

**Now Offering a 20% Discount When a Minimum of Five Titles in Related Subject Areas are Purchased Together**

*Also, receive free worldwide shipping on orders over US\$ 395.*

(This offer will be automatically applied upon checkout and is applicable to print & digital publications)

[Browse Titles \(https://www.igi-global.com/search/?p=&ctid=1%2c2\)](https://www.igi-global.com/search/?p=&ctid=1%2c2)



## Organizational Issue for BI Success: Critical Success Factors for BI Implementations Within the Enterprise

Sanjiva Shankar Dubey (BIMTECH Greater Noida, India) and Arunesh Sharan (AS Consulting, India)

Source Title: Operations and Service Management: Concepts, Methodologies, Tools, and Applications (/book/operations-service-management/181906)

Copyright: © 2018

Pages: 16

DOI: 10.4018/978-1-5225-3909-4.ch039

**OnDemand PDF  
Download:**

**\$37.50**

Available

[Current Special Offers](#)

### Abstract

This chapter will focus on the transformative effect Business Intelligence (BI) brings to an organization decision making, enhancing its performance, reducing overall cost of operations and improving its competitive posture. This chapter will enunciate the key principles and practices to bridge the gap between organization requirements vs. capabilities of any BI tool(s) by proposing a framework of organizational factors such as user's role, their analytical needs, access preferences and technical /analytical literacy etc. Evaluation methodology to select best BI tools properly aligned to the organization infrastructure will also be discussed. Softer issues and organizational change for successful implementation of BI will be further explained.

### Chapter Preview

Top

### Introduction

New technologies always fascinate organization leadership. They want to quickly adopt them and repeat the much-hyped success their first mover peers have already achieved. But emulating similar success by using similar technologies is hard to come by because all organizations are different and their needs are different. The key is to identify those organizational factors that help or impede implementation of a new technology and then take appropriate action while planning, selection, implementation, exploitation and cessation of any technology, in our case Business Intelligence(BI), Data analytics(DA) and data mining (DM) technology.

This chapter will focus on transformative impact BI, DA and DM can bring to an organization decision making, enhancing its performance, reducing costs and improving competitive posture. We will be using Business Intelligence (BI) as a common word to depict all types of tools and technologies that are enabling organization use and exploit data to derive new meaning for enhancing their business performance and competitiveness. Since BI tools are usually self-service by users, proper selection of tool to meet various types of users within the organization is the key to success. This chapter enunciates key principles and practices which will help bridge organization requirements with what BI tool(s) offers. A framework of organizational factors such as user's role, their analytical needs, access preferences and technical /analytical literacy will be considered for BI success. This chapter will also cover evaluation methodology to select best BI tools based on these organizational factors and needs. This chapter will help its readers to identify the right BI solution which is properly aligned to the organization infrastructure and is able to meet its analysis needs to achieve anticipated business value. This chapter will outline the softer issues that need to be addressed so that its full potential can be realized during implementation of BI, DA and DM technologies. It will also outline how to bring about change in organization culture to ensure a successful implementation of BI, DA and DM technologies.

To summarize the objectives of this chapter would be:

- Examine the transformative impact of BI technologies.
- Selection and alignment of BI technologies with the organization needs and its long-term vision.
- Describe the framework for successful adoption of BI technologies for organizational success.

Top

## Background

BI is used to derive insights from vast amount of Data for better and faster decisions. For this it needs the following four:

1. Algorithms
2. Technology building blocks
3. IT infrastructure
4. Skills for
  - a. Business insight
  - b. Data Science
  - c. Information Technology

Analytics is no longer part of IT function and is being practiced currently by business users who want faster actions with better speed-to-insight response. Business function users can justify higher cost of IT and may like to go independently for quick results by acquiring tools and infrastructure against the wishes of their IT peers who try to trade off speed with lower cost by attempting to implement common platforms for BI. However, the later approach by IT would normally take time but would have better architecture. The former approach will yield quicker results but will lead to integration problems besides increased cost, duplicate investments and redundancy. The choice between these two is also about who takes decision for the technology, such as the choice of BI tools and IT Infrastructure. Such conflicts have been faced regularly by most organization and the successful group is the one who is able to get more support from top management in decision making. No wonder while cloud-as-a-analytics alternative is increasingly getting popular with business functional users who can pay as they use and have no dependency on IT control, it is not much welcomed by IT leaders of the organization.

