

## DAFTAR PUSTAKA

Abd Elmonem, M., A., Nasr, E., S., and Geith, M., H., 2016 ‘Benefits and challenges of cloud ERP systems – A systematic literature review’, *Future Computing and Informatics Journal*,1(2) 1-9.

Abdinnour, S., & Saeed, K. (2015). User perceptions towards an ERP system Comparing the post-implementation phase to the pre-implementation phase. *Journal Of Enterprise Information Management*, 28(2), 243-259.

Ahmad, M., and Cuenca, R.,. 2013. Critical success factors for ERP implementation in SMEs. *Robotics and Computer-Integrated Manufacturing*. 29. 104–111. 10.1016/j.rcim.2012.04.019.

Akkermans, H. & Van Helden, K. (2002). Vicious and virtuous cycles in ERP implementation: A case study of interrelations between critical success factors. *European Journal of Information Systems*, 11(1), 35-46.

Barney JB. 1991. Firm resources and sustained competitive advantage. *Journal of Management* 17: 99–120

Batt, C., Cleary, P., Hiebl, M.R.W., Quinn, M., and Rikhardsson, P., 2020, ‘A Research Agenda for Family Business’ *A Way Ahead for the Field* pp. 247-260, Edward Elgar.

Baxter, P., and Jack, S. 2008. ‘Qualitative Case Study Methodology: Study Design and Implementation for Novice Researchers.’ *The Qualitative Report*, 13(4), 544-559

Be the Business, 2020. ‘The Indonesia ’s Technology Moment – why 2020 can be the year that changed our trajectory’ BTB, Diakses 22 Agustus 2021

Bharati, P. and Chaudhury, A. 2009, “SMEs and Competitiveness: The Role of Information Systems”, *International Journal of E-Business Research*, Vol. 5, No. 1, pp. i-ix.

Braidford, P, Houston, M., Allison, G. and Stone, I., 2014. ‘Research into Family Businesses’ *BIS Research Paper 172* Department for Business, Innovation and Skills, Available at: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/313957/bis-14-699-research-into-family-businesses-bis-research-paper-172.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/313957/bis-14-699-research-into-family-businesses-bis-research-paper-172.pdf) [Diakses 23 Agustus 2021]

Braun, V., and Clarke, V., 2006. ‘Using thematic analysis in psychology’, *Qualitative Research in Psychology*, 3(2) 77-101

Bruque, S., and Moyano, J., 2007. Organisational determinants of information technology adoption and implementation in SMEs: The case of family and cooperative firms, *Technovation*, Volume 27.

Buus, N., & Agdal, R. (2013). Can the use of reporting guidelines in peer-review damage the quality and contribution of qualitative health care research? *International Journal of Nursing Studies*, 50, 1289–1291. doi:10.1016/j.ijnurstu.2013.02.012

Cai, H., Li, M., & Guan, P. (2016). Fostering managers' knowledge-sharing behavior: The impact of the employee-organization relationship. *Social Behavior and Personality*, 44(4), 669-677

Cabrera-Suárez, K., De Saá-Pérez, P., & García-Almeida, D. (2001). The Succession Process from a Resource- and Knowledge-Based View of the Family Firm. *Family Business Review*, 14(1), 37–46. doi:10.1111/j.1741-6248.2001.00037.x

Caruso, A., and Marchiori, M. 2009. The adoption of information systems in SMEs: organizational issues and success factors. 393-398

Cereola, S., Wier, Benson, & Norman, C. (2012). Impact of Top Management Team on Firm Performance in Small and Medium-Sized Enterprises Adopting Commercial Open-Source Enterprise Resource Planning. *Behaviour & Information Technology*, Vol. 31(9), pp. 889-907.

Chen, Y., Xu, Y., & Jiang, L. (2018). Digital Transformation of Family Business: Exploring the Role of IT in Business Model Innovation. 2018 25th International Conference on Management Science and Engineering Management (ICMSEM)

Chou, H, Chang, H., Lin, Y., & Chou S., (2014a). Drivers and effects of post-implementation learning on ERP usage. *Computers in Human Behavior*, vol. 35, pp. 267-277.

Chou, H. Lin, Y., Lu, H., Chang, H., & Chou, S., (2014b). Knowledge sharing and ERP system usage in post-implementation stage. *Computers in Human Behavior*, Vol. 33, pp. 16-22.

