

# International Journal of Enterprise Information Systems

April-June 2014, Vol. 10, No. 2

## Table of Contents

### RESEARCH ARTICLES

- 1 **Aged Care Informatics: Exploring the Role of Information, Knowledge and Aged Care Management**  
*Margee Hume, School of Management and Enterprise, University of Southern Queensland, Springfield, Queensland, Australia*  
*Jeffrey Soar, School of Management and Enterprise, University of Southern Queensland, Springfield, Queensland, Australia*  
*S. Jonathan Whitty, School of Management and Enterprise, University of Southern Queensland, Springfield, Queensland, Australia*  
*Craig Hume, Griffith University, Nathan, Queensland, Australia*  
*Faeka El Sayed, School of Management and Enterprise, University of Southern Queensland, Springfield, Queensland, Australia*  
*Paul Johnston, Care Systems, Taringa, Queensland, Australia*
- 21 **Avatars and Robots as Social Companions in Healthcare: Requirements, Engineering, Adoption and Ethics**  
*Lundy Lewis, Department of Computer Information Technology, Southern New Hampshire University, Manchester, NH, USA*
- 40 **RFID Implementation in Australian Hospitals: Implications for ICT Sector and Health Informatics**  
*Chandana Unnithan, Faculty of Business and Law, Deakin University, Melbourne, Australia*
- 62 **CRM/e-CRM Effects on Banks Performance and Customer-Bank Relationship Quality**  
*Abbas Al-Refaie, Department of Industrial Engineering, The University of Jordan, Amman, Jordan*  
*Mohammad D. AL Tahat, Department of Industrial Engineering, The University of Jordan, Amman, Jordan*  
*Nour Bata, Department of Industrial Engineering, The University of Jordan, Amman, Jordan*
- 81 **The Effects of Perceived Organizational Support and Organizational Citizenship Behaviors on Continuance Intention of Enterprise Resource Planning**  
*Sheida Soltani, Department of Computing, Universiti Teknologi Malaysia (UTM), Johor, Malaysia*  
*Naeimeh Elkhani, Department of Computing, Universiti Teknologi Malaysia (UTM), Johor, Malaysia*  
*Vahid Khatibi Bardsiri, Department of Computer Science, Islamic Azad University, Kerman, Iran*
- 103 **Intention to Use E-Banking in a Newly Emerging Country: Vietnamese Customer's Perspective**  
*Long Pham, Department of Business Administration, Minot State University, Minot, ND, USA & School of Banking and Finance, National Economics University, Hanoi, Vietnam*  
*Doan Ngoc Phi Anh, Department of Accounting, University of Da Nang, Da Nang, Vietnam*

### Copyright

The **International Journal of Enterprise Information Systems (IJEIS)** (ISSN 1548-1115; eISSN 1548-1123), Copyright © 2014 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *International Journal of Enterprise Information Systems* is indexed or listed in the following: ACM Digital Library; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabell's Directories; Compendex (Elsevier Engineering Index); CSA Illumina; DBLP; DEST Register of Refereed Journals; EconLit; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; IAOR Online; INSPEC; JournalTOCs; KnowledgeBoard; Library & Information Science Abstracts (LISA); MediaFinder; Norwegian Social Science Data Services (NSD); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory