REFERENCES


Barki, Henri and Jon Hartwick (1989). "Rethinking the Concept of User Involvement."


Deloitte. (1999): ERP’s second wave maximizing the value of ERP-enabled process.


Hindriks.C (2005): Reduced user resistance through involving users within the implementation process of a CRM-system, 3rd Twente Student Conference on IT, Enschede.


information officers’ perceptions of critical success factors, International Journal of
Human-Computer Interaction. Vol. 6, pp.5–22.


Calisir, F. & Calisir, F. (2004). The relation of interface usability characteristics, perceived usefulness, and perceived ease of use to end-user satisfaction with enterprise resource planning (ERP) systems.


Website