Research in Science, Engineering, Art and Management \(ARSEAM\)](#)
- [Academic Research Journals](#)
- [Academic Research Publishers \(ARPUB\)](#)
- [Academic Research Publishing Agency](#)

[List of scholarly publishing stings](#)

Conferences

[Questionable conferences \[archive\]](#)

[How to avoid predatory conferences](#)

[Flaky Academic Conferences Blog](#)

Evaluating journals

[Journal Evaluation Tool](#)

[JCR Master Journal List](#)

[DOAJ Journal Search](#)

[Think Check Submit](#)

News

- Academic Research Publishing Group
- Academic Research Publishing House
- Academic Scholars Publishing House
- Academic Sciences
- Academic Star Publishing Company [also here]
- Academic Web Publishers (AWP)
- Academic World Education & Research Center
- AcademicDirect Publishing House
- Academicians' Research Center (ARC) (ARC Journals)
- Academics World
- Academy for Environment and Life Sciences
- Academy Journals
- The Academy of Business & Retail Management (ABRM)
- Academy of Business & Scientific Research (ABSR)
- Academy of IRMBR International Research in Management and Business Realities
- Academy of Knowledge Process
- Academy of Science and Engineering (ASE)
- Academy of Science and Social Science (ASSS)
- Academy of Scientific and Applied Research (ASAAR)
- Academy Publish
- Access International Journals
- Access Journals
- Access Publishers
- ACT Publishing
- Acta Scientifica
- AD Publication
- AD Publications
- Ada Lovelace Publications
- Advance Educational Institute & Research Centre (AEIRC)
- Advance Journals
- Advanced Institute of Convergence Information Technology (AICIT)
- Advanced Journals
- Advanced Research Journals
- Advanced Research Publications
- Advanced Scholars Journals
- Advanced Science and Engineering Technology Institute (ASET)
- Advanced Science Research Journals
- Advanced Technology & Science (ATScience)
- Advancement and Development in Technology International (Aditi)
- Advancements in Science
- Adyan Academic Press
- AENSI (American-Eurasian Network for Scientific Information)
- African Research Review (AFRREV)
- AgiAl Publishing House
- Agropub
- AINSTIN Knowledge Hub



The Scholarly Kitchen: Guest Post – MDPI's Remarkable Growth



UNDARK: Opinion: I Published a Fake Paper in a 'Peer-Reviewed' Journal



Nature Index: Retractions: the good, the bad, and the ugly

MORE

Original description by J. Beall

This is a list of questionable, scholarly open-access publishers. We recommend that scholars read the available reviews, assessments and descriptions provided here, and then decide for themselves whether they want to submit articles, serve as editors or on editorial boards. In a few cases, non-open access publishers whose practices match those of predatory publishers have been added to the list as well. The criteria for determining predatory publishers are [here](#).

We hope that tenure and

- AINSTIN Knowledge Hub
- AIRCC Publishing Corporation
- Aizeon Publishers
- Akademik Plus Publication
- Albert Science International Organization
- Allied Academies
- Allied Journals
- Ambit Journals
- AME Publishing Company (new website [here](#))
- American Academic & Scholarly Research Center (AASRC)
- American Association for Science and Technology (AASCIT)
- American Journal
- American Research Institute for Policy Development
- American Research Journals
- American Research Publications
- American Scholarly Research Association
- American Scientific Publishers (**note:** one of their journals is indexed in JCR, so they may not be predatory)
- American Scientific Research Journals
- American Society of Registered Nurses
- American Society of Science and Engineering
- American V-King Scientific Publishing
- Amoghsiddhi Education Society (AES) (AES Journals in Engineering Technology, Management, and
 - Andrew John Publishing Inc.
 - Annex Publishers
 - ansinet (Asian Network for Scientific Information)
 - Antarctic Journals
 - Aperito Online Publishing
 - Apex Journal
 - Applied Science Innovations (**note:** their journal "Carbon: Science and Technology" is [indexed by DOAJ](#))
 - APST Publication
 - Arabian Group of Journals (AGJ)
 - Aradhya International Publication
 - ARC Journals
 - Archers & Elevators Publishing House
 - Archyworld
 - ARPN Journals
 - AS Publishers
 - ASD Publisher
 - Ashdin Publishing
 - AshEse Visionary
 - Asia-Pacific Association of Medical Research
 - Asia Pacific Institute of Advanced Research
 - Asian Academic Research Associates
 - Asian and American Research Publishing Group

[publishers are here.](#)

We hope that tenure and promotion committees can also decide for themselves how importantly or not to rate articles published in these journals in the context of their own institutional standards and/or geocultural locus. We emphasize that journal publishers and journals change in their business and editorial practices over time. This list is kept up-to-date to the best extent possible but may not reflect sudden, unreported, or unknown enhancements.

ETC

- Gatha Cognition
- Gavin Publishers
- GBS Publishers & Distributors (India)
- Genexcellence Publication (G Publications)
- German Science and Technology Press
- Gexin Publications
- Global Academic Institute
- Global Advanced Research Journals
- Global Business Research Journals
- Global Institute for Research and Education
- Global International Scientific Analytical Project (GISAP), see International Academy of Science and Higher Education
- The Global Journals
- Global Journals, Inc. (US) (**new website:** <https://globaljournals.org/> and <https://journalofscience.org/>)
- Global Open Journals
- Global Openaccess
- Global Publishing Corporation
- Global Research Journals
- Global Research Online
- Global Research Publishing (GRP)
- Global Researchers Journals
- Global Scholars Journals
- Global Scholars Journals
- Global Science Center LP
- Global Science Publishing Group
- Global Science Research Journals
- Global Scientific, Inc.
- Global Scientific Research Journals (GSR)
- Global Society of Scientific Research and Researchers (GSSRR)
- Global Technocrats & Intellectual's Association (GTIA)
- GlobalSkope Publishing Society
- Gnosis Open Access Publishers [Link dead; re-branded as Gratis Open Access Publishers]
- Gopalax
- GRABS Educational Charitable Trust
- The Grant Medical Journals (GMJ)
- Graphy Publications
- Gratis Open Access Publishers
- GRDS Publishing
- Green Earth Research Network
- Green Global Foundation (GGF)
- Greener Journals
- Greenfield Advanced Research Publishing House
- Growing Science Publishing Company (**note:** this publisher's journals are in the DOAJ database, which means it's likely not predatory)
- GS Publishers

ETC

- Oriental Scientific Publishing Company
- Phronesis, LLC
- Prague Development Center (PRADEC)
- Publishing Press
- PubMedHouse
- Raft Publications
- ReDelve International Publications
- Research Center of Education and Science (RCES)
- Research Infotext
- Research Novelty Publisher (RNP)
- Research Pioneers
- Research Route
- Rivera Publications
- RM Research International Pte. Ltd
- S Open Access Open Journals Publishing (SOAOJ)
- SAE Publications (Scientific and Academica Editores Publication house, SAEP)
- Scholarly Pages (new website of The Scientific Pages)
- Scholars Academic and Scientific Society (SAS Society)
- SciAccess Publisher (SciAccess Publishers)
- SCIAEON
- ScienceForecast Publications LLC
- ScienceScholar (UTM Publication)
- Science Publishing Gate (SPG)
 - Science Repository
 - Scientia Socialis
 - Scientific Education
 - Scimaze Group (Scimaze Publishers)
 - SciTech Central Inc.
 - SciVision Publishers (SciVision Publishing Group)
 - SDIP Press
 - Social Science Journals (a website created by three predatory publishers)
 - Sryahwa Publications
 - Stechnolock
 - SunKrist Publishing
 - Synotec Publishers
 - Syntax Publishers
 - The American Publishing House (TAPH)
 - Thomson.id
 - TMR Publishing Group
 - TSNS "Interaktiv plus", LLC
 - UK Education Consultancy Services Ltd
 - United Prime Publications, Universal Access Medical Publishers
 - Universal Wiser Publisher
 - Vision Science Research Sdn Bhd (VSR, see also Universe Scientific Publishing)

Last updated March 7, 2021

Download 17/09/2021 (Pukul 21:34)

<https://beallslist.net/>

For Readers

- Volume 5, Number 3
- Volume 5, Number 2
- Volume 5, Number 1
- Volume 4, Number 4
- Volume 4, Number 3
- Volume 4, Number 2
- Volume 4, Number 1
- Volume 3, Number 4
- Volume 3, Number 3
- Volume 3, Number 2
- Volume 3, Number 1
- Volume 2, Number 4
- Volume 2, Number 3
- Volume 2, Number 2
- Volume 2, Number 1
- Volume 1, Number 2
- Volume 1, Number 1

For Authors

- Author Guidelines
- Submit Manuscript
- Ethics
- Author Fee
- Review Process

Recommend
to
LIBRARY

International Journal of Data and Network Science



ISSN 2561-8156 (Online) - ISSN 2561-8148 (Print)
Quarterly Publication



Welcome to the online submission and editorial system for *International Journal of Data and Network Science*

International Journal of Data and Network Science is an online international journal for publishing high quality peer reviewed papers in the field of theoretical and applied data science affairs. The primary objective of this journal is to exchange ideas about processing big data, social network, etc. Subject areas include, but are not limited to the following fields:

- Social media science
- Social media marketing
- Big data analysis
- Data mining tools and techniques
- Data envelopment analysis
- Network analysis
- Data processing
- Data visualization
- Architectures for massively parallel processing
- Cloud computing platforms
- Cloud computing platforms
- Distributed file systems and databases
- Data capture and storage
- Data analysis and parameter tuning
- Search, sharing, and analytics

The primary aim of this publishing company is to perform fast and reliable process for contributors. Once a paper is accepted, our staffs work hard to provide online version of the papers as quickly as possible. All papers are assigned valid DOI number once they appear online just to make sure that the other people researchers cite them while no volume and numbers are still assigned to the papers. We believe this could help the existing knowledge grow faster; however, the actual publication of a paper with volume and number will not exceed more than 4 months.

International Journal of Data and Network Science is an open access journal, which provides instant access to the full text of research papers without any need for a subscription to the journal where the papers are published. Therefore, anyone has the opportunity to copy, use, redistribute, transmit/display the work publicly and to distribute derivative works, in any sort of digital form for any responsible purpose, subject to appropriate attribution of authorship. Authors who publish their articles may also maintain the copyright of their articles.

International Journal of Data and Network Science applies the Creative Commons Attribution (CC BY) license to works we publish (read the human-readable summary or the full license legal code). Under this license, authors keep ownership of the copyright for their content, but permit anyone to download, reuse, reprint, modify, distribute and/or copy the content as long as the original authors and source are cited. No permission is needed from the authors or the publishers. Appropriate attribution can be provided by simply citing the original article (e.g., Orouji, M. (2017). Social media in Canada. *International Journal of Data and Network Science*, 1(1), 1-4. DOI: 10.5267/j.ijdns.2017.1.001). For any reuse or redistribution of a work, users have to also make clear the license terms under which the work was published. This broad license was developed to facilitate free access to, and unrestricted reuse of, original works of all kinds. Applying this standard license to your own work will ensure that it is freely and openly available in perpetuity.

Submit
Article

Review
Article



International Journal of Data
and Network Science

Q2

Communication

best quartile

SJR 2020

0.3

powered by scimagojr.com



Distinguished
range of
scientific
articles
in
digital format

Further Information

- Publishing credentials
- News
- Mission

Facts & Figures

- Facts
- Open access
- Journal subscription

Follow Growing Science

- Facebook
- Instagram
- Twitter
- LinkedIn
- Telegram

For Readers

About this journal
Online Issues
Editorial Board
Journal Subscription

For Authors

Author Guidelines
Submit Manuscript
Review Process
Article processing charge
Statistics

International Journal of Data and Network Science

ISSN 2561-8156 (Online) - ISSN 2561-8148 (Print)
Quarterly Publication

International Journal of Data and Network Science is covered by following databases and archives:

Indexing & Abstracting Services

- DOAJ - Directory of Open Access Journals
- Scopus (Elsevier)
- Scilit
- EBSCOhost (EBSCO Publishing)
- AMICUS - Library and Archives Canada
- Scimago Journal & Country Rank
- ULRICHES
- EZB

Full-text Archives

The National Library and Archive Canada preserves a full hard copy of the content of this journal.