## Complete Chapter List

Search this Book:

[Reset](#)

---

<a href="#">Editorial Advisory Board</a>	<a href="#">View Full PDF (/pdf.aspx?tid=192465&amp;ptid=181906&amp;ctid=15&amp;t=Editorial Advisory Board&amp;isxn=9781522539094)</a>
<a href="#">Table of Contents</a>	<a href="#">View Full PDF (/pdf.aspx?tid=192467&amp;ptid=181906&amp;ctid=15&amp;t=Table of Contents&amp;isxn=9781522539094)</a>
<a href="#">Preface</a>	<a href="#">View Full PDF (/pdf.aspx?tid=192468&amp;ptid=181906&amp;ctid=15&amp;t=Preface&amp;isxn=9781522539094)</a>

---

**Chapter 1** **\$37.50**

Virtuous Business Intelligence (/chapter/virtuous-business-intelligence/192470)  
(pages 1-17)

Neil McBride

Sample PDF (/viewtitlesample.aspx?id=192470&ptid=181906&t=Virtuous Business Intelligence&isxn=9781522539094)

---

**Chapter 2** **\$37.50**

The Effects of Social Capital on Firm Substantive and Symbolic Performance: In the Context of E-Business (/chapter/the-effects-of-social-capital-on-firm-substantive-and-symbolic-performance/192471) (pages 18-44)

Hefu Liu, Weiling Ke, Kwok Kee Wei, Yaobin Lu

Sample PDF (/viewtitlesample.aspx?id=192471&ptid=181906&t=The Effects of Social Capital on Firm Substantive and Symbolic Performance: In the Context of E-Business&isxn=9781522539094)

---

**Chapter 3** **\$37.50**

Adopting the Concept of Business Models in Public Management (/chapter/adopting-the-concept-of-business-models-in-public-management/192472) (pages 45-81)

Barbara Kożuch, Adam Jabłoński

Sample PDF (/viewtitlesample.aspx?id=192472&ptid=181906&t=Adopting the Concept of Business Models in Public Management&isxn=9781522539094)

---

**Chapter 4** **\$37.50**

Corporate Trainers: Practitioner-Scholars in the Workplace (/chapter/corporate-trainers/192473) (pages 82-105)

Sambhavi Lakshminarayanan

Sample PDF (/viewtitlesample.aspx?id=192473&ptid=181906&t=Corporate Trainers: Practitioner-Scholars in the Workplace&isxn=9781522539094)

---

**Chapter 5** **\$37.50**

Data, Information, and Knowledge: Developing an Intangible Assets Strategy (/chapter/data-information-and-knowledge/192474) (pages 106-117)

G. Scott Erickson, Helen N. Rothberg

Sample PDF (/viewtitlesample.aspx?id=192474&ptid=181906&t=Data, Information, and Knowledge: Developing an Intangible Assets Strategy&isxn=9781522539094)

---

**Chapter 6** **\$37.50**

Green Supply Chain Management Theory and Practices (/chapter/green-supply-chain-management-theory-and-practices/192475) (pages 118-141)

Bülent Sezen, Sibel Yildiz Çankaya

Sample PDF (/viewtitlesample.aspx?id=192475&ptid=181906&t=Green Supply Chain Management Theory and Practices&isxn=9781522539094)

---

## Chapter 7 **\$37.50**

Trust Management Models for Digital Identities (/chapter/trust-management-models-for-digital-identities/192476) (pages 142-168)

Prasann Pradhan, Vikas Kumar

Sample PDF (/viewtitlesample.aspx?id=192476&ptid=181906&t=Trust Management Models for Digital Identities&isxn=9781522539094)

---

## Chapter 8 **\$37.50**

Structuring and Managing Supply Network: A Review of Current Literature and Conceptual Framework (/chapter/structuring-and-managing-supply-network/192478) (pages 170-182)

Zheng Liu

Sample PDF (/viewtitlesample.aspx?id=192478&ptid=181906&t=Structuring and Managing Supply Network: A Review of Current Literature and Conceptual Framework&isxn=9781522539094)

---

## Chapter 9 **\$37.50**

Green Marketing and Stakeholder Perceptions (/chapter/green-marketing-and-stakeholder-perceptions/192479) (pages 183-203)