Clarke, V., & Braun, V. (2017). Thematic Analysis. *The Journal of Positive Psychology*, 12, 297-298.

<https://doi.org/10.1080/17439760.2016.1262613>

Collis, J. & Hussey, R. (2014). *Business research*. 4th ed. Basingstoke: Palgrave Macmillan.

Creswell, J. W & Creswell, J.D., 2018., Research design : qualitative, quantitative, and mixed methods approaches. Carnegie Mellon University.

Cunha, C. R., Morais, E. P., Sousa, J.P., Gomes, J. P., 2017. “The role of cloud computing in the development of information systems for SMEs.” Journal of Cloud Computing. ISSN 2326-6538.

Edú-Valsania, S., Moriano, J., & Molero, F. (2016). Authentic leadership and employee knowledge sharing behavior. Leadership & Organization Development Journal., Vol. 37(4), pp. 487-506.

Elkhani, N., Soltani, S., & Ahmad, M. (2014). The effects of transformational leadership and ERP system self-efficacy on ERP system usage. Journal of Enterprise Information Management, 27(6), 759-785.

Etikan, I., Musa, S A., Alkassim, R S., 2016. ‘Comparison of Convenience Sampling and Purposive Sampling’ American Journal of Theoretical and Applied Statistics. 5 (1)

Forbat, L., & Henderson, J. (2005). Theoretical and Practical Reflections on Sharing Transcripts With Participants. Qualitative Health Research, 15(8), 1114–1128. doi:10.1177/1049732305279065

Francis, J. J., Johnston, M., Robertson, C., Glidewell, L., Entwistle, V., Eccles, M. P., & Grimshaw, J. M. (2010). What is an adequate sample size? Operationalising data saturation for theory-based interview studies. Psychology and health, 25(10), 1229-1245.

Fusch, G. E. (2001, December). What happens when the ROI model does not fit? Performance Improvement Quarterly, 14, 60–76. doi:10.1111/j.1937-8327.2001.tb00230.x

Fusch, P. I., & Ness, L. R. (2015). Are we there yet? Data saturation in qualitative research. The qualitative report, 20(9), 1408.

Galy, E. & Saucedo, M. (2014) Post-Implementation practices of ERP systems and their relationship to financial performance. Information & Management, 51(3), 310-319.

Gallagher, K., & Coleman Gallagher, V. (2012). Organizing for post-implementation ERP. Journal of Enterprise Information Management, 25(2), 170-185.

Gallagher, K., Worrell, J., & Mason, R. (2012). The negotiation and selection of horizontal mechanisms to support post-implementation ERP organizations. Information Technology & People, 25(1), 4-30.

Gattiker, Thomas F., & Goodhue, Dale L. (2005). What happens after ERP implementation: Understanding the impact of inter-dependence and differentiation on plant-level outcomes. *MIS Quarterly*, 29(3), 559-585.

Guest, G., Bunce, A., & Johnson, L. (2006). How many interviews are enough? An experiment with data saturation and variability. *Field methods*, 18(1), 59-82.

Habbershon, T.G. and Williams, M.L. (1999) A Resource-Based Framework for Assessing the Strategic Advantages of Family Firms. *Family Business Review*, 12, 1-25.

<http://dx.doi.org/10.1111/j.1741-6248.1999.00001.x>

Han, T., Chiang, H., & Chang, A. (2010). Employee participation in decision making, psychological ownership and knowledge sharing: Mediating role of organizational commitment in Taiwanese high-tech organizations. *The International Journal of Human Resource Management*, 21(12), 2218-2233.

Harindranath, G., R. Dyerson, D., Barnes., 2008. ICT adoption and use in the UK SMEs: a failure of initiatives?" *Electronic journal of information systems evaluation*, 19(9): 561-570

Henriette, E., Feki, M., and Boughzala, I., 2016 'Digital Transformation Challenges' *MCIS 2016 Proceedings*. 33.

Hoch, & Dulebohn. (2013). Shared leadership in enterprise resource planning and human resource management system implementation. *Human Resource Management Review*, Vol. 23(1), pp. 114-125.

Holland, C., & Light, B. (1999). A critical success factors model for ERP implementation. *Software, IEEE*, 16(3), 30-36.

