# **Table of Contents**

# **International Journal of Enterprise Information Systems**

Volume 16 • Issue 2 • April-June-2020 • ISSN: 1548-1115 • eISSN: 1548-1123

## RESEARCH ARTICLES

## 1 The Impact of Mutual Monitoring and Enterprise System Integration on the Empowerment of Managers

Ethan Kinory, Rutgers University, Camden, USA Joseph Canada, Rutgers University, Camden, USA

### 22 Predictive Maintenance Information Systems: The Underlying Conditions and Technological Aspects

Michael Möhring, Munich University of Applied Sciences, Lothstr, Germany Rainer Schmidt, Munich University of Applied Sciences, Lothstr, Germany Barbara Keller, Munich University of Applied Sciences, Lothstr, Germany Kurt Sandkuhl, The University of Rostock, Rostock, Germany Alfred Zimmermann, Reutlingen University, Reutlingen, Germany

#### 38 The User Acceptance Behavior to Mobile Digital Libraries

Li Liu, School of Management, China Women's University, China
Xin Su, School of Economics and Management, Beijing University of Posts and Telecommunications, China
Umair Akram, Guanghua School of Management, Peking University, China
Muhammad Abrar, Lyallpur Business School, Governmentt College University Faisalabad, Pakistan

#### 54 Predictors of Perceived Learning Outcomes, Satisfaction, and Continued Use Intention in SAP ERP-Enabled Courses

Yu Zhao, Lamar University, USA Kakoli Bandyopadhyay, Lamar University, USA Cynthia Barnes, Lamar University, USA

### 73 The Role of Motivational Factors for Determining Attitude Towards eWOM in Social Media Context

Muhammad Bilal, School of Economics and Management, Beijing University of Posts and Telecommunications, China
Zeng Jianqiu, School of Economics and Management, Beijing University of Posts and Telecommunications, China
Umair Akram, Guanghua School of Management, Peking University, China
Yasir Tanveer, Lyallpur Business School, Government College University, Faisalabad, Pakistan
Muhammad Sohaib, School of Public Administration, Xian Jiaotong University, China
Muhammad Ahsan Ali Raza, School of Economics and Management, Beijing University of Posts and Telecommunications, China

## 92 An Empirical Investigation of the Online Commentary Behavior Dynamics Based on the Marginal Utility Theory

He Jianjia, School of Business, University of Shanghai for Science and Technology, Shanghai, China Chen Lihua, School of Business, University of Shanghai for Science and Technology, Shanghai, China Li Junxiang, School of Business, University of Shanghai for Science and Technology, Shanghai, China Liu Shengmin, School of Business, University of Shanghai for Science and Technology, Shanghai, China

# 107 A Compilation and Analysis of Critical Success Factors for the ERP Implementation

Mohamed-Iliasse Mahraz, Research Team AMIPS, Ecole Mohammadia d'Ingénieurs, Mohammed V University in Rabat, Morocco Loubna Benabbou, Department of Management Sciences, Université du Québec à Rimouski (UQAR), Lévis, Canada Abdelaziz Berrado, Research Team AMIPS, Ecole Mohammadia d'Ingénieurs, Mohammed V University in Rabat, Morocco

### 134 Assessing Trust and Intention to Continue Using Internet Banking Through Security Dimension Impact: A Partial Least Squares Analysis Normalini Md. Kassim, Universiti Sains Malaysia, Malaysia

Sulaiman Haruna, Universiti Sains Malaysia, Malaysia

## 148 A Fuzzy Performance Evaluation Model for Government Websites Based on Language Property and Balanced Score Card

Fang Hu, Anhui Vocational College of Finance and Trade, China Jian Yang, Anhui University, China

#### Copyright

The International Journal of Enterprise Information Systems (IJEIS) (ISSN 1548-1115; eISSN 1548-1123), Copyright © 2020 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: ABI/Inform; ACM Digital Library; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabeli's Directories; Compendex (Elsevier Engineering Index); CSA Illumina; DBLP, DEST Register of Refereed Journals; Econ.Lt; Cale Directory of Publications & Broadcast Media; GelCited; Google Scholar; IAGR Online: INSPEC; JournalToCS; KnowledgeBoard; Library & Information Science Abstracts (LISA); MediaFinder, Novalise oscial Science bata Services (NSD); SCOPUS; The Index of Information Systems Journals; The Standard Periodical Directory; UGC-CARE List (India); Urich's Periodicals Directory; Web of Science Emerging Sources Citation Index (ESCI)