Elif Ulker-Demirel, Engin Demirel

Sample PDF (/viewtitlesample.aspx?id=192479&ptid=181906&t=Green Marketing and Stakeholder Perceptions&isxn=9781522539094)

---

## Chapter 10 **\$37.50**

Models for Measuring and Reporting of Green Performance (/chapter/models-for-measuring-and-reporting-of-green-performance/192480) (pages 204-229)

Chirața Caraiani, Camelia I. Lungu, Cornelia Dascălu, Florian Colceag

Sample PDF (/viewtitlesample.aspx?id=192480&ptid=181906&t=Models for Measuring and Reporting of Green Performance&isxn=9781522539094)

---

## Chapter 11 **\$37.50**

Blending Green With Lean - Incorporating Best-of-the-Breed Practices to Formulate an Optimum Global Supply Chain Management Framework: Issues and Concerns (/chapter/blending-green-with-lean---incorporating-best-of-the-breed-practices-to-formulate-an-optimum-global-supply-chain-management-framework/192481) (pages 230-249)

Sudhanshu Joshi, Manu Sharma

Sample PDF (/viewtitlesample.aspx?id=192481&ptid=181906&t=Blending Green With Lean - Incorporating Best-of-the-Breed Practices to Formulate an Optimum Global Supply Chain Management Framework: Issues and Concerns&isxn=9781522539094)

---

## Chapter 12 **\$37.50**

The Roles of Lean and Green Supply Chain Management Strategies in the Global Business Environments (/chapter/the-roles-of-lean-and-green-supply-chain-management-strategies-in-the-global-business-environments/192482) (pages 250-271)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192482&ptid=181906&t=The Roles of Lean and Green Supply Chain Management Strategies in the Global Business Environments&isxn=9781522539094)

---

**Chapter 13** **\$37.50**

Business Analytics for Business Analysts in Manufacturing (/chapter/business-analytics-for-business-analysts-in-manufacturing/192483) (pages 272-280)

Coleen Wilder, Ceyhun Ozgur

Sample PDF (/viewtitlesample.aspx?id=192483&ptid=181906&t=Business Analytics for Business Analysts in Manufacturing&isxn=9781522539094)

---

**Chapter 14** **\$37.50**

A Synergetic Model for Implementing Big Data in Organizations: An Empirical Study (/chapter/a-synergetic-model-for-implementing-big-data-in-organizations/192484) (pages 281-298)

Mohanad Halaweh, Ahmed El Massry

Sample PDF (/viewtitlesample.aspx?id=192484&ptid=181906&t=A Synergetic Model for Implementing Big Data in Organizations: An Empirical Study&isxn=9781522539094)

---

**Chapter 15** **\$37.50**

'Green' Supply Chain Management: Resource Allocation Strategies for Sustainable Operations (/chapter/green-supply-chain-management/192485) (pages 299-322)

Padmanabha Aital, Prince Vijai

Sample PDF (/viewtitlesample.aspx?id=192485&ptid=181906&t='Green' Supply Chain Management: Resource Allocation Strategies for Sustainable Operations&isxn=9781522539094)

---

**Chapter 16** **\$37.50**

Sourcing Decision in a Multi-Period Model Under Demand and Supply Uncertainty (/chapter/sourcing-decision-in-a-multi-period-model-under-demand-and-supply-uncertainty/192486) (pages 323-343)

Shantanu Shankar Bagchi, Sourabh Bhattacharya

Sample PDF (/viewtitlesample.aspx?id=192486&ptid=181906&t=Sourcing Decision in a Multi-Period Model Under Demand and Supply Uncertainty&isxn=9781522539094)

---

**Chapter 17** **\$37.50**

Role of Corporate Governance in Shareholders Value Creation (/chapter/role-of-corporate-governance-in-shareholders-value-creation/192487) (pages 344-358)

Muhammad Atif Khan, Muhammad Asif Khan, Idrees Liaqat

Sample PDF (/viewtitlesample.aspx?id=192487&ptid=181906&t=Role of Corporate Governance in Shareholders Value Creation&isxn=9781522539094)

---

**Chapter 18** **\$37.50**

Linkages in Advanced Manufacturing Strategy: A Literature Review (/chapter/linkages-in-advanced-manufacturing-strategy/192488) (pages 359-388)

Balkrishna Eknath Narkhede

Sample PDF (/viewtitlesample.aspx?id=192488&ptid=181906&t=Linkages in Advanced Manufacturing Strategy: A Literature Review&isxn=9781522539094)

---

**Chapter 19** **\$37.50**

E-Business and Analytics Strategy in Franchising (/chapter/e-business-and-analytics-strategy-in-franchising/192489) (pages 389-406)

Ye-Sho Chen, Chuanlan Liu, Qingfeng Zeng, Renato F. L. Azevedo

Sample PDF (/viewtitlesample.aspx?id=192489&ptid=181906&t=E-Business and Analytics Strategy in Franchising&isxn=9781522539094)

---

**Chapter 20** **\$37.50**

Programming Global Strategy to Maximize Net Income Modeling Legal Conditions and Corporate Values (/chapter/programming-global-strategy-to-maximize-net-income-modeling-legal-conditions-and-corporate-values/192490) (pages 407-427)

Federico Trigos, Eduardo Manuel López

Sample PDF (/viewtitlesample.aspx?id=192490&ptid=181906&t=Programming Global Strategy to Maximize Net Income Modeling Legal Conditions and Corporate Values&isxn=9781522539094)

---

**Chapter 21** **\$37.50**

Path Analysis Model for Supply Chain Risk Management (/chapter/path-analysis-model-for-supply-chain-risk-management/192491) (pages 428-451)

Satyendra Kumar Sharma, Anil Bhat, Vinod Kumar, Aayushi Agarwal

Sample PDF (/viewtitlesample.aspx?id=192491&ptid=181906&t=Path Analysis Model for Supply Chain Risk Management&isxn=9781522539094)

---

**Chapter 22** **\$37.50**

Identifying Green Supply Chain Management Enablers in South African Mining Industry using Ecological Modernization Theory Approach (/chapter/identifying-green-supply-chain-management-enablers-in-south-african-mining-industry-using-ecological-modernization-theory-approach/192492) (pages 452-476)

Surajit Bag

Sample PDF (/viewtitlesample.aspx?id=192492&ptid=181906&t=Identifying Green Supply Chain Management Enablers in South African Mining Industry using Ecological Modernization Theory Approach&isxn=9781522539094)

---

**Chapter 23** **\$37.50**

Investigating Relationships Between Supply Chain Capabilities, Competitive Advantage, and Business Performance: A Comparative Study Between Thai and Vietnamese Food Industries (/chapter/investigating-relationships-between-supply-chain-capabilities-competitive-advantage-and-business-performance/192493) (pages 477-503)

Navee Chiadamrong, Tran Thi Tham

Sample PDF (/viewtitlesample.aspx?id=192493&ptid=181906&t=Investigating Relationships Between Supply Chain Capabilities, Competitive Advantage, and Business Performance: A Comparative Study Between Thai and Vietnamese Food Industries&isxn=9781522539094)

---

**Chapter 24** **\$37.50**

A Locational Decision Making Framework for Shipbreaking Under Multiple Criteria (/chapter/a-locational-decision-making-framework-for-shipbreaking-under-multiple-criteria/192494) (pages 504-527)

Joshin John, Sushil Kumar

Sample PDF (/viewtitlesample.aspx?id=192494&ptid=181906&t=A Locational Decision Making Framework for Shipbreaking Under Multiple Criteria&isxn=9781522539094)

---

## Chapter 25

**\$37.50**

A Time Dependent Order Level Inventory Model for Beta Deterioration in Two Warehouse Systems (/chapter/a-time-dependent-order-level-inventory-model-for-beta-deterioration-in-two-warehouse-systems/192495) (pages 528-545)

Soumendra Kumar Patra, Tapan Kumar Lenka, Er. Purna Chandra Ratha

Sample PDF (/viewtitlesample.aspx?id=192495&ptid=181906&t=A Time Dependent Order Level Inventory Model for Beta Deterioration in Two Warehouse Systems&isxn=9781522539094)

---

## Chapter 26

**\$37.50**

Disclosure for Sustainability: The Case of Integrated Reporting (/chapter/disclosure-for-sustainability/192496) (pages 546-555)

Gözde Ünal, Ali Çoşkun

Sample PDF (/viewtitlesample.aspx?id=192496&ptid=181906&t=Disclosure for Sustainability: The Case of Integrated Reporting&isxn=9781522539094)