Information menu

Facts & Figures
Open Access
News
Journal Subscription



Access to thousands of

For Readers

Online Issues
Editorial Board
Journal Subscription

For Authors

Author Guidelines
Submit Manuscript
Ethics
Author Fee

International Journal of Data and Network Science

ISSN 2561-8156 (Online) - ISSN 2561-8148 (Print)
Quarterly Publication

Editorial Board Members

Mohammad Reza Ghaeli School of Management, New York Institute of Technology, 1700 - 701 W Georgia St., Vancouver, BC V7Y 1K8 Canada

Afrooz Moatari-Kazerouni University of Lethbridge, Lethbridge, Alberta, Canada

Babak Amiri Iran University of Science and Technology

Luis Pérez-Domínguez Professor-Research - Ingeniería Industrial y Manufactura, Universidad Autónoma de Ciudad Juárez, Mexico

Abbas Keramati Information Technology Management, Ryerson, Canada

W.-K. Wong Department of Finance, Fintech Center, and Big Data Research Center, Asia University, Taiwan

Armin Jabbarzadeh Business School, McMaster University, Ontario, Canada

Mehdi Fathi Department of Industrial & Systems Engineering, Mississippi State University, USA

Hong-Ning Dai Macau University of Science and Technology, Faculty of Information Technology, Taipa, Macao

Harish Garg Thapar Institute of Engineering & Technology, India



Soheil Sadi-Nezhad Department of Statistics and Actuarial Science, University of Waterloo, Waterloo, Canada

Henry Boateng University of Technology Sydney, School of Communication, Sydney, Australia

Volume 5 No. 3 Pages: 163-494 (Summer 2021)

Open Access
Article



The relationship between Internet of things and search engine optimization in Jordanian Tele-communication Companies: The mediating role of user behavior *Pages: 163-172*

1.  Nawras M. Nusairat, Jassim Ahmad Al-Gasawneh, *Abdalrazzaq Alogool*, Khalid N. Alzubi, Abdel Hakim O. Akhorshaideh, Jamal M. Joudeh and Haya Samih Ibrahim  PDF (650K)

Abstract: This research paper aims to investigate the effect of Internet of Things (IoT) on Search Engine Optimization (SEO) by considering the mediating role of user behavior on this effect. A conceptual research model was developed in accordance with the UTAUT and based on a thorough analysis of extant research. A self-handled questionnaire survey was administered to a purposely selected sample of employees working in telecommunications companies in Jordan. A dataset of 131 usable questionnaires were subjected to data analysis using SmartPLS 3.0. The main findings showed that IoT affected SEO and user behavior. User behavior was also found to be significantly predicted by IoT and to mediate its effect on SEO. The results revealed the significance of SEO as an emerging effective electronic marketing tool in encouraging consumers' adoption of new technologies. The paper ends with a discussion of findings, conclusions, and areas for future research.



DOI: 10.5267/j.ijdns.2021.6.016

Keywords: Internet of Things, Search Engine Optimization, User Behavior

2.  **The effect of trust on travel agent online use: Application of the technology acceptance model** *Pages: 173-182*
Putu Yudi Setiawan and Anak Agung Bagus Putu Widanta  PDF (650K)
Abstract: Nowadays, shopping for travel products through online travel agent has become very popular. This study aims to explain the effects of perceived ease of use, perceived usefulness, and trust on attitudes and intentions to reuse online travel agents. The population of this research is the users of the online travel agent Traveloka application in the city of Denpasar. The sample in this study was taken using a non-probability sampling method with a total of 200 respondents. Data collection was carried out using survey methods. The data obtained were then processed using SEM-PLS analysis tools. This study found that perceived ease of use had a positive and significant effect on perceived usefulness and attitude toward using from the Traveloka website. Perceived usefulness had a positive and significant effect on attitude toward using the Traveloka.com website. Trust had a positive and significant effect on perceived usefulness and attitude toward using from the Traveloka website. Attitude toward using had a positive and significant effect on the intention to reuse the Traveloka.com website. This research also proves that attitude toward use of online facilities mediates the influence of perceived ease of use, perceived usefulness and trust on the intention to reuse the Traveloka.com website.



DOI: 10.5267/j.ijdns.2021.6.015

Keywords: Travel Agent, Technology Acceptance Model, Trust

3.  **Exploring the determinants of Internet continuance intention and the negative impact of Internet addiction on students' academic performance** *Pages: 183-196*
Mahmoud Maqableh, Ahmad Obeidat and Zaid Obeidat  PDF (650K)
Abstract: This study aims to investigate the impact of integrating essential factors on Internet usage continuance intention in students' context. The proposed model examines the influence of perceived enjoyment, perceived image, satisfaction, information value, and emotional value on Internet continuance intention. Additionally, it investigates the role of Internet addiction, satisfaction, and continuance intention on academic performance among university students. A survey questionnaire method was adopted to collect data from university students in Jordan. Data was collected from 450 voluntary participants, and the analysis was conducted using SPSS and AMOS. The analysis results show that perceived enjoyment, perceived image, information value, and emotional value have a significant positive influence on continuance intention of Internet use. Besides, the results show that continuance intention has a positive impact on satisfaction and Internet addiction. While continuance intention has a significant positive impact on students' academic performance, and Internet addiction has a significant negative impact on students' academic performance, the impact of satisfaction on academic performance was not supported. This study is the first to examine integrating of perceived enjoyment, perceived image, information value, and emotional value on Internet continuance usage. Furthermore, this study is also distinguished from other studies by investigating the negative impact of Internet addiction on students' academic performance gap.

DOI: 10.5267/j.ijdns.2021.6.014

Keywords: Emotional value, Perceived image, Satisfaction, Continuance intention, Academic performance, Internet addiction, Internet

4.  **The acceptance of social media video for knowledge acquisition, sharing and application: A comparative study among YouTube users and TikTok Users for medical purposes** *Pages: 197-214*
Rana Al-Marouf, Kevin Ayoubi, Khadija Alhumaid, Ahmad Aburayya, Muhammad Alshurideh, Raghad Alfaisal and Said Salloum  PDF (650K)
Abstract: YouTube and TikTok have gained increasing recognition as social network sites to support online knowledge acquisition, sharing, and application via social media platforms in the medical field. This study examines which aspect of TikTok and YouTube stimulates doctors, nurses, and any other YouTube and TikTok in the medical setting, to rely on them as sources of knowledge acquisition and sharing to keep their medical repertoire updated. A hybrid model is designed to investigate users' acceptance of YouTube and TikTok as social media platforms. The model focuses on four main external factors: content richness, innovativeness, satisfaction, and enjoyment. These factors are connected with two TAM constructs which are perceived ease of use and perceived usefulness. The results have shown that both YouTube and TikTok are affected by PEOU, PU, personal innovativeness, flow theory, and content richness. Both social media networks provide up-to-date sources described as useful, enjoyable, and relevant. Nevertheless, the comparative results have shown that YouTube has deeply influenced users' medical perception and knowledge compared to TikTok. It is created for the very mere purpose of socialization and self-expression. In contrast, YouTube is used for educational and non-educational purposes due to the type of uploaded content and time management. Therefore, TikTok developers and influencers should initiate highly specialized videos and create content that raises awareness of medical field issues.

DOI: 10.5267/j.ijdns.2021.6.013



Keywords: YouTube, TikTok, Content Richness, Satisfaction, Innovativeness, TAM



5.  **Developing an educational framework for using mobile learning during the era of COVID-19** *Pages: 215-230*
Khadija Alhumaid  PDF (650K)
 Abstract: This paper focuses on the impact of fear emotion upon technology adoption by educators and students during Covid-19 pandemic. Mobile learning (m-learning) has been applied as the educational social platform within higher education institutes, public as well as private. The research hypotheses were associated with the Covid-19 influence on m-learning adoption with the rise of the coronavirus increasing types of fear. Such fears include fear caused by the education failure, family lockdown, and loss of social relationships. Teachers and students are mostly fearful of these aspects of the situation. An integrated model was established within the research, using theoretical models; the Planned Behavior theory, the Technology Acceptance Model, and the Expectation-Confirmation Model. The proposed integrated model (using PLS-SEM software) was analyzed using an online survey data, with 420 respondents from Zayed University, UAE. The findings indicated that attitude was the best predictor for using the m-learning system, followed by continuous intention, expectation confirmation, perceived usefulness, ease-of-use, perceived fear, behavioral control, and satisfaction. According to the research, during the coronavirus pandemic, if the m-learning system is adopted for educational reasons, the learning and teaching outcome proves quite promising. Yet there is a fear of the family being stressed, or of loss of friends, and also a fear of the results of future schooling. It is therefore necessary to assess the students efficiently during this pandemic so that the situation can be managed emotionally.



DOI: 10.5267/j.ijdns.2021.6.012
Keywords: COVID-19 Expectation-Confirmation Model, Fear, m-Learning, Technology Acceptance Model, Theory of Planned Behavior
6.  **The role of social media marketing, entertainment, customization, trendiness, interaction and word-of-mouth on purchase intention: An empirical study from Indonesian smartphone consumers** *Pages: 231-238*
Oscarius Yudi Ari Wijayaa, Sulistiyani, Juliani Pudjowati, Theresia Siwi kartikawati, Ninik Kurniasih and Agus Purwanto  PDF (650K)
 Abstract: The purpose of this study is to analyze the effect of customization purchase intention of Smartphones, entertainment, interaction, social media marketing, trendiness, and Word-of-Mouth on purchase intention of Smartphones. The study uses a quantitative method by distributing online questionnaires to 217 consumers in Banten Indonesia and the method of distributing questionnaires is a snowball sampling system. Data processing and testing of hypotheses and models in this study are based on Structural Equation Modeling (SEM). The research has benefits in increasing knowledge and information for companies about the importance of brand awareness through increasing influencing factors such as social media marketing and word of mouth. Based on the results of SmartPLS analysis, Interaction, Word-of-Mouth, Social media marketing, Entertainment and Trendiness have insignificant effects on purchase intentions of Smartphones while Customization has significant effects on purchase intentions of Smartphones during.

DOI: 10.5267/j.ijdns.2021.6.011
Keywords: Social media marketing, Entertainment, Customization, Trendiness, Interaction, Word-of-Mouth, Purchase intention
7.  **The analysis of forming dimensions of e-service quality for online travel services** *Pages: 239-244*
Muzakir, Syamsul Bachri, Rosida P. Adam and Wahyuningsih  PDF (650K)
 Abstract: The development of technology and information has influenced people's lifestyles in making purchases from conventional to online shopping. Research on online marketing has become an interest in academics and practitioners in recent years. Measurement for e-service quality in this study will be reconstructed based on a review on previous conceptual and empirical literature. The purpose of this research is to build customer e-service through the reconstruction of e-service quality dimensions. The research uses cross-section data with geographically dispersed location of users of online travel services in the region of Indonesia. Model testing is performed using structural equation modeling with a sample count of 262 respondents. The analysis results show that the efficiency and incentive dimensions meet the creation of the e-service quality construct.

DOI: 10.5267/j.ijdns.2021.6.010
Keywords: Customer service, e-service quality, Efficiency, Fulfillment, Incentive, Security/privacy, Website design

8.  **The effect of Facebook users' satisfaction and trust on stickiness: The role of perceived values** *Pages: 245-256*
Mahmoud Maqableh, Mohammad Abuhashesh, Laila Dahabiyeh, Mohammad K. Al Nawayseh and Ra'ed Masa'deh  PDF (650K)
Abstract: This study aims to explore the impact of satisfaction and trust on stickiness to Facebook. Also, it proposed that hedonic value, emotional value, and social value act as critical antecedents to Facebook stickiness. A quantitative methodology is used to examine the research questions. The research model was tested with data from 511 university students and five academic professors using an online survey. The proposed hypotheses were tested using regression analysis. Furthermore, Data were collected from targeted participants with Facebook experience, among the 511 participants, 353 were females (69.1%), and 158 were males (30.9%). The SEM analysis showed that satisfaction positively and significantly did affect stickiness, where trust did not. Also, results showed while hedonic value affected satisfaction, it did not impact trust. Hence, the results confirmed that hedonic value served as important value concerns for Facebook users. Nevertheless, the study found that both emotional value and social value impacted satisfaction and trust. The current research has enriched the existing study in the fields of customers' satisfaction and trust on stickiness to Facebook. Moreover, this research is one of the earliest studies that proved that customer value creation serves as an important driving factor for customer satisfaction to generate stickiness to SNS. This study's results help policymakers and designers of SNS to understand what value factors affect users' stickiness to Facebook. Their marketing plans and decisions can be accordingly adjusted. This study suggests that marketers need to pay full attention to social value by adding more interactive features such as comments, likes, and shares in order to build social image and increase one's social influence.

DOI: 10.5267/j.ijdns.2021.6.009
Keywords: Facebook, Stickiness, Satisfaction, Trust, Perceived values, Social media
9.  **The effects of knowledge sharing, social capital and innovation on marketing performance** *Pages: 257-266*
Made Setini, Ni Nyoman Kerti Yasa, I Wayan Gede Supartha and I Gusti Ayu Ketut Giantari  PDF (650K)
Abstract: Women entrepreneurs and the informal sector are looking for footholds in the COVID-19 pandemic, which will lead women to develop creative businesses. This study examines the role of sharing knowledge and innovation in addressing gaps in social capital and marketing performance. Purposive sampling is used in the technique sample with 229 samples and Structural Equation Modeling (SEM-PLS) analysis techniques with SmartPLS is used for processing applications. The results show that social capital has a positive effect on the business performance of women entrepreneurs in Bali, Indonesia. The knowledge-sharing variable can be a mediator in the relationship between social capital and performance, and social capital has a significant positive effect on innovation, but innovation does not have a positive effect on marketing performance and knowledge sharing. In the end, women entrepreneurs will use knowledge sharing to create various innovations to meet market demand. However, opportunities for women entrepreneurs are very limited on capital due to the lack of guaranteed capital, and a lack of entrepreneurial skills in the era of technology, market access, bureaucracy, and legal matters. In addition, managerial skills, access to information technology, and the perspective that men should excel in Balinese culture and customs, limit business for women entrepreneurs.