Hong, C., 2017, 'Family businesses in the digital economy' KPMG Available at: <<https://assets.kpmg/content/dam/kpmg/sg/pdf/2017/05/Family-Businesses-in-the-Digital-Economy.pdf>> [Diakses 23 Agustus 2021]

Hong, & Kim. (2002). The critical success factors for ERP implementation: An organizational fit perspective. *Information & Management*, 40(1), 25-40.

Hsu P., Yen H. & Chung J. (2015). Assessing ERP post-implementation success at the individual level: Revisiting the role of service quality. *Information & Management*, 52(8), 925-942

Hu, L., & Randel, A. (2014). Knowledge Sharing in Teams: Social Capital, Extrinsic Incentives, and Team Innovation. *Group & Organization Management*, 39(2), 213-243.

Huang, T., Yasuda, K. (2016) "Comprehensive review of literature survey articles on ERP". Business Process Management Journal, 22(1), 2-32, <https://doi.org/10.1108/BPMJ-12-2014-0122> Permanent link to this document: <https://doi.org/10.1108/BPMJ-12-2014-0122>

Hustad, E., and Olsen, D.,H., 2013, 'Critical Issues Across the ERP Life Cycle in Small-and Medium- Sized Enterprises: Experiences from a Multiple Case Study' Journal of Information Science ,Volume 9,2013,Pages 179-188,

Ifinedo, P., Rapp, B., Ifinedo, A., & Sundberg, K. (2010). Relationships among ERP post- implementation success constructs: An analysis at the organizational level. Computers in Human Behavior, 26(5), 1136-1148.

Ismail, M., Khater,M., and Zaki, M., 2017 'Digital Business Transformation and Strategy: What do we know so far?' Cambridge Service Alliance. University of Cambridge. Available at: <https://cambridgeservicealliance.eng.cam.ac.uk/news/2017NovPaper> [Diakses 19 Agustus 2021].

Ismail, W. N. S., and Mokhtar, M. 2016. Application Of Toe Framework In Examining The Factors Influencing Pre-and Post-Adoption Of Cas In Malaysian SMEs. International Journal of Information Technology and Business Management. 49.

Kamyabi, Y., & Devi, S. (2011). An Empirical Investigation of Accounting Outsourcing in Iranian SMEs: Transaction Cost Economics and Resource-Based Views. International Journal of Business and Management, 6(3). doi:10.5539/ijbm.v6n3p8

Kim, S, Kim, M., & Yun, S. (2015). Knowledge Sharing, Abusive Supervision, and Support. Group & Organization Management, Vol. 40(5), pp. 599-624.

Kimberling (2017) 2017 Report on ERP Systems & Enterprise Software. Diakses 15 Agustus 2021, from <http://go.panorama-consulting.com/rs/603-UJX-107/images/2017-ERP>

Report.pdf?mkt\_tok=eyJpIjoiT1dSaE5EazJaRGxsTm1VMCIzInQiOiJ6YVZqXC9

UDVIWIIMsJBKanzrU1NkS0NoeFNnNFVwcXlXeEZ1bnlpME9RSGI4WWxSR0

VE0zOWpCQ0lQRkZJcCthXC90QjBYWlBuaFwvK3MyYXZJUjd6aHV OaXJkR

E5RFQ1RXhBK2ZZYzdHYmtCVHpyZE5PSWlZY0dwYzdpWVZzSyJ9

Koh, S. C. L., Gunasekaran,A., and Cooper,J.R. 2009, "The demand for training and consultancy investment in SME-specific ERP systems implementation and operation" Journal of Database Management, 122( 1),