---

## Chapter 27

**\$37.50**

Effects of Data Envelopment Analysis on Performance Assessment: A Cognitive Approach (/chapter/effects-of-data-envelopment-analysis-on-performance-assessment/192498) (pages 557-581)

Heinz Ahn, Nadia Vazquez Novoa

Sample PDF (/viewtitlesample.aspx?id=192498&ptid=181906&t=Effects of Data Envelopment Analysis on Performance Assessment: A Cognitive Approach&isxn=9781522539094)

---

## Chapter 28

**\$37.50**

Applying Lean Production and Six Sigma in Global Operations (/chapter/applying-lean-production-and-six-sigma-in-global-operations/192499) (pages 582-612)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192499&ptid=181906&t=Applying Lean Production and Six Sigma in Global Operations&isxn=9781522539094)

---

## Chapter 29

**\$37.50**

The Fit Between External Involvement and Business Environment: Evidence From Chinese Manufacturing Firms (/chapter/the-fit-between-external-involvement-and-business-environment/192500) (pages 613-632)

Di Cai, Taiwen Feng, Zhenglin Zhang

Sample PDF (/viewtitlesample.aspx?id=192500&ptid=181906&t=The Fit Between External Involvement and Business Environment: Evidence From Chinese Manufacturing Firms&isxn=9781522539094)

---

## Chapter 30

**\$37.50**

The Evaluation of Business Performance in ERP Environments (/chapter/the-evaluation-of-business-performance-in-erp-environments/192501) (pages 633-641)

Vicky Manthou, Constantinos J. Stefanou, Kalliopi Tigka

Sample PDF (/viewtitlesample.aspx?id=192501&ptid=181906&t=The Evaluation of Business Performance in ERP Environments&isxn=9781522539094)

---

## Chapter 31

**\$37.50**

Organizational Intelligence Scale for Business Organizations in Chaotic Situations (/chapter/organizational-intelligence-scale-for-business-organizations-in-chaotic-situations/192502) (pages 642-661)

Şefika Şule Erçetin, Nihan Potas, İlker Koç

Sample PDF (/viewtitlesample.aspx?id=192502&ptid=181906&t=Organizational Intelligence Scale for Business Organizations in Chaotic Situations&isxn=9781522539094)

---

## Chapter 32

**\$37.50**

Big Data and RFID in Supply Chain and Logistics Management: A Review of the Literature and Applications for Data Driven Research (/chapter/big-data-and-rfid-in-supply-chain-and-logistics-management/192503) (pages 662-674)

Thanos Papadopoulos, Angappa Gunasekaran, Rameshwar Dubey, Maria Balta

Sample PDF (/viewtitlesample.aspx?id=192503&ptid=181906&t=Big Data and RFID in Supply Chain and Logistics Management: A Review of the Literature and Applications for Data Driven Research&isxn=9781522539094)

---

## Chapter 33

**\$37.50**

Bill of Services (BOS): A Managing Tool for Service Organizations (/chapter/bill-of-services-bos/192504) (pages 675-695)

Gad Vitner

Sample PDF (/viewtitlesample.aspx?id=192504&ptid=181906&t=Bill of Services (BOS): A Managing Tool for Service Organizations&isxn=9781522539094)

---

## Chapter 34

**\$37.50**

Financial Statement Analysis Under IFRS (/chapter/financial-statement-analysis-under-ifrs/192505) (pages 696-712)

Yasemin Zengin Karaibrahimoglu, Gökçe Tunç

Sample PDF (/viewtitlesample.aspx?id=192505&ptid=181906&t=Financial Statement Analysis Under IFRS&isxn=9781522539094)

---

## Chapter 35

**\$37.50**

Mismanagement or Mismeasurement: The Application of DEA to Generate Performance Values and Insights from Big Data (/chapter/mismanagement-or-mismeasurement/192506) (pages 713-759)

Abdel Latef Anouze, Ibrahim H. Osman

Sample PDF (/viewtitlesample.aspx?id=192506&ptid=181906&t=Mismanagement or Mismeasurement: The Application of DEA to Generate Performance Values and Insights from Big Data&isxn=9781522539094)

---

## Chapter 36

**\$37.50**

An Expert System for Predicting ERP Post-Implementation Benefits Using Artificial Neural Network (/chapter/an-expert-system-for-predicting-erp-post-implementation-benefits-using-artificial-neural-network/192507) (pages 760-784)