DOI: 10.5267/j.ijdns.2021.6.008
Keywords: Social Capital, Knowledge Sharing, Innovation, Marketing Performance, Women Entrepreneurs
10.  **Factors affecting the adoption of blended learning strategy** *Pages: 267-274*
Sura I. Al-Ayed and Ahmad Adnan Al-Tit  PDF (650K)
Abstract: The aim of this study is to explore factors affecting the adoption of blended learning strategy. Data was collected using a questionnaire consisting of 42 items, distributed to a random sample of 174 faculty members of Saudi Electronic University and Qassim University. IBM SPSS was used to conduct data analysis. Supporting research hypothesis indicates that student, institutional and learning variables had significant influences on the adoption of blended learning strategy. Considering the findings, it was concluded that the adoption of a blended learning strategy depends not only on the technological aspect of the learning process but also on people, i.e., students who are engaged in the process and motivated teachers who possess the required knowledge and skills. The most important implication of this research is that policy and decision makers in business educational schools are requested to consider factors that had a significant effect on the adoption of blended learning. In doing that, the research contributes to the blended learning knowledge via highlighting the key variables that encourage or hinder the adoption of blended learning strategy.

DOI: 10.5267/j.ijdns.2021.6.007
Keywords: E-Learning, Humans, Institutional, Blended Learning Strategy, Adoption, Business Education

11. ■ **The effect of digital marketing and e-commerce on financial performance and business sustainability of MSMEs during COVID-19 pandemic in Indonesia** *Pages: 275-282*

Mas Intan Purba, Demak Claudia Yosephine Simanjutak, Yois Nelsari Malau, Walmi Sholihat and Edy Anas Ahmadi PDF (650K)

Abstract: The purpose of this study is to analyze the effects of digital marketing (DM), e-commerce (EC), business sustainability (BS) and financial performance (FP) of Micro, Small and Medium Enterprises (MSMEs) during Pandemic Covid19 in Indonesia. The relationships between digital marketing and business sustainability, e-commerce and business sustainability, digital marketing and financial performance, e-commerce and financial performance, financial performance and business sustainability are investigated. This research is quantitative research with a questionnaire approach. Data processing tools use the SmartPLS 3.3.3 software. The primary data collection method was accomplished by distributing online questionnaires to 120 MSMEs in Banten Indonesia who had experienced the pandemic. The results show that digital marketing had significant effect on business sustainability, e-commerce had significant effect on business sustainability, digital marketing had significant effect on financial performance. However, e-commerce had no significant effect on financial performance, financial performance had no significant effect on business sustainability, digital marketing had no significant effect on business sustainability through financial performance, e-commerce had no significant effect on business sustainability through financial performance. The use of digital marketing has been carried out to increase customer awareness. Marketplace as a manifestation of e-commerce is used as an innovation or change in sales methods.

DOI: 10.5267/j.ijdns.2021.6.006

Keywords: Digital Marketing, E-Commerce, Business Sustainability, Financial Performance, MSMEs

12. ■ **Key user ERP capability maintaining ERP sustainability through effective design of business process and integration data management** *Pages: 283-294*

Zepilin Jiwa Husada Tarigan, Adrie Oktavio, Widjojo Soeprapto, Dhyah Harjanti, Mariana Ing Malelak and Sautma Ronni Basana PDF (650K)

Abstract: Business competition is increasingly complex, and there are no clear boundaries between products, so company operational processes are needed efficiently and effectively. The performance achieved is obtained through the implementation of an integrated information technology known as ERP. ERP implementation requires a person in charge of a business function called a key user who understands business processes and collaborates with ERP system vendors. The study obtained data that can further process from 77 manufacturing companies in East Java by purchasing an ERP or self-development package. Data processing uses PLS to answer all research hypotheses. The results show that key user capability was able to have a direct effect on the effective design of business processes of 0.643 and integration data management of 0.373. In contrast, it had no direct impact on ERP suitability. Effective Design of Business Processes has an immediate effect on Integration Data Management of 0.338 and ERP suitability of 0.395. The results also show that Integration Data Management has a direct effect on ERP suitability of 0.462. The data processing results for the indirect effect showed that key user capability influenced ERP suitability through the effective design of business processes of 0.507. Key user capability affects ERP suitability through Integration Data Management, and it is obtained as much as 0.254. The last hypothesis, key user capability, influences ERP suitability through effective Design of Business Processes and Integration Data Management of 0.182. The study results provide theoretical contributions to ERP implementation success factors, while practical gifts give key users a good understanding of the company's business processes and ERP systems.

DOI: 10.5267/j.ijdns.2021.6.005

Keywords: Effective design of business processes, ERP Suitability, Integration Data Management, Key user ERP Capability

13. ■ **Investigating e-wallet adoption of COVID19 intra-period among Malaysian youths': Integrated task-technology fit and technology acceptance model framework** *Pages: 295-302*

Azizul Yadi Yaakop, Yee Pei Shi, Bob Foster and Jumadil Saputra PDF (650K)

Abstract: As embodied in Malaysia's Vision 2020, Malaysia aims to become a cashless country. Therefore, the existing statistical data indicated that the e-wallet adoption rate remains at a low percentage. It has been a barrier for Malaysia in achieving the aims to become a cashless country. The use of e-wallet was also expected to rise amidst the Covid-19 pandemic; to optimize an intervention for the Covid-19 outbreak. Thus, the current study investigates the factors that correlate with the intention to use e-wallet during the Covid-19 pandemic. This study is designed using a quantitative approach through cross-sectional data. A total of 160 Malaysian youths participated and collected by using an online survey. Further, the Task-Technology Fit (TTF) model and Technology Acceptance Model (TAM) were integrated into this study with an extended variable, namely, perceived credibility. The analysis results showed that Individual-Technology Fit, Task-Technology Fit, Perceived Usefulness, Perceived Ease of Use and Perceived Credibility were significantly correlated to Covid19 intra-period e-wallet adoption. In conclusion, a considerable theoretical contribution was demonstrated by integrating TTF-TAM and Perceived Credibility in a single integrated model. The constructs in the TTF model (i.e., Individual-technology fit and task-technology fit) has positively related to the constructs in the TAM model (i.e., perceived usefulness and perceived ease of use). This study is useful to stakeholders and provides enhanced directions to meet market needs by understanding and predicting e-wallet user's post-pandemic behavior, thereby helping service providers attract new users and retain their existing users.

DOI: 10.5267/j.ijdns.2021.6.004

Keywords: Task-Technology Fit (TTF), Technology Acceptance Model (TAM), E-Wallet, COVID19, Malaysian Youth's

- Empirical study of Indonesian SMEs sales performance in digital era: The role of quality service and digital marketing** Pages: 303-310
14. ■ *Arifin Djakasaputra, Oscarius Yudhi Ari Wijaya, Andrew Shandy Utama, Corry Yohana, Buyung Romadhoni and Mochammad Fahlevi* PDF (650K)
- Abstract:** This research aims to analyze the relationship between digital marketing on quality service, digital marketing on sales performance, quality service on sales performance, and digital marketing on Sales performance through quality service. The research methodology is a quantitative method and divided into research design and research subjects, data collection methods, and analysis methods. The study is conducted on 125 small and medium (SMEs) in Banten, Indonesia in the digital region. The study uses primary data based on the results of distributing online questionnaires to 125 managers of SMEs in Banten who were selected by simple random sampling. The questionnaire was designed online, and each question/statement item was given five answer options, namely: strongly agree (SS) score 5, agree (S) score 4, neutral / doubt (N) score 3, disagree (TS) score 2, and strongly disagree (STS) score 1. The method for processing data is by using PLS and using SmartPLS version 3.0 software. Based on data analysis by SmartPLS, digital marketing has a significant effect on quality service, digital marketing has a significant effect on sales performance, quality service has a significant effect on sales performance, and digital marketing significantly affects sales performance through quality service in the digital era.
- DOI:** 10.5267/j.ijdns.2021.6.003
Keywords: Digital marketing, Quality service, Sales performance, SMEs
-
- Predicting the intention to use google glass: A comparative approach using machine learning models and PLS-SEM** Pages: 311-320
15. ■ *MAhmad Qasim Mohammad AlHamad, Iman Akour, Muhammad Alshurideh, Asma Qassem Al-Hamad, Barween Al Kurdi and Haitham Alzoubi* PDF (650K)
- Abstract:** Technology-based education is the modern-day medium that is widely being used by teachers and their students to exchange information over applications based on Information and Communication Technology (ICT) such as Google Glass. There is still resistance shown by a few universities around the globe when it comes to shifting to the online mode of education. While few have shifted to Google Glass, others are yet to do so. We base this study to explore Google Glass Adoption in the Gulf area. We thought that introducing the teachers and students to all the pros that Google Glass presents on the table might get their attention in considering using it as the medium to exchange information in their respective institutes. This paper presents the structure of a framework depicting the association between TAM and other Influential factors. All in all, this investigation analyzes the incorporation of the Technology Acceptance Model (TAM) with the major features associated with the method such as instructing and learning facilitator, functionality, and trust and information privacy to improve correspondence among facilitators and students during the learning process. A total of 420 questionnaires were collected from various universities. The data that was gathered through the surveys was employed for the analysis of the research model using the Partial least squares-structural equation modeling (PLS-SEM) and machine learning models. The outcome showed that the factor of functionality and trust and privacy goes hand in hand with perceived usefulness and perceived ease of use associated with Google Glass. Both the Factors, Perceived usefulness and perceived ease of use have a significant impact on Google Glass adoption. This implies the significant impact of Perceived ease of use and Trust and privacy on the adoption of Google Glass The study also offers practical implications of outcomes for future research.
- DOI:** 10.5267/j.ijdns.2021.6.002
Keywords: Google Glass, Gulf area, Technology Acceptance Model, PLS-SEM, Machine Learning Models
-
- Investigating students' behavioral intention to use mobile learning in higher education in UAE during Coronavirus-19 pandemic** Pages: 321-330
16. ■ *Mohammad Qasem Al-Hamad, Hisham Othman Mbaidin, Ahmad Qasim Mohammad AlHamad, Muhammad Turki Alshurideh, Barween Hikmat Al Kurdi and Nazeq Qasim Al-Hamad* PDF (650K)
- Abstract:** The study explores the impacts of fear emotions on technology adoption by teachers and students during the COVID-19 pandemic. Mobile learning (ML) has been considered an educational, social platform in private and public higher education institutes. Since several fears are connected with COVID-19, this study's key hypotheses are related to how COVID-19 influences Mobile Learning (ML) adoption. Educators, teachers, and students may face some common types of fear in the course of the coronavirus pandemic, such as fear of losing social relationships, fear of educational loss and failure, and fear because of the lockdown of the family in the prevailing circumstances. Different theoretical models, named Expectation-Confirmation Model (ECM) and Technology Acceptance Model (TAM), are combined to develop an integrated model for this study. The proposed model was analyzed with the development of a questionnaire survey. The survey served as a data collection instrument to collect data from students of the University of Sharjah in Sharjah city in the United Arab Emirates (UAE). Three hundred twenty undergraduate students participated in the study. The collected data was evaluated using the partial least squares-structural equation modeling (PLS-SEM). The significant predictors revealed by experimental results included perceived fear, perceived ease of use, expectation confirmation, satisfaction, and perceived usefulness, explaining the intention to use the mobile learning platform. According to our study, teaching and learning can be benefitted to a great extent by the adoption of mobile learning (ML) during this pandemic for educational purposes; however, this process may be negatively affected by the fear of future educational results, fear of losing social relations and fear of stressful family situations. Therefore, appropriate student evaluation may be conducted to overcome the emotional distress caused by the pandemic effectively.
- DOI:** 10.5267/j.ijdns.2021.6.001
Keywords: Fear emotions, COVID-19 pandemic, Mobile learning, Technology Acceptance Model, Expectation-Confirmation Model

17. ■ **Application of theory of planned behavior to study online booking behavior** Pages: 331-340

Yuli Christina and Ni Nyoman Kerti Yasa PDF (650K)

Abstract: The development of the internet has influenced the development of the world economy. Various buying and selling transactions that previously could only be done face-to-face, have now developed into transactions via the internet known as e-business or e-commerce. The hotel room online booking system was created to make it easier for consumers to book rooms 24 hours a day. With the availability of the online booking feature, consumers can access hotel information in detail and more transparently, besides that, consumers can also see reviews which can be used as their consideration in choosing hotels and planning holidays. Traveloka's significant development as an Indonesian online travel agent unicorn plays an important role in accelerating the growth rate of the online travel ecosystem, especially for the domestic market. There are many factors that must be examined in finding information, placing orders, and purchasing online. Therefore, this research is focused on online booking behavior. This study aims to determine the influence between variables based on Theory of Planned Behavior, which consists of attitude toward the online booking behavior, subjective norm, perceived behavioral control, online booking intention and online booking behavior at Traveloka. Data was collected from 133 respondents of domestic tourists who have made online bookings at Traveloka. Data were analyzed using Partial Least Square (PLS) statistics with the Smart PLS 3.0 M3 program to determine the complexity of the relationship between latent variables and their indicators. The results of this study indicate that attitude toward the behavior and subjective norms have a positive and significant effect on online booking intention. Meanwhile, perceived behavioral control has no significant effect on online booking intention. Another finding is that online booking intention and perceived behavioral control are known to have a positive and significant effect on online booking behavior. Traveloka management and marketers are also expected to be able to use the results of this research to evaluate and take corrective action on aspects that are deemed inadequate and manage the ease of use of the application to increase online booking intentions through the Traveloka application.