- Koro-Ljungberg, M., & MacLure, M. (2013). Provocations, re-un-visions, death, and other possibilities of “data.” *Cultural Studies ↔ Critical Methodologies*, 13, 219–222. doi:10.1177/1532708613487861
- Lam, A and Lambermont-Fort, J. (2008) Knowledge sharing in organisational contexts: a motivation based perspective
- Leininger M. Evaluation criteria and critique of qualitative research studies. In: Morse JM, editor. *Critical Issues in Qualitative Research Methods*. Thousand Oaks: Sage; 1994. pp. 95–115.
- Levy, M., and Powell, P., 2000 Information systems strategy for small and medium sized enterprises: an organisational perspective, *The Journal of Strategic Information Systems*, Volume 9, Issue 1, 2000, Pages 63-84,
- Levy, M., Powell, P., and Galliers, R., 1999 “Assessing information systems strategy development frameworks in SMEs, *Information & Management*, Volume 36, Issue 5
- Lincoln, Y. S., & Guba, E. G. (1985). *Naturalistic inquiry*. Newbury Park, CA: Sage.
- Lorenzo, O. (2001). Human, Contextual, and Processual Issues Influencing Enterprise System Use. Paper presented at the Americas Conference on Information Systems, Boston, Ma.
- Markus, M. L., & Tanis, C. (2000). The enterprise systems experience-from adoption to success. *Framing the domains of IT research: Glimpsing the future through the past*, 173, 207-173.
- Markus, M., Axline, S., Petrie, D., & Tanis C. (2000). Learning from adopters' experiences with ERP: Problems encountered and success achieved. *Journal of Information Technology*, 15(4), 245-265.
- Marshall, C., & Rossman, G. (2016). *Designing qualitative research* (6th ed.). Thousand Oaks, CA: Sage.
- McGinnis, & Huang. (2007). Rethinking ERP success: A new perspective from knowledge management and continuous improvement. *Information & Management*, 44(7), 626–634.
- Myers, M. and Newman, M. 2007. ‘The Qualitative Interview in IS Research: Examining the Craft. *Information and Organization*’. 17. 2-26. 10.1016/j.infoandorg.2006.11.001
- Morse, J. M. (1995). The significance of saturation. *Qualitative health research*, 5(2), 147-

149.

Morse, J. M. (2015). Data were saturated... *Qualitative health research*, 25(5), 587-588.

Morse, J. M., Barrett, M., Mayan, M., Olson, K., & Spiers, J. (2002). Verification strategies

for establishing reliability and validity in qualitative research. *International journal of*

*qualitative methods*, 1(2), 13-22.

Nah, F., & Delgado, S. (2006). Critical Success Factors for Enterprise Resource Planning Implementation and Upgrade. *Journal of Computer Information Systems*, 46(5), 99–113.

Nassar, M., & Warrad, L. (2017). The Implementation of Enterprise Resource Planning System within Jordanian Industrial Sector. *International Review of Management and Marketing*, Vol. 7(3), pp. 179-187.

Nienhüser, Werner (2008) : Resource dependence theory: How well does it explain behavior

of organizations?, *Management Revue*, ISSN 1861-9916, Rainer Hampp Verlag, Mering, Vol. 19, Iss. 1/2, pp. 9-32

Nwankpa, J. (2015). ERP system usage and benefit: A model of antecedents and outcomes. *Computers in Human Behavior*, Vol. 45, pp. 335-344.

Pan, K., Baptista Nunes, M., & Chao Peng, G. (2011). Risks affecting ERP post-implementation. *Journal of Manufacturing Technology Management*, 22(1), 107-130.

Penrose, E. (1959) *The Theory of the Growth of the Firm*. Basil Blackwell, Oxford.

Prahalad, C. K., & Hamel, G. (n.d.). The Core Competence of the Corporation. *Strategische*

*Unternehmensplanung — Strategische Unternehmensführung*, 275–292. doi:10.1007/3-540-30763-x\_14

Peng, Guo Chao, dan Miguel Nunes. 2017. “Establishing an evidence-based 9D evaluation approach for ERP post-implementation.” *Industrial Management and Data Systems* 117, no. 2: 398–424. <https://doi.org/10.1108/IMDS-03-2016-0087>.

Pfeffer, J. and Salancik, G.R., (1978) *The external control of organizations. A resource*

*dependence perspective*. New York, NY: Harper and Row Publishers.

Ross, J. (1999). Surprising facts about implementing ERP. *IT Professional*, 1(4), 65-68

Ross, J., & Vitale, W. (2000). The ERP Revolution: Surviving vs. Thriving. *Information Systems Frontiers*, 2(2), 233-241.

Sandelowski, M., & Given, L. M. (2008). *The SAGE encyclopedia of qualitative research*

methods. Thousand Oaks, CA: SAGE Publications. Retrieved from <http://sk.sagepub.com/reference/research>. doi, 10, 9781412963909.

