Table of Contents

RESEARCH ARTICLES

1 Using Institutional Theory in Enterprise Systems Research: Developing a Conceptual Model from a Literature Review
Per Svejvig, Department of Business Administration, Aarhus University, Aarhus, Denmark

31 Structural Models for E-Banking Adoption in Vietnam
Long Pham, Department of Business Administration, College of Business, Minot State University, Minot, ND, USA; & School of Banking and Finance, National Economics University, Hanoi, Vietnam
Nhi Y. Cao, Department of Financial and Monetary Theory, School of Banking and Finance, National Economics University, Hanoi, Vietnam
Thanh D. Nguyen, Department of Management Information System, Ho Chi Minh City University of Technology, Ho Chi Minh, Vietnam
Phong T. Tran, Department of Commercial Bank, School of Banking and Finance, National Economics University, Hanoi, Vietnam

49 Selecting Cell Phone Service Using Hybrid Decision Making Methodology
Kourosh Jenab, Society of Reliability Engineering-Ottawa, Toronto, ON, Canada
Ahmad Sarfaraz, Department of Manufacturing System Engineering and Management, California State University-Northridge, Northridge, CA, USA

62 Selecting the Optimal Vendor of Customer Relationship Management System for Medical Tourism Industry Using Delphi and AHP
Pi-Fang Hsu, Department of Communications Management, Shih Hsin University, Taipei, Taiwan
Kuo-Yu Lan, Department of Communications Management, Shih Hsin University, Taipei, Taiwan
Chia-Wen Tsai, Department of Information Management, Ming Chuan University, Taipei, Taiwan

76 A Survey Study of Influential Factors in the Implementation of Enterprise Resource Planning Systems
Mandana Farzaneh, Graduate School of Management and Economics, Sharif University of Technology, Tehran, Iran
Iman Raeesi Vanani, Department of Information Technology Management, School of Management, University of Tehran, Tehran, Iran
Babak Sohrabi, Department of Information Technology Management, School of Management, University of Tehran, Tehran, Iran

Ranjan B. Kini, School of Business & Economics, Indiana University Northwest, Gary, IN, USA
Savitri Basaviah, School of Business & Economics, Indiana University Northwest, Gary, IN, USA

Copyright
The International Journal of Enterprise Information Systems (ISSN 1548-1115; eISSN 1548-1123). Copyright © 2013 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.