DOI: 10.5267/j.ijdns.2021.5.010

Keywords: Customer behavior, Post purchase behavior, Online booking, Theory of planned behavior, Online travel agencies

18. ■ **Volatility Spillovers of Sharia Index during the Covid-19 Pandemic in ASEAN** Pages: 341-350

Suripto PDF (650K)

Abstract: This study aims to the rise in global economic integration is due to an expansion in volatility spillovers. Therefore, it is extraordinarily necessary to analyze the volatility spillovers for growing and developed international locations through the use of portfolio funding and danger management. This lookup investigates the Volatility Spillovers of Sharia Index on 6 ASEAN international locations all through the Covid-19 Pandemic the usage of the EGARCH model. Data have been received from 5 international locations with enormous volatility spillovers, particularly Indonesia, Malaysia, Singapore, Thailand, and Vietnam, to decide the reciprocal relationship of the inventory index in ASEAN as properly as the route of volatility movements. The result confirmed that this lookup is necessary for ASEAN traders besides for the Philippines. Furthermore, this lookup has sturdy sensible significance due to the fact the correct prediction of the volatility spillovers in worldwide fairness markets is quintessential for decreasing portfolio risk.

DOI: 10.5267/j.ijdns.2021.5.009

Keywords: Volatility spillovers, Covid-19, EGARCH, ASEAN

19. ■ **Analysis of factors influencing consumer's purchase intention in social commerce: The mediator role of trust** Pages: 351-360

Necip Karakurt and Pelin Bayram PDF (650K)

Abstract: It is considered that determining the factors influencing the purchase intentions of customers in the field of social commerce by taking into account the cultural structures specific to each region can give highly valuable feedback to companies in the commercial field where competition has considerably increased. To this end, in the present study, it was aimed to propose and test out a structural model for the factors of social commerce constructs, social influence, habit and trust, which affect the purchase intentions of consumers. The study group of the research consisted of 447 Facebook users who live in North Cyprus. The scale form used as the data collection tool in the study consisted of 6 parts. In the first part of the scale, closed-ended questions were asked to determine the socio-demographic characteristics of the participants. The other parts of the scale consisted of 4 items about social commerce constructs, 4 items about habit, 3 items about social influence, 4 items about trust and 3 items about purchase intention. The reliability coefficients for the scales ranged between 0.79 and 0.92. These results indicated that the reliability coefficients were at the desired level. Socio-demographic variables were summarized using descriptive statistics, frequency and percentage distribution. First, normality test analyses were performed on the scales, and it was concluded that the data showed a normal distribution (kurtosis and skewness values varied between +2 / -2). Following the normality test, the measurement model was tested. Within the framework of a structural model proposed regarding the factors influencing the purchase intention of customers who shop through social commerce, it was concluded that habit, social influence and social commerce constructs had a significant effect on purchase intention. It was also concluded that habit and social commerce constructs significantly influenced purchase intention through trust.

DOI: 10.5267/j.ijdns.2021.5.008

Keywords: Social commerce, Purchase intention, Habit, Trust, Social influence

20. ■ **Digital transformation in the Indonesia manufacturing industry: The effect of e-learning, e-task and leadership style on employee engagement** Pages: 361-368

Charles Bohlen Purba PDF (650K)

Abstract: In facing business competition in the manufacturing industry, it continues to adapt. Demands start from employees who are expected to continue to grow and leaders who are also changing. This is aimed at staying in business and also retaining the best employees by planning some changes in how to train and assign employees electronically as well as changing leadership styles to adapt to today's digital era. This study aims to determine the influence of E-learning, e-task and leadership style in the manufacturing industry in Indonesia. The data collection method in this study uses a questionnaire with 130 respondents. In this study using four variables, namely thirteen dimensions and twenty-six indicators. The analytical method used is descriptive analysis, and the test instrument uses SEM AMOS. The results showed that e-learning organization and e-task as well as leadership style had a significant and significant effect on Employee Engagement. the most factor great influence is the leadership style; This means that employees expect to get a new style in accordance with this digital era since there has been a change in the concept of employee engagement, where employees will feel they do not have a sense of engagement with the company if the attitude of the leader who is not sensitive to all aspects of changes in the effects of the digital era is caused by changes in employee behavior in this era where information is very easy to obtain for employees to know the conditions anywhere else that offers an advantage. compared to where they work now.

DOI: 10.5267/j.ijdns.2021.5.007

Keywords: E-Learning, E-Task, Leadership Style, Employee Engagement

21. ■ **Determinants of the use of e-services in the hospitality industry in Kosovo** Pages: 369-382

Adelina Zeqiri, Mounir Dahmani and Adel Ben Youssef PDF (650K)

Abstract: The aim of this research is to identify the main determinants of Kosovo outbound tourists influencing the use of e-services in the hospitality industry. To test hypotheses, we used Partial Least Squares Path Modeling (PLS-PM). Findings suggest that the intention of Kosovo outbound tourists to use e-services in the hospitality industry is influenced positively by performance expectancy, facilitating conditions, perceived value, and satisfaction with information quality. We found that expected effort and social influence have no impact on the intention to use e-services. The relationship between users' behavioral intentions and satisfaction with the information provided and real use behavior is confirmed. The perceived value depends on cost-savings, enjoyment and convenience from the use of e-services in hospitality.

DOI: 10.5267/j.ijdns.2021.5.006

Keywords: Hospitality, ICT, Determinants, e-services, Kosovo, Kosovo outbound tourists

22. ■ **Determinants of customer satisfaction in online grocery shopping** Pages: 383-390

Imran Ali and Mohammad Naushad PDF (650K)

Abstract: This study aims to investigate the factors that influence consumer satisfaction with e-grocery shopping. Moreover, it also delves into factors that motivate shoppers to buy groceries from online retailers rather than conventional stores. A primary survey was administered to collect data. Initially, 500 questionnaires were circulated to respondents. People who have ordered groceries from online sites were the expected respondents. In this study, convenience sampling was used, and data were analyzed using structural equation modeling (SEM). The findings affirmed the relationship between consumer satisfaction and perceived convenience, risk factors, perceived product quality, and time value. However, perceived value and value for the time have a little significant effect on consumer satisfaction. There have been relatively few academic studies that look at the variables that influence customer satisfaction when shopping for groceries online. Most of the studies look at the variables that influence consumer satisfaction in the life insurance and financial services industries. By analyzing the data from Delhi and the Nation Capital Region (NCR) of Delhi, this research aims to bridge this gap available in the literature.

DOI: 10.5267/j.ijdns.2021.5.005

Keywords: Convenience, Value, Risk, Product Quality, Service Quality, Customer Satisfaction

23. ■ **The role of financial technology to increase financial inclusion in Indonesia** Pages: 391-400

Florentina Kurniasari, Ardi Gunardi, Farica Perdana Putri and Andy Firmansyah PDF (650K)

Abstract: The growth of digital technologies has changed the way of doing financial transactions. Even though the transaction value for financial technology in 2018 grew by 24%, the financial inclusion rate in Indonesia is still low, with 64% unbanked. The aim of the study was to analyze the factors of the growing digital technology that influence customer decisions in choosing financial technology services using customer knowledge as the intervening variable. The growing digital technology is measured using social networking, regulatory services, and financial service facilities variables. The sample of this research focused on the microsegment customers located in Java Island. Statistical data are analyzed using Algorithm PLS. Results show that customer decision in choosing financial technology services was strongly influenced by customer knowledge. Customer knowledge was formed from information gathered from the social network, the formal assurance by the government, the financial service facilities, and financial inclusivity. The study recommends a need to educate, promote, and provide adequate information to increase familiarity and literacy rate with regard to financial technology. The study also recommends an urgent clear government regulation to protect the interests of customers and industries.

DOI: 10.5267/j.ijdns.2021.5.004

Keywords: Financial Inclusivity, Financial Service Facilities, Regulatory Services, Social Networking, Customer Knowledge, Customer Decision

24. ■ **Ranking DMUs using a novel combination method for integrating the results of relative closeness benevolent and relative closeness aggressive models** *Pages: 401-416*

Narong Wichapa, Amin Lawong and Manop Donmuen PDF (650K)

Abstract: In this paper, a novel combination method is offered to integrate the results of two new relative closeness models, called relative closeness benevolent (RCB) and relative closeness aggressive (RCA) models, for ranking all DMUs. To prove the applicability of the proposed method, it is examined in three numerical examples, performance assessment problem, six nursing homes and fourteen international passenger airlines. Firstly, RCB and RCA models were formulated in order to generate the cross-efficiency intervals matrix (CEIM). After obtaining CEIM, the RC index was utilized to generate a combined cross-efficiency matrix (combined CEM). In combined CEM, target DMUs were viewed as criteria and DMUs were viewed as alternatives. After that, the weights of each criterion were generated using a new weighting method based on standard deviation technique (MSDT). Finally, all DMUs were evaluated and ranked. Comparison with existing cross-efficiency models indicates the more reliable results through the use of the proposed method.

DOI: 10.5267/j.ijdns.2021.5.003

Keywords: Weighting method, Data envelopment analysis, Cross-efficiency evaluation, Relative closeness

25. ■ **The role of organizational capabilities on e-business successful implementation** *Pages: 417-432*

Rima Kabriyants, Bader Yousef Obeidat, Muhammad Alshurideh and Ra'ed Masa'deh PDF (650K)

Abstract: This study sought to investigate the role of organizational capabilities on e-business successful implementation. The proposed conceptual framework was tested on a sample of 16 Jordanian companies with an online involvement, and a total of 263 valid returns were obtained in a questionnaire based survey. The results provide quite a strong support for the hypothesized relations: organizational capabilities, namely learning organizational capabilities and IT capabilities have significant impact on e-business implementation success. However, no statistical support was found for the significant impact of the knowledge management capabilities on e-business successful implementation. This study implies that the policy-makers should focus on formulating policies and targeting appropriate organizational capabilities to ensure effective e-business implementation, which will eventually yield positive results for the company as a whole. An organization needs a well-designed IT infrastructure to create and maintain the organizational knowledge deriving from organizational learning capabilities and enabling IT assimilation. In light of these results, the research presented many recommendations for future research and a set of limitations.

DOI: 10.5267/j.ijdns.2021.5.002

Keywords: Capabilities, Organizational learning, IT, Knowledge management, e-business

26. ■ **Self-awareness and social self-supervision in online transportation industry** *Pages: 433-438*

Olfebri, Agus Suroso, Refius Pradipta Setyanto and M. Elfan Kaukab PDF (650K)

Abstract: Online transportation has widely spread across the globe in the past three years. It provokes changes in transportation management. Driver's quality improvement is crucial to prevent problems related to accidents and driver-passenger relationships. This paper employs regression analysis to identify the effect of driving attitude, self-awareness, and social self-supervision on aberrant driving behavior in online taxi drivers in Indonesia. One hundred Grab and Go-Jek drivers are selected from the DKI Jakarta area. Data are collected via questionnaires. Data analysis, as well as statistical calculation, reveals the negative effects of social self-supervision on aberrant driving behavior.

DOI: 10.5267/j.ijdns.2021.5.001

Keywords: Online transportation, Self-awareness, Self-supervision

27. ■ **How to purchase an order from brick and mortar retailers during COVID-19 pandemic? A rise of crowdshipping** *Pages: 439-450*

Giang Thi Thuy Huynh, Nhu Tu Bao Chung and Thanh Tuan Phung PDF (650K)

Abstract: This paper aims to determine factors that affect consumers' intention to re-purchase by combining consumers' attitudes and satisfaction in mobile shopping via sharing economy platforms. The research sample consists of 367 valid participants in the metropolitan area of Ho Chi Minh City who experienced buying products from brick and mortar retailers by using crowdshipping service, using PLS-SEM. The results confirm that Personal Innovativeness significantly affected Perceived Ease of Use (PEOU) and trust. Consumers' attitudes toward buying products via crowdshipping services in sharing economy platforms are determined by PEOU and trust, and their satisfaction of an purchase is impacted by Check out attributes and Delivery attributes, leading to re-purchase an order via this platform. Brick and mortar retailers need to create a corporation with crowdshipping service platforms to increase sales during COVID-19 pandemic. Besides, shipping quality should be ensured to satisfy consumers which leads to long-term usage.