Santhanam, & Hartono. (2003). Issues in Linking Information Technology

Capability to Firm Performance. *MIS Quarterly*, 27(1), 125. doi:10.2307/30036521

Scott J. & Vessey, W. E. (2000) Implementing enterprise resource planning

systems: the role of learning from failure. *Information Systems Frontiers* 2(2), 2000, 213–232.

Shao, Feng, & Hu. (2017). Impact of top management leadership styles on ERP assimilation and the role of organizational learning. *Information & Management*, 54(7), 902-919.

Snider, B., Da Silveira, G., & Balakrishnan, J. (2009). ERP implementation at SMEs: Analysis of five Canadian cases. *International Journal of Operations & Production Management*, Vol. 29(1), pp. 4-29.

Sparkes, E., Duarte, R. V., Raphael, J. H., Denny, E., & Ashford, R. L. (2012). *Qualitative*

exploration of psychological factors associated with spinal cord stimulation outcome.

*Chronic illness*, 8(4), 239-251.

Statista (2018) Size of the enterprise resource planning (ERP) software market worldwide from 2015 to 2021 (in million U.S. dollars). Diakses 19 Agustus 2021, dari <https://www.statista.com/statistics/605888/worldwide-enterprise-resource-planning-market-forecast/>

Thong, J. Y.L. 1999 "An integrated model of information systems adoption in small business", *Journal of Management Information Systems*.

Tong, A., Sainsbury, P. and Craig, J. (2007) Consolidated Criteria for Reporting Qualitative

Research (COREQ): A 32-Item Checklist for Interviews and Focus Groups. *International Journal for Quality in Health Care*, 19, 349-357. <https://doi.org/10.1093/intqhc/mzm042>

Tornatzky, G. and Fleischer, M., 1991. The Process of Technological Innovation. *Journal of Technology Transfer*. 16. 45-46. 10.1007/BF02371446.

UU Nomor 11 Tahun 2020 Tentang Cipta Kerja dan PP No 7 Tahun 2021

Upadhyay, P. K., & Dan, P. (2009). A study to identify the critical success factors for ERP implementation in an Indian SME: A case based approach. *Communications in Computer and Information Science*, vol 31, pp. 185-196.

Wade, & Hulland. (2004). Review: The Resource-Based View and Information Systems

Research: Review, Extension, and Suggestions for Future Research. *MIS Quarterly*, 28(1), 107. doi:10.2307/25148626

Walsham, G. 2006. Doing interpretive research. *European Journal of Information Systems*, [online] 15(3), pp.320–330. Available at: <https://link.springer.com/article/10.1057/palgrave.ejis.3000589>.

Wang, W. & Hou Y. (2015). Motivations of employees' knowledge sharing behaviors: A self-determination perspective. *Information and Organization*, 25(1), 1-26.

Wernerfelt. 1984. A resource-based view of the firm. *Strategic Management Journal*.

Willis, T., Willis-Brown, A., & McMillan, A. (2001). Cost containment strategies for ERP system implementations.(Brief Article). *Production & Inventory Management Journal*, 42(2), 36-42.

World Economic Forum (2020). Insight Report The Global Competitiveness Report. [online]. Diakses 22 Agustus 2021

Yazdanfar, D., and P. Ohman. (2014). The Impact of Cash Conversion Cycle on Firm Profitability : An Empirical Study Based On Swedish Data. *International Journal of Managerial Finance* 10 (4):442 - 452.

Yin, R. (2009). Case study research: Design and methods (5.th ed., Applied social research methods series, 5). London: SAGE

Yoon, J., & Kayes, D. (2016). Employees' self-efficacy and perception of individual learning in teams: The cross-level moderating role of team-learning behavior. *Journal of Organizational Behavior*, 37(7), 1044-1060.

Zach, O., Munkvold, B., & Olsen, D. (2014). ERP system implementation in SMEs: Exploring the influences of the SME context. *Enterprise Information Systems*, 8(2), 309-335.

Zhang, J., Li, Y., & Chang, Y. (2019). The Influence of Information System Integration on Family Business Performance. *Sustainability*

Zhu, Y., Yan, L., Wang, W. and Chen, J. (2010) What leads to post-implementation success of ERP? An empirical study of the Chinese retail industry. *International Journal of Information Management* Vol. 30(3), pp. 265-276