DOI: 10.5267/j.ijdns.2021.4.004

Keywords: COVID-19 pandemic, Crowdshipping, Innovation Diffusion Theory, Sharing Economy, Technology Acceptance Model

28. ■ **Antecedent behaviour and its implication on the intention to reuse the internet banking and mobile services** *Pages: 451-464*
Jeffry Z.C. Nelwan, Ni Nyoman Kerti Yasa, I Putu Gde Sukaatmadja and Ni Wayan Ekawati PDF (650K)
 Abstract: The Covid-19 pandemic has forced people to maintain physical distance during everyday contact, known in popular terms as physical distancing, which triggers the banking industry to accelerate its digital transformation to maximize service to customers. It aims to make business processes to work more efficiently and to drive force that will create various business opportunities. This study aims to explain the main factors that contribute and influence the adoption of internet and mobile banking services, which are antecedents of customer attitudes towards the intention to use these services. This study uses primary data and the unit of analysis is 200 respondents of Bank Bukopin customers who are users of its internet and mobile banking services with a replication of the technology acceptance model (TAM) in the context of internet service adoption and mobile banking. This study uses non-probability sampling with purposive sampling technique, and to analyze the research model, the Partial Least Square (PLS) method is used with the SmartPLS 3.0 M3 program as a tool. The research findings indicate that the intention to reuse is directly affected significantly by perceived ease of use, trustworthiness, and attitude to use. Perceived benefits do not have a significant effect on directly affecting intention to use, but have a positive and significant effect if they get a mediating role from the attitude of using. This study proves the existence of a mediating role for perceived benefits and beliefs on attitudes to use. This study also strengthens the evidence that attitudes have a strong and positive and significant effect on intention to reuse, and are able to fully mediate the effect of perceived ease of use, perceived usefulness and trust on intention to reuse. Bank Bukopin management and bankers are also expected to use the results of this study to evaluate and take corrective action on aspects that are deemed incapable of encouraging the adoption of their internet and mobile banking services and creating customer loyalty to continually use the services they provide.
 DOI: 10.5267/j.ijdns.2021.4.003
 Keywords: Perceived ease of use, Perceived usefulness, Trust, Attitude to use, Intention to reuse, Technology acceptance model (TAM)
29. ■ **Exploring the relationship between trust, ease of use after purchase and switching re-purchase intention** *Pages: 465-470*
Dede Suleman, Sabil sabil, Sri Rusiyati, Imelda Sari, Susan Rachmawati, Ety Nurhayaty and Rd Bily Parancika PDF (650K)
 Abstract: The research conducted by this researcher intends to analyze the effect of trust and ease of use on purchase decisions and repurchase intention. The data collection method in this study uses a questionnaire with 130 consumers who have purchased at an online store. The analytical method used is descriptive analysis, and the test instrument uses SEM AMOS. In this study using four variables, thirteen dimensions and twenty-six indicators. The results show that trust and ease of use have a significant effect on buying decisions and also have a significant effect on repurchase intention, and purchase decisions have a significant and significant effect on repurchase intention. so it can be said that trust and ease of use are the entry points that make consumers start to move to the next stage, therefore online store marketers need to pay attention.
 DOI: 10.5267/j.ijdns.2021.4.002
 Keywords: Trust, Ease Of use, Purchase Decision, Repurchase intention
30. ■ **The effect of e-service quality, consumer trust and social media marketing on intention to use online transportation services** *Pages: 471-478*
Zaktyah Zahara, Elimawaty Rombe, Ngatimun Ngatimun and Judi Suharsono PDF (650K)
 Abstract: The aim of this study is to analyze the effect of e-service quality, consumer trust and social media marketing on intention to use online transportation services. The method used in this research is quantitative methods, data collection is executed by distributing questionnaires to consumers of Online Transportation Services. The population of this study is the Jabodetabek Online Transportation Services consumers whose numbers have not been identified with certainty. The questionnaire was distributed electronically using a simple random sampling technique. The results of the questionnaire returned were 180 respondents. Based on the results of data analysis, it is concluded that E-Service Quality has a significant effect on Intention to Use Online Transportation Services. Consumer Trust has no effect on Intention to Use Online Transportation Services. Social Media Marketing has a significant effect on Intention to Use Online Transportation Services.
 DOI: 10.5267/j.ijdns.2021.4.001
 Keywords: E-Service Quality, Consumer Trust, Social Media Marketing, Online Transportation Services
31. ■ **The effect of the presence of e-commerce on consumer purchasing decisions** *Pages: 479-484*
Ida Zuniarti, Idah Yuniastih, I Ketut Martana, Eka Dyah Setyaningsih, Isnurrini Hidayat Susilowati, Eigis Yani Pramularso and Dewi Astuti PDF (650K)
 Abstract: In this study, researchers examined how consumer decisions on purchases in e-commerce are particularly influenced by trust, attitudes and the ease of new shopping places. The data collection research was conducted using a questionnaire with 130 consumer respondents who had bought at ecommerce which would later be processed by Amos' Structural Equation Modeling (SEM). The study used four variables, thirteen dimensions and twenty-six indicators. The results showed that trust, convenience and attitudes influenced consumer decisions in buying e-commerce. The results also showed that trust had the greatest and most significant influence on consumer decisions to buy in e-commerce. So, it can be said that consumers buy because it is based on a sense of already trusting an e-commerce to make e-commerce crowded and buyers need to pay attention to improving their taste.
 DOI: 10.5267/j.ijdns.2021.3.005
 Keywords: Trust, Easy Of use, Attitude, Decision, E-commerce, TAM

Key user ERP capability maintaining ERP sustainability through effective design of business process and integration data management

Zeplin Jiwa Husada Tarigan^{a*}, Adrie Oktavio^b, Widjojo Soeprapto^c, Dhyah Harjanti^c, Mariana Ing Malelak^c and Sautma Ronni Basana^a

^aMaster Management, Petra Christian University, Surabaya, Indonesia

^bTourism Department, Universitas Ciputra Surabaya, Indonesia

^cManagement Department, Petra Christian University, Surabaya, Indonesia

CHRONICLE

ABSTRACT

Article history:

Received: March 11, 2021

Received in revised format: April 9, 2021

Accepted: May 30, 2021

Available online: June 7, 2021

Keywords:

Effective design of business processes

ERP Suitability

Integration Data Management

Key user ERP Capability

Business competition is increasingly complex, and there are no clear boundaries between products, so company operational processes are needed efficiently and effectively. The performance achieved is obtained through the implementation of an integrated information technology known as ERP. ERP implementation requires a person in charge of a business function called a key user who understands business processes and collaborates with ERP system vendors. The study obtained data that can further process from 77 manufacturing companies in East Java by purchasing an ERP or self-development package. Data processing uses PLS to answer all research hypotheses. The results show that key user capability was able to have a direct effect on the effective design of business processes of 0.643 and integration data management of 0.373. In contrast, it had no direct impact on ERP suitability. Effective Design of Business Processes has an immediate effect on Integration Data Management of 0.338 and ERP suitability of 0.395. The results also show that Integration Data Management has a direct effect on ERP suitability of 0.462. The data processing results for the indirect effect showed that key user capability influenced ERP suitability through the effective design of business processes of 0.507. Key user capability affects ERP suitability through Integration Data Management, and it is obtained as much as 0.254. The last hypothesis, key user capability, influences ERP suitability through effective Design of Business Processes and Integration Data Management of 0.182. The study results provide theoretical contributions to ERP implementation success factors, while practical gifts give key users a good understanding of the company's business processes and ERP systems.

© 2021 by the authors; licensee Growing Science, Canada.

1. Introduction

Competition is increasingly complex in the business world, making it difficult for companies to select and implement existing business competition strategies. Current strategies need to be complemented by fast service and low-cost impact to increase competitiveness. Integrating information systems and boosting their effectiveness to generate more effective management in company operations is one strategy to attain this achievement (Siagian et al., 2021). The issue is that many businesses have yet to integrate information systems into their overall administration. Until far, these companies have only been supported by specific activities at their separate work locations as part of the process. This reality may result in easy misunderstanding in data communication between one place of business and another. Everyone will submit data at their work location, which could be a fundamental difference in data delivery. In comparison to companies that have integrated their functions, it takes a long

* Corresponding author. Tel.: +62312983145

E-mail address: zeplin@petra.ac.id (Z. J. H. Tarigan)

time to coordinate data providing. Data from multiple sources reveals the operational conditions of the company and can aid in the efficiency of business processes and the decision-making of corporate management (Tarigan et al., 2021b). ERP has developed as an integration tool to combine all enterprise applications into a data storage center that is easily accessible to all required sections (Beheshti et al., 2014). Data integration in ERP technology is carried out with single data entry, data entry, which is a functioning department, so other functions in the company can use this data. Enterprise Resource Planning (ERP) is a method of employing information technology to manage a company's resources with hardware and software (Tarigan et al., 2019). ERP technology functions to coordinate and integrate information data in each business process and collaborate in value chain activities to produce fast decision making. It provides brief financial analysis and reports, sales on-time reports, production, and inventory reports (Ruivo et al., 2020). Collaboration of activities in the value chain can be in resource coordination with corporate partners, timely communication with suppliers, and good order fulfillment for corporate customers.

ERP implementation as part of information technology in companies hopes to accelerate business processes, increasing efficiency, and effectiveness (Tarigan et al., 2021a). The problem is that many factors can thwart the process at the time of implementation, so a process analysis and design are needed for proper ERP implementation (Christofi et al., 2013). ERP implementation in Korea manufactures integration data, configuration, adaptation, and user training (Hwang and Min, 2013). The factors that companies face in implementing ERP, among others: first, management does not provide the best team project on the implementation project regarding the competence of team members, the project team's credibility and innovation, effective team leadership, and team dedication, team responsibility, adequate number of teamwork, overlapping duties on the team, working approach less clear, objectives not understood by the project team (Tarigan et al., 2020; Beheshti et al., 2014). Second, Management fails to see that e-business is more than simply an investment in technology; it is also a business process improvement or enhancement enabled by technology (Tarigan et al., 2021a). An ERP system that is implemented correctly provides benefits to the company on an ongoing basis (Jagoda & Samaranayake, 2017). ERP implementation requires a considerable cost, a considerable level of risk, and a significant potential benefit. ERP system implementation results in the investment e-business risk of being unable to return (Fadlalla & Amani, 2015). ERP benefits are not optimal for company leaders who recognize that e-business is simply an investment in information technology, not a business investment backed by information technology. ERP resources in companies are information technology investments in software and hardware packages and information technology skills with specific objectives (Badewi et al., 2018; Glowalla & Sunyaev, 2014). ERP stands for enterprise resource planning, and it is a type of software that can assist businesses in better managing their operations. It can lower stock and inventory levels, enhance stock turnover, shorten order cycle times, boost productivity, improve communication, and have a positive influence on business benefits. (Sharma and Daniel, 2016; Tarigan et al., 2021c). Reduced lead times, on-time delivery, shorter cycle times, improved customer satisfaction, improved supplier performance, higher flexibility, lower quality costs, greater resource utilization, and decision-making abilities are all advantages of ERP (Jagoda and Samaranayake, 2017; Chang et al., 2015). ERP systems have been implemented in manufacturing companies to benefit from system integration across corporate groups; information data becomes complete, detailed, and fast. ERP system makes it easier for directors to analyze and make decisions; simpler business processes; production cost savings; and finally, the company's cash flow is more controlled (Tarigan et al., 2018). Adjustment of business processes to company conditions will make it easier for people who implement ERP because they already have suitable data structures and relationships (Panayiotou et al., 2015; Chang et al., 2015). Business processes are correlated with work effectiveness and key users' ability to implement ERP in the company. The company's ability to adapt the company's software and hardware with business processes to produce quality products and services and the ability to implement the company's strategic vision are competencies that are acquired in ERP implementation (Aburub, 2015). Business process reengineering has a positive effect on user involvement. By redesigning company processes by key users, it makes it easier to adjust the software to company needs and impacts the acceleration of ERP implementation (Garg and Agarwal, 2014). ERP software can be developed by companies using software created or using open-source, which the key user directs as the owner of the business process (Olson et al., 2018). Customer requirements as a key user in a company require a developer, business analysis, and consultants in designing the process to suit the company's needs (Parthasarathy and Daneva, 2014). The design process positively affects company performance and acceleration of ERP implementation, which has implications for implementation costs and increases service quality and speed. The procedure that has a consistent favorable impact on firm performance. An organization process that is standard in internal procedure and is routinely used impacts ERP implementation and improves the function (Drummond et al., 2017). If the ERP installation stages are completed successfully, several benefits can be realized. It is crucial to understand what elements influence effective and unsuccessful implementation.

Culture organization determines the success and failure of adopting ERP: due to the provision of information data that is less trusted because it prefers oral communication; difficult cooperation due to ERP using foreign languages, and difficulties in carrying out business process change carried out jointly between the project team and company management (Tarigan et al., 2020; Sharma & Daniel, 2016; Beheshti et al., 2014). The failure and success of ERP implementation are determined by top management commitment, user involvement, business process reengineering, project management, and ERP teamwork and composition (Garg & Agarwal, 2014). ERP projects might fail right at the outset of deployment or at any point during the process. In the long run, there is no substantial impact on the company's finances. Whereas, in the event of a partial failure,

ERP implementation can impair daily operations. A successful ERP deployment, on the other hand, can lead to overall success. Everything is running well, with no jerks or delays in the implementation. Some alignment concerns arise, though they are only a minor annoyance.

ERP technology implementation is often regarded as a difficult and complex task, causing top management and users to be hesitant to do so. The complexity of ERP requires knowledge management (Fadlalla & Amani, 2015). When adopting ERP in a company, there is an amazing phenomenon that occurs: the key user determines success as a manager in a department supported by top management and the user (Ram & Corkindale, 2014; Maas et al., 2016). The longer the ERP implementation will result in a relatively large increase in costs for the company. The ERP program's deployment has two sorts of users: key users and end-users. A key user is a member of the project team who can make direct modifications to work procedures in his department. Key users as ERP implementers have different perceptions with users in organizational processes in the company, the capacity to make changes, and interactions between businesses (Drummond et al., 2017). ERP implementation involves team competition, project team competence, scope management, expectation management, communication within the project, and budget control (Garg & Chauhan, 2015). Key users are selected from departments related to their operations, usually always associated with business processes, and have more knowledge in their work areas and general department managers. At the same time, end-users are users of the ERP design results developed by key users (Tarigan et al., 2020). Key users will also specialize in specific aspects of the ERP system and serve as end-user trainers, educators, consultants, help-desk resources, and agents (Wu & Wang, 2007). The end-user only has specific knowledge of the parts of the system that the end-user needs to work on. User acceptance is essential in implementing an ERP system to suit the business needs (Nandi and Kumar, 2016). As a result, the involvement of important users is critical to the end system's performance because it influences the speed of deployment and the outcomes of exceptional ERP deployment (Maas et al., 2016). In the implementation stage, the consultant is in the direction of the key user because the system is an information system configuration package. Customization and process design usually involve a strong relationship between the key user/user and the consultant (Panayiotou et al., 2015). Key users adjust the existing business processes in the company by customizing software ERP and directing end-users to provide the data needed by the ERP system (Chang et al., 2015). The provision of this data is adjusted to the reports and data tables and the form of the company data format in accounting and finance, which influences the technical problems of financial reporting to the government. The ERP implementation process is said to end when output of the management data from the ERP process results can be used by the company and helps make decisions. In the next stage, end users can understand and understand their respective functions. The choice of ERP in a manufacturing company is for the full integration of information from start to finish in all departments (Badewi et al., 2018; Tarigan et al., 2021a). ERP can integrate and collaborate with company partners to improve ERP Capability (Ruivo et al., 2020). The position of the key user is crucial to describe and determine what needs are required by the company (Jagoda & Samaranayake, 2017). The ERP system is chosen by management and applied to the company, so key users conduct end-user training (Wu and Wang, 2007). Key users and end-users are directly involved with the ERP system. End-user is an individual who uses the ERP program as directed by the user as user involvement (Garg and Agarwal, 2014). The attitude of key users and end-users as employees in the company is influenced by the condition of the company culture in sharing knowledge to achieve successful ERP implementation (Maas et al., 2016). A strong relationship between key users, key users and end-users, and key users and vendors and consultants is required to collaborate: a discussion forum is required to collaborate; communication on process and procedure changes; control, coordination, and responsibility within the organization; increased motivation between existing components; work orientation and company focus (Tarigan et al., 2020). The company's top management is supportive of the team and committed to ERP implementation. Still, if there is no sharing of information between key users in the company, ineffective communication in designing processes, and providing data, then reluctance appears. Team members to implement ERP due to limited capabilities (Park et al., 2007). Because the benefits of software and hardware ERP are not gained by the firm, and the investment expenditures paid by the firm are not maximally advantageous, this reluctance will have an influence on ERP performance in the company. This study examines the impact of key user ERP capability on ERP suitability through effective business processes and integration data management.

2. Literature Review Previous

Research related to the main problem in this study will be reviewed, especially on the variables used in this study. This review is expected to help solve this research and make it easier to understand and see some of the strengths to support and clarify the research and see the existing deficiencies to improve.

2.3. Key user ERP Capability

ERP is information technology that can improve company capabilities through integrated ERP implementation, increase system capabilities in the company, and company employees' knowledge capabilities in using ERP technology (Tarigan et al., 2021c; Maas et al., 2016). Information technology capabilities are essential for companies to build and develop company systems to increase employees' individual knowledge skills (Chae et al., 2018). The information technology capability that the company gets is not only internal but can collaborate with supply partners essentials (Siagian et al., 2021). ERP capability is obtained by involving the operating system together, communicating in real-time, working together, and increasing the company's effectiveness and key users (Ruivo et al., 2020). ERP capability as an integration system can increase operation

capability (Tarigan et al., 2021b). ERP implementation in companies related to education and training, enterprise-wide change management plans, user involvement, and testing and troubleshooting (Garg and Chauhan, 2015; Garg and Agarwal, 2014). Key users as managers are essential factors in completing a project ERP implementation (Tarigan et al., 2018; Ram and Corkindale, 2014). A user is a person who has been designated and elected by management to be totally responsible for the preparation and completion of ERP under corporate management's guidance (Wu & Wang, 2007). The project team as a manager plays a role as inter-departmental coordination or is fully responsible for implementing ERP (Ram & Corkindale, 2014). The key user (project team) is attempted to consist of different departments and has cross-functions (Garg and Chauhan, 2015; Beheshti et al., 2014). A successful ERP implementation relies heavily on cross-functional teams (Tarigan et al., 2020). The team must be composed appropriately (Park et al., 2007). Team members as implementers must be experienced in various technical aspects (Drummond et al., 2017). The team should consist of people within the organization and some from outside the organization. High dedication, good communication, and full-time work commitment are the criteria for a project team that accelerates the ERP implementation process in the company. As a key user who comes from interdisciplinary knowledge and has different experiences, the project team often conflicts between team members, resulting in a longer ERP implementation completion time. In addition, the existence of a project team that does not have attitudes and motivations and is not communicative will hinder implementation. ERP implementation to suit the company's needs and not fail, consultants, business analysts, and developers are needed to understand the needs of key users as customers (Parthasarathy and Daneva, 2014). In addition, the project team's composition was not appropriate, and communication was inadequate as a cause of conflict. Meanwhile, project managers or project coordinators who do not understand project elements and do not have charismatic leadership are factors that hinder ERP implementation. This research focuses on a project team's key user IT capability and has a business process area in the company. The determinants of the effectiveness of the key user are as follows: the competence of team members, the composition and number of team members from the organization is adequate, team members have clear duties and clear responsibilities.

2.4. Effective Design of Business Process

The company strategy sets goals and guides how organizational capabilities can be the best tools to achieve an increased competitive position (Aburub, 2015). According to company conditions, business process analysis and design are essential when implementing ERP (Christofi et al., 2013). The process design strategy is something that can increase the company's competitive edge because: it can provide guidance on the work completion process and integrated process flow, and variations in performance achievement and the flow of materials, workers, and information which are competitive resources in the supply chain flow (Tarigan et al., 2021b). In the context of a company's growth and development strategy, coordination and integration are required (Chang et al., 2015). Strategy creation and change by top management, and gradually adapting company strategy to process design strategy. The design of the company's business processes needs the company to pay attention to the current government regulations (Sharma and Daniel, 2016; Maas et al., 2016). Business process redesign improves business processes, improving process orientation, efficiency, and performance (Elgendy, 2021). Adjustment of company organizational processes with ERP software will facilitate ERP implementation and is a success factor (Olson et al., 2018; Nandi and Kumar, 2016). Conversely, if the adjustments made to organizational processes are not appropriate, it will hinder ERP implementation and even thwart ERP implementation (Panayiotou et al., 2015). Hybrid ERP used by companies with ERP systems that are communicated with enterprise social software (ESS) can support efficient business processes for the company and increase the flexibility of response to business process change requests (Greasley & Wang, 2016). Minimal process changes are adjusted to software ERP and anticipate process errors, process integration between purchasing, manufacturing, and distribution, adoption processes in a company, process design to the detailed activity stage are adjusted to software ERP (Sharma and Daniel, 2016). ERP implementation design in companies is the responsibility of key users by involving users, company management, consultants, and analysts (Drummond et al., 2017; Parthasarathy and Daneva, 2014). The implementation design is very dependent on the key user ERP capability that the company has that can collaborate with partners as a value chain (Ruivo et al., 2020). ERP implementation in Korean manufacturing companies emphasizes process configuration by creating an ERP system that can meet the needs of organizational processes. The ERP system has accommodated the changes needed by the organization, and the ERP system supports the company's business practices (Hwang and Min, 2013). Based on the explanation, this study emphasizes operational activities and communication between key users in designing existing processes in the company are: team members understand the process, team members are oriented towards process effectiveness, team members are oriented to building a collaboration system with partners, and team members understand the magnitude of the impact that process changes have on the company.

2.5. Integration Data Management

ERP can facilitate access to data related to good products and processes to related parties at the right time in the product life cycle to support all business processes using this data (Christofi et al., 2013). Structured data documentation can make the product development process better. The emphasis of the ERP concept is a form of documentation about the relationship between data products and the structure in the document version and the relationship between product components related to the provision of reports (Chang et al., 2015). The key user must calculate all the total costs in the company's internal processes by preparing an environment related to product data. ERP implementation in Korean manufacture by integrating ERP mod-

ules, integrating all transactions in the ERP system, integrating ERP systems with partners, and ERP systems with manufacturing management systems are used as standard (Hwang & Min, 2013). Product Data Management in ERP can choose one of the three types of databases used, namely: first, a centralized database with a database, secondly a distributed database using more than two databases, and third, a hybrid database that has many databases but has a centralized database. The need for data in the implementation process and the accuracy of data in providing data in real-time will facilitate manager decision-making and accelerate the ERP implementation process (Chang et al., 2015). The existing data structure in the ERP system can provide flexible and integrated information (Elgendy, 2021). This study adopted the research Tarigan et al. (2019), emphasizing data management integrity in companies with a single database, namely structure data and master files, data integrity, data maintenance, reports, and table data.

2.6. ERP Suitability

ERP technology is a standard commercial software package used as a comprehensive corporate business system (Glowalla & Sunyaev, 2014). Software is ERP chosen by companies considering software and hardware ERP capabilities, knowledge of ERP software suppliers, support from consultants, software upgrades, and the latest technology. The company will use software ERP as seen from the stability of the software, the function of the software in integrating the system, and the system's reliability. The ERP technology used in ERP implementation is implementation strategy, adequate information technology infrastructure, minimal customization, and data conversion and accuracy (Garg & Chauhan, 2015). With limitations in software and hardware, the software needs to be developed as required by customizing it (Tarigan et al., 2019). ERP related as the technology used by companies is Customization of ERP, Technological complexity, Compatibility, Legacy systems, data analysis and conversion, and data accuracy (Ram & Corkindale, 2014). The process of customizing the company's software and hardware also takes a relatively long time to hinder ERP implementation (Olson et al., 2018). ERP stands for Enterprise Resource Planning, and it is a software package that integrates business processes and functions to offer a company concept using a mix of business management and information technology concepts (Drummond et al., 2017). Its strength is providing a comprehensive business process for the company by integrating information technology infrastructure (Siagian et al., 2021; Badewi et al., 2018). ERP systems consist of a single database, a single application, and a goal-oriented integrated integration of the complete enterprise system into a single standard application (Glowalla & Sunyaev, 2014). Human resources, accounting, sales, manufacturing, distribution, and supply chain management are all served by an ERP system (Jagoda & Samaranayake, 2017; Tarigan et al., 2021b). ERP software has the advantage of speeding up decision-making, lowering expenses, and allowing managers to control multiple corporate functions simultaneously over a vast region. This study emphasizes the benefits of ERP products as implemented in the company are accuracy of data, response time, completeness, and system integrity.

4. Research Framework

The company's performance can be improved by successfully implementing technology enterprise resource planning (Glowalla & Sunyaev, 2014). ERP can increase a company's global competitiveness because it can increase its operations' efficiency. ERP implementation is very complex because it requires a lot of money and time to be incurred by the company starting from the pre- and post-implementation stages (Greasley & Wang, 2016). Company readiness in implementing ERP is essential to achieve successful implementation (Chang et al., 2015). The benefits of ERP cannot be fully realized unless firm boundaries and reconciliation mechanisms are determined technically and organizationally based on the principles of process orientation. Measurement should be carried out in a balanced perspective and provide helpful information that can inform the decision-making process and help convey company objectives. Through this action, it is hoped that the business will be more competitive. This condition reflects the importance of using information technology systems in the future based on business process management principles (Tarigan et al., 2021a). Companies need data integration in ERP, so the processes and functions, and stages of ERP implementation in the company are determined by the project team consisting of management, IT staff, and key users and assisted by end-users (Wu & Wang, 2007). The top management functions in explaining the objectives of ERP implementation and fully supporting system integration (Aburub, 2015). IT staff as buyers representing company management have a role in selecting software and hardware ERP fully supported by company management. IT staff will list the functions of software and hardware ERP, then write down the ERP candidates that are suitable for the company according to the processes in the company (Jagoda and Samaranayake, 2017). IT staff, key users, and management collaborate and discuss to decide the type of software and hardware to be used. Customization and process design are usually carried out by consultants and key users to meet the needs of departments related to the ERP system (Panayiotou et al., 2015). Customization and process design necessitate a close working connection between key users and ERP implementers, as well as users (Drummond et al., 2017). Key users adjust existing business processes in the company by customizing software ERP and directing end-users to provide the data needed by the ERP system. The ERP implementation process is said to end when output of the management data from the ERP process or the advantages of ERP software and hardware can be used by the company and helps in improving company performance. Finally, the end-user can understand and understand their respective functions. The research's conceptual framework is to assess the strength of the product owned by software and hardware ERP, which is decided by key users' ERP capabilities through effective business process design and data management integration to increase ERP appropriateness. The hypothetical model used to explain the problem of the research objectives will be verified as in Fig. 1.

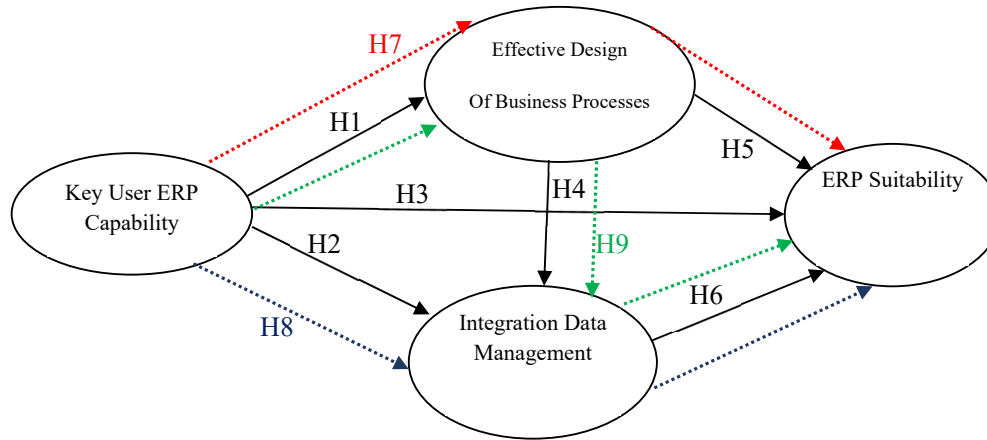


Fig. 1. The conceptual framework and research hypothesis

- H₁** = Key User IT Capability has an influence on the effective design of business processes.
H₂ = Key User IT Capability has an influence on data management integration
H₃ = Key User IT Capability has an influence on ERP suitability
H₄ = Effective design of business process has an influence on data management integration
H₅ = Effective design of business process has an effect on ERP suitability
H₆ = integration of data management has an effect on ERP suitability.
H₇ = Key User IT Capability has an influence on ERP suitability through effective design of business processes.
H₈ = Key User IT Capability has an influence on ERP suitability through the integration of data management.
H₉ = Key User IT Capability has an impact on ERP suitability through effective design of business processes and integration data management.

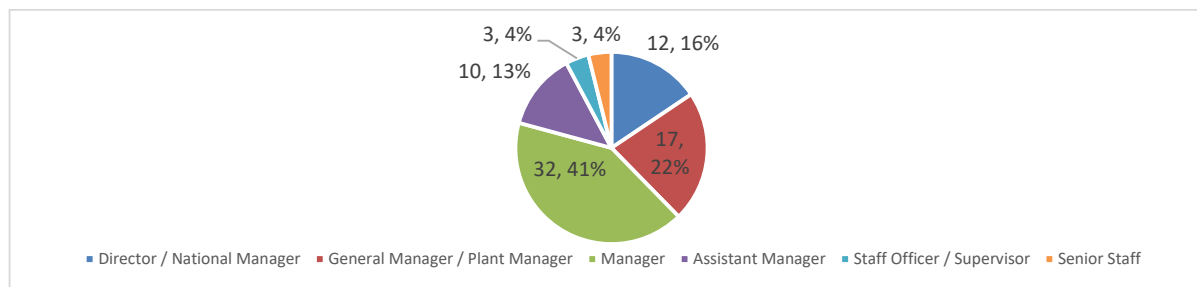
4. Research Methods

The data for this study comes from enterprises registered with the East Java Ministry of Industry and Trade. The company with the area where the company is located and is the center of the manufacturing industry for East Indonesia, located at the level of Surabaya Municipality, Sidoarjo Regency, Pasuruan Regency, Mojokerto Regency and Gresik Regency, which consist of manufacturing companies. SAP, Oracle, Baan, Peoplesoft, JD Edwards, MFG Pro, Microsoft Dynamic applications, and self-development of information systems are examples of companies that employ ERP information technology. Companies use ERP system development by inviting local developers to map the company's business process system and create an integrated ERP system. Data were collected in an industrial manufacturing area in East Java and obtained from 77 companies by distributing questionnaires and interviews. The Partial Least Square (PLS) analysis was employed in this investigation, with the calculating procedure aided by the application program software Smart PLS.

5. Analysis and Discussion

5.1. Descriptive Analysis of Research

Direct distribution of questionnaires to 100 manufacturing industry enterprises in East Java was carried out utilizing enumerators as questionnaires in the field. The distribution results showed that 15 companies had not answered the questionnaire given at the appointed time, six respondents were not willing to provide answers because they were not allowed to provide solutions. Meanwhile, two respondents did not provide correct answers; namely, the questions were not answered thoroughly, so that 77 questionnaires could be processed further. The distribution of respondents by position is shown in Fig. 1.



Position of Respondents in Manufacturing Companies



Fig. 2. Personal characteristics of the participants

Fig. 2 obtains the amount in Manager positions 32 (42%) and General Manager / Plant Manager 17 (22%). The position person in charge of ERP implementation in his department or the overall implementation in a manufacturing company. The distribution of respondents based on length of work is shown in Fig. 2. According to data Fig. 2, the number of respondents who had long-time work from 7 to 10 years as 22 (29%) and had work experience of more than 20 years amounted to 14 (18%). The respondents have had a long work experience, so they understand the company's business processes as a whole and well. Respondents' ability to redesign business processes according to operational processes and their needs tailored to ERP applications can be adequately accommodated. The distribution of respondents based on the type of ERP implementation in the company is shown in Fig. 3. Fig. 3 also shows that the ERP implemented in the largest companies in self-development is 35 (45%). Manufacturing companies develop corporate ERP according to company needs, where most companies use local consultants to develop ERP systems. The software is used in the development of local programmers by making programs as needed. The investment price for independent ERP development is not too large when compared to companies using ready-made ERP. The payment process caused the capabilities of the company and the needs of the company. Self-development ERP takes a long time to implement and often stops in the implementation process when the key user, as the person in charge, leaves the company and moves to another company. The second ERP implementation, namely SAP, amounted to 30 (39%) due to the large number of large companies using this application and providing tremendous and sustainable benefits.

5.2. Hypothesis Analysis of Research

In this research, the inner model and outer model tests were used as the criteria test for the conformity index on the PLS. The value indicates the inner model is: convergent validity, average variance extracted, composite reliability, Cronbach's Alpha, and rho_A.

Table 1
Evaluation Criteria for Conformity of Outer Model

Criteria	Results	Critical Value	Evaluation Model
Convergent Validity (lowest loading factor)	Key User ERP Capability (lowest = 0.726) Effective Design of Business Processes (lowest = 0.677) Integration Data Management (lowest = 0.731) ERP Suitability (lowest = 0.633)	≥ 0.5	Good
Average Variance Extracted (AVE)	Key User ERP Capability = 0.563 Effective Design of Business Processes = 0.514 Integration Data Management = 0.593 ERP Suitability = 0.584	$AVE \geq 0.5$	Good
Composite Reliability	Key User ERP Capability = 0.836 Effective Design of Business Processes = 0.774 Integration Data Management = 0.853 ERP Suitability = 0.849	≥ 0.7	Good
Cronbach's Alpha	Key User ERP Capability = 0.737 Effective Design of Business Processes = 0.708 Integration Data Management = 0.772 ERP Suitability = 0.766	≥ 0.7	Good
rho_A	Key User ERP Capability = 0.751 Effective Design of Business Processes = 0.707 Integration Data Management = 0.776 ERP Suitability = 0.849	≥ 0.7	Good

The structural model results have shown that all the criteria used have good scores, and therefore, this model has been accepted (Table 1). The results of the study by testing existing hypotheses and adjusted to the research structure model resulted in the model structure and the magnitude of the relationship between the variables summarized in Fig. 3 and Table 2.

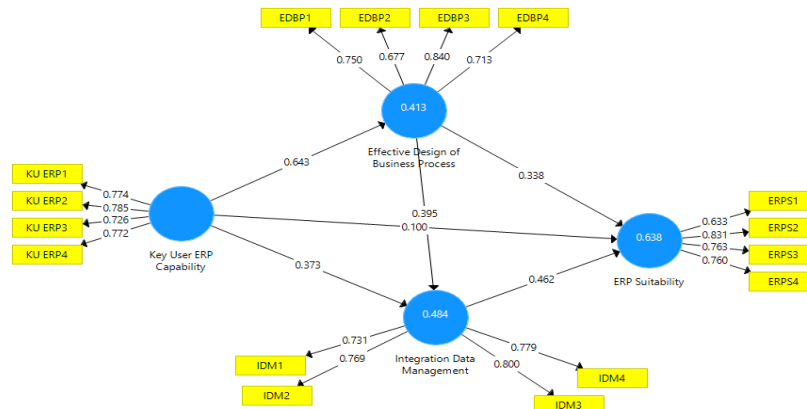


Fig. 3. Loading factor and Structural Model

Table 2

Path Coefficient Direct Effect

Path Coefficient	Original Sample	Sample Mean	Standard Deviation	T-Statistics	P-Value
Key User Capability → Effective Design of Business Process	0.643	0.655	0.064	10.065	0.000
Key User Capability → Integration Data Management	0.373	0.375	0.103	3.620	0.000
Key User Capability → ERP Suitability	0.100	0.097	0.108	0.927	0.354
Effective Design of Business Process → Integration Data Management	0.338	0.337	0.105	3.228	0.001
Effective Design of Business Process → ERP Suitability	0.395	0.396	0.108	3.660	0.000
Integration Data Management → ERP Suitability	0.462	0.460	0.109	4.258	0.000

Based on the structural model analysis in Fig. 3 and Table 1, the hypotheses s research can be determined: the first hypothesis (H1) key user capability for effective design of business processes, the p-value is 0.000 less than 0.050 or the t-statistics value is 10.065 greater than 1.96, it is stated that the first hypothesis is accepted. Key user Capability influences the effective design of the business process of 0.643. The second hypothesis (H2) key user capability for data management integration obtained a p-value of 0.000 less than 0.050 or at-statistics value of 3.620 greater than 1.96, and it is stated that the second hypothesis is accepted. Key user capability influences data management integration of 0.373. The third hypothesis (H3) Key User Capability to ERP suitability obtained a p-value of 0.354 greater than 0.050, or the t-statistics value of 0.927 is smaller than 1.96, and it is stated that the third hypothesis is rejected. Key User Capability has no impact on ERP suitability. The fourth hypothesis (H4) for effective design of business processes on data management integration obtained a p-value of 0.001 less than 0.050 or at-statistics value of 3.228 greater than 1.96, and it is stated that the fourth hypothesis is accepted. Effective design of business processes affects data management integration. The fifth hypothesis (H5) for effective design of business processes on ERP suitability, the p-value is 0.000 less than 0.050 or the t-statistics value is 3.660 greater than 1.96, and it is stated that the fifth hypothesis is accepted. Effective design of business processes affects ERP suitability. The sixth hypothesis (H6) integration data management on ERP suitability, obtained a p-value of 0.000 less than 0.050 or the t-statistics value of 4.258 is greater than 1.96, and it is stated that the fifth hypothesis is accepted. Integration of data management affects ERP suitability. Testing the seventh hypothesis (H7) to the ninth hypothesis (H9) is obtained from the indirect effect test in Table 3.

Table 3

Path Coefficient Indirect Effect

Path Coefficient	Original Sample	Sample Mean	Standard Deviation	T-Statistics	P-Value
Key User Capability → Effective Design of Business Process → ERP Suitability	0.507	0.516	0.096	5.279	0.000
Key User Capability → Integration Data Management → ERP Suitability	0.254	0.260	0.079	3.233	0.001
Key User Capability → Effective Design of Business Process → Integration Data Management → ERP Suitability	0.182	0.183	0.068	2.669	0.008

Seventh hypothesis (H7) key user capability to ERP suitability through effective design of business processes as a mediating variable, the p-value is 0.000 less than 0.050 or at-statistics value of 5.279 is greater 1.96, and it is stated that the seventh hypothesis is accepted. Key user capability affects ERP suitability through effective design of business processes. The eighth hypothesis (H8) Key user capability to ERP suitability through the integration of data management as a mediating variable obtained a p-value of 0.001 less than 0.050 or at-statistics value of 3.233 greater than 1.96, and it is stated that the eighth hypothesis is accepted. Key user capability affects ERP suitability through data management integration. The ninth hypothesis (H9) key user capability to ERP suitability through effective design of business processes and integration of data management as a mediating variable obtained a p-value of 0.008 less than 0.050 or at-statistical value of 2.669 greater 1.96, and it is stated that the ninth hypothesis is accepted. Key user capability affects ERP suitability through effective design of business processes and integration of data management. Based on testing the research hypothesis, the first hypothesis, up to hypothesis Nine (H1-H9), obtained eight accepted hypotheses, and only one hypothesis was rejected.

5.3. Discussion

Based on the results of hypothesis testing in a row, it can be shown by the accepted first hypothesis (H1), which shows that Key user Capability influences the effective design of business processes. Key user capability, indicated by the presence of adequate composition and number of team members from the organization and carrying out their duties and responsibilities properly, can impact the effective design of business processes. This relationship shows that the key user understands the process of change and redesign of the business process to build a better-suited ERP system. The second hypothesis (H2) is accepted, which indicates that key user capability influences data management integration. Key user capability with each key user being able to carry out duties and responsibilities and having adequate composition and number of team members affects the integration of data management between cross-functional areas running well. Data maintenance and data integrity in the company can provide information technology implementation that runs well and regularly. The company has obtained the advantages of ERP in increasing real-time. The third hypothesis (H3) is rejected, which indicates that Key User Capability does not affect ERP suitability. Key users owned by the company with adequate composition and number of teams and having clear duties and responsibilities were not able to directly impact ERP suitability. This relationship does not impact because the key user performs the process in operational conditions first or makes improvements to the ERP system. If this condition has been reached, then we can achieve ERP suitability properly.

The fourth hypothesis (H4) is accepted, which indicates that the effective design of business processes affects data management integration. Effective design of business process with team members understanding the process and the magnitude of the impact of process changes on the company impact integration data management. Understanding the business process and its effects can build a good data integrity and maintenance system so that its utilization can create a collaborative system with company partners. The fifth hypothesis (H5) is accepted, indicating that the effective design of business processes affects ERP suitability. The company's ability in the Effective design of the business process is oriented to build a collaborative system with partners, and business processes can improve ERP suitability. An excellent, effective design of the business process will enable the company to achieve a fast response time and completeness of information to improve company performance. The sixth hypothesis (H6) is accepted, which indicates that data management integration affects ERP suitability. This relationship shows that the integration of data management built through data maintenance, reports, data tables, and data integrity increases system integrity and response time as a measure of ERP suitability. Integration of cross-functional data in the company improves ERP suitability on an ongoing basis and makes it easier for management to make the right decisions.

The seventh hypothesis (H7) is accepted, indicating that key user capability affects ERP suitability through the effective design of business processes. Key user capability with adequate composition and number of members will produce a fast response time as ERP suitability through a good understanding of the key user process. The ability of a key user in building a good business process system in manufacture can collaborate with partners, and so that can create a completeness ERP suitability. The eighth hypothesis (H8) is accepted, which indicates that key user capability influences ERP suitability through data management integration. A company's key user capability by defining clear duties and responsibilities can produce good data integrity by understanding changes in processes for the company and their impacts. This relationship affects the company to build partnerships with the company's suppliers and customers. The ninth hypothesis (H9) is accepted, which indicates that key user capability influences ERP suitability through effective design of business processes and data management integration. The results of the ninth hypothesis suggest that the composition and number of the key user team determine the competence of understanding the business process and integration with the company's external partners. Besides that, it impacts data maintenance and data integration resulting from operational process reports so that real-time data can be seen and a fast response to make decisions by its top management. Research conducted at manufacturing companies in East Java regarding process design in the company, especially in the process flow and the relationship between departments (interface and inter-connection), was left to departmental discussions (key users). All key users (department heads) in the company generally have more than five years of experience in the same field, so they understand the process flow in the company. The relationship between departments in the company is an indispensable design and is a complex job because of the data relationship between departments. Key user ERP capability can improve the company's operational system, described in a synchronous company ERP system to help top management make the right decisions in real-time.

6. Conclusion

The findings of this study show that key user ERP capability can have a positive effect on the improvement of effective business process design because key users have an adequate composition and number, as well as clear duties and responsibilities, based on the results of data analysis and previous discussion. The same thing happened to key user ERP capability, which positively impacted data management integration. The difference between key user ERP capability does not affect ERP suitability. Effective design of business processes has a positive impact on data integration management due to the ability of key users to understand business processes and their effect on the company as well as the company's partnerships with external parties. Effective design of business processes also has a positive impact on ERP capability, which results in fast response time and real-time data for top management in making decisions. Integration of data management in the company has a direct

impact in increasing ERP suitability because data maintenance, reports, data tables, and data integrity provide an increase in cross-functional to improve company performance.

Key user ERP capability has an impact on ERP suitability through effective design of business processes. This relationship is due to key users' ability to carry out their duties and responsibilities to understand the company's business processes to build real-time processes and fast responses in the company properly. Key user ERP capability has an impact on ERP suitability through integration of data management. This relationship is since the key user can maintain data and build good reports and data relations so that it provides fast information for top management in making decisions. This study contributes to the implementation of ERP before and after implementation at the company. Suggestions for further research are that ERP implementation needs to be done by providing extra work and maximally for key users in making continuous and continuous improvements oriented to ERP implementation success. This activity can be carried out if there is a strong commitment from all parties to make improvements by referring to the company's vision, mission, and goals. A work culture as teamwork is needed to achieve this success. Therefore, it is necessary to conduct further research on the relationship of organizational citizenship behavior (OCB) with the role of key users.

References

- Aburub, F. (2015). Impact of ERP systems usage on organizational agility: An empirical investigation in the banking sector. *Information Technology & People*, 28(3), 570-588, doi.org/10.1108/ITP-06-2014-0124
- Badewi, A., Shehab, E., Zeng, J., & Mohamad, M. (2018). ERP benefits capability framework: orchestration theory perspective. *Business Process Management Journal*, 24(1), 266-294, doi.org/10.1108/BPMJ-11-2015-0162
- Beheshti, H.M., Blaylock, B.K., Henderson, D.A., & Lollar, J.G. (2014). Selection and critical success factors in successful ERP implementation. *Competitiveness Review*, 24(4), 357-375, doi.org/10.1108/CR-10-2013-0082
- Chae, H.-C., Koh, C.E., & Park, K.O. (2018). Information technology capability and firm performance: Role of industry. *Information & Management*, 55(5), 525-546, doi.org/10.1016/j.im.2017.10.001
- Chang, T.-S., Fu, H.-P., & Ku, C.-Y. (2015). A novel model to implement ERP based on dynamic capabilities: A case study of an IC design company. *Journal of Manufacturing Technology Management*, 26(7), 1053-1068, doi.org/10.1108/JMTM-12-2013-0185
- Christofi, M., Nunes, J.M.B., Peng, G.C., & Lin, A. (2013). Toward ERP success in SMEs through business process review prior to implementation. *Journal of Systems and Information Technology*, 15(4), 304-323.
- Drummond, P., Araujo, F., & Borges, R. (2017). Meeting halfway: Assessing the differences between the perceptions of ERP implementers and end-users. *Business Process Management Journal*, 23(5), 936-956, doi.org/10.1108/BPMJ-05-2016-0107
- Elgendy, A.F. (2021). The mediating effect of big data analysis on the process orientation and information system software to improve supply chain process in Saudi Arabian industrial organizations. *International Journal of Data and Network Science*, 5(2), 135-142, doi: 10.5267/j.ijdns.2021.1.003.
- Fadlalla, A., & Amani, F. (2015). A keyword-based organizing framework for ERP intellectual contributions. *Journal of Enterprise Information Management*, 28(5), doi.org/10.1108/JEIM-09-2014-0090
- Garg, P., & Agarwal, D. (2014). Critical success factors for ERP implementation in a Fortis hospital: an empirical investigation. *Journal of Enterprise Information Management*, 27(4), 402-423, doi.org/10.1108/JEIM-06-2012-0027
- Garg, P., & Chauhan, A. (2015). Factors affecting the ERP implementation in Indian retail sector: A structural equation modelling approach. *Benchmarking: An International Journal*, 22(7), 1315-1340, doi.org/10.1108/BIJ-11-2013-0104
- Glowalla, P., & Sunyaev, A. (2014). ERP system fit – an explorative task and data quality perspective. *Journal of Enterprise Information Management*, 27(5), 668-686, doi.org/10.1108/JEIM-08-2013-0062
- Greasley, A., & Wang, Y. (2016). Integrating ERP and enterprise social software. *Business Process Management Journal*, 23(1), 2-15, doi.org/10.1108/BPMJ-04-2015-0053
- Hwang, W., & Min, H. (2013). Assessing the impact of ERP on supplier performance. *Industrial Management & Data Systems*, 113(7), 1025-1047, doi.org/10.1108/IMDS-01-2013-0035
- Jagoda, K., & Samaranayake, P. (2017). An integrated framework for ERP system implementation. *International Journal of Accounting & Information Management*, 25(1), 91-109, doi.org/10.1108/IJAIM-04-2016-0038
- Maas, J.-B., Van Fenema, P.C., & Soeters, J. (2016). ERP as an organizational innovation: key users and cross-boundary knowledge management. *Journal of Knowledge Management*, 20(3), 557-577, doi.org/10.1108/JKM-05-2015-0195
- Nandi, M.L., & Kumar, A. (2016). Centralization and the success of ERP implementation. *Journal of Enterprise Information Management*, 29(5), 728-750, doi.org/10.1108/JEIM-07-2015-0058
- Olson, D.L., Johansson, B., & De Carvalho, R.A. (2018). Open-source ERP business model framework. *Robotics and Computer-Integrated Manufacturing*, 50, 30-36, doi.org/10.1016/j.rcim.2015.09.007
- Panayiotou, N.A., Gayialis, S.P., Evangelopoulos, N.P., & Katimertzoglou, P.K. (2015). A business process modeling-enabled requirement engineering framework for ERP implementation. *Business Process Management Journal*, 21(3), 628-664, doi.org/10.1108/BPMJ-06-2014-0051
- Parthasarathy, S., & Daneva, M. (2014). Customer requirements-based ERP customization using AHP technique. *Business Process Management Journal*, 20(5), 730-751, doi.org/10.1108/BPMJ-04-2013-0044.

- Park, J.H., Suh, H.J., & Yang, H.D. (2007). Perceived Absorptive Capacity of Individual Users in Performance of Enterprise Resources Planning (ERP) Usage: The Case for Korean Firms. *Information & Management*, 44, 300-312.
- Ram, J., & Corkindale, D. (2014). How “critical” are the critical success factors (CSFs)?: Examining the role of CSFs for ERP. *Business Process Management Journal*, 20(1), 151-174, doi.org/10.1108/BPMJ-11-2012-0127
- Ruivo, P., Johansson, B., Sarker, S., & Oliveira, T. (2020). The relationship between ERP capabilities, use, and value. *Computers in Industry*, 117, 103209, doi.org/10.1016/j.compind.2020.103209
- Sharma, S., & Daniel, E.M. (2016). Isomorphic factors in the adoption of ERP by Indian medium-sized firms. *Journal of Enterprise Information Management*, 29(6), 798-821, doi.org/10.1108/JEIM-07-2014-0076
- Siagian, H., Jade, K., & Tarigan, Z.J.H. (2020). The role of affective leadership in improving firm performance through the integrated internal system and external integration FMCG Industry. *International Journal of Data and Network Science*, 4(4) 365–372, doi: 10.5267/j.ijdns.2020.9.002.
- Tarigan, Z.J.H., Lianto, & Basana, S.R. (2019). The impact of organizational commitment on upgrading erp for maintaining the quality of information and the ERP performance. *IOP Conf. Ser. Materials Science and Engineering*, 473, 012051, doi:10.1088/1757-899X/473/1/012051
- Tarigan, Z.J.H., Jiputra, J.A., & Siagian, H. (2021a). The effect of supply chain practices on retailer performance with information technology as moderating variable. *International Journal of Data and Network Science*, 5(1), 47–54, DOI: 10.5267/j.ijdns.2020.11.003
- Tarigan, J.H.T., Mochtar, J., Basana, S.R. & Siagian, H. (2021b). The effect of competency management on organizational performance through supply chain integration and quality. *Uncertain Supply Chain Management*, 9(2),283-294, DOI: 10.5267/j.uscm.2021.3.004
- Tarigan, Z.J.H., Siagian, H., & Jie, F. (2021c). Impact of enhanced Enterprise Resource Planning (ERP) on firm performance through green supply chain management. *Sustainability*, 13, 4358, doi.org/10.3390/su13084358
- Tarigan, Z.J.H., Siagian, H., & Pirmanta. (2020). The impact of implementing enterprise resources planning (ERP) project on firm performance and organizational citizenship behavior as a moderating. *Journal of Project Management*, 5, 227–236, doi: 10.5267/j.jpjm.2020.8.001
- Tarigan, Z.J.H., Basana, S.R., & Suprpto, W. (2018). Enterprise Resources Planning Project Manager Competency on Improving Organizational Performance through Process Design and Quality Performance. *ICEBT 2018: Proceedings of the 2nd International Conference on E-Education, E-Business and E-Technology*, 153–157, doi.org/10.1145/3241748.3241777
- 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. *Computer in Human Behavior*, 23, 1582 – 1596, doi.org/10.1016/j.chb.2005.07.005



© 2021 by the authors; licensee Growing Science, Canada. This is an open access article distributed under the terms and conditions of the Creative Commons Attribution (CC-BY) license (<http://creativecommons.org/licenses/by/4.0/>).