Ahad Zare Ravasan, Saeed Rouhani

Sample PDF (/viewtitlesample.aspx?id=192507&ptid=181906&t=An Expert System for Predicting ERP Post-Implementation Benefits Using Artificial Neural Network&isxn=9781522539094)

---



## Chapter 37

**\$37.50**

The Triple Bottom Line (TBL) Approach From the Accounting and Performance Measurement Perspective (/chapter/the-triple-bottom-line-tbl-approach-from-the-accounting-and-performance-measurement-perspective/192508) (pages 785-808)

Chirața Caraiani, Camelia I. Lungu, Cornelia Dascălu, Florian Colceag

Sample PDF (/viewtitlesample.aspx?id=192508&ptid=181906&t=The Triple Bottom Line (TBL) Approach From the Accounting and Performance Measurement Perspective&isxn=9781522539094)

---

## Chapter 38

**\$37.50**

SIDE: A Decision Support System Using a Combination of Swarm Intelligence and Data Envelopment Analysis (/chapter/side/192509) (pages 809-832)

Rashmi Malhotra

Sample PDF (/viewtitlesample.aspx?id=192509&ptid=181906&t=SIDE: A Decision Support System Using a Combination of Swarm Intelligence and Data Envelopment Analysis&isxn=9781522539094)

---

## Chapter 39

**\$37.50**

Organizational Issue for BI Success: Critical Success Factors for BI Implementations Within the Enterprise (/chapter/organizational-issue-for-bi-success/192510) (pages 833-848)

Sanjiva Shankar Dubey, Arunesh Sharan

Sample PDF (/viewtitlesample.aspx?id=192510&ptid=181906&t=Organizational Issue for BI Success: Critical Success Factors for BI Implementations Within the Enterprise&isxn=9781522539094)

---

## Chapter 40

**\$37.50**

An Investigation of Competitor Networks in Manufacturing Strategy and Implications for Performance (/chapter/an-investigation-of-competitor-networks-in-manufacturing-strategy-and-implications-for-performance/192512) (pages 850-879)

Eve D. Rosenzweig, Elliot Bendoly

Sample PDF (/viewtitlesample.aspx?id=192512&ptid=181906&t=An Investigation of Competitor Networks in Manufacturing Strategy and Implications for Performance&isxn=9781522539094)

---

## Chapter 41

**\$37.50**

Skills and Competencies Required for Jobs in Business Analytics: A Content Analysis of Job Advertisements Using Text Mining (/chapter/skills-and-competencies-required-for-jobs-in-business-analytics/192513) (pages 880-904)

Linda A. Leon, Kala Chand Seal, Zbigniew H. Przasnyski, Ian Wiedenman

Sample PDF (/viewtitlesample.aspx?id=192513&ptid=181906&t=Skills and Competencies Required for Jobs in Business Analytics: A Content Analysis of Job Advertisements Using Text Mining&isxn=9781522539094)

---

## Chapter 42

**\$37.50**

Exploring the Mediating and Moderating Role of Services Marketing Strategy and Safety and Security Measures in the Tourism Industry (/chapter/exploring-the-mediating-and-moderating-role-of-services-marketing-strategy-and-safety-and-security-measures-in-the-tourism-industry/192514) (pages 905-932)

Rania B. Mostafa, Lamiaa I. Hefny

Sample PDF (/viewtitlesample.aspx?id=192514&ptid=181906&t=Exploring the Mediating and Moderating Role of Services Marketing Strategy and Safety and Security Measures in the Tourism Industry&isxn=9781522539094)

---

## Chapter 43

**\$37.50**

A Systematic Approach for Business Data Analytics With a Real Case Study (/chapter/a-systematic-approach-for-business-data-analytics-with-a-real-case-study/192515) (pages 933-954)

Kaibo Liu, Jianjun Shi

Sample PDF (/viewtitlesample.aspx?id=192515&ptid=181906&t=A Systematic Approach for Business Data Analytics With a Real Case Study&isxn=9781522539094)

---

## Chapter 44

**\$37.50**

Operational Challenges in Hybrid Organizations: Insights for Future Research (/chapter/operational-challenges-in-hybrid-organizations/192516) (pages 955-973)

Liliana Ávila, Marlene Amorim

Sample PDF (/viewtitlesample.aspx?id=192516&ptid=181906&t=Operational Challenges in Hybrid Organizations: Insights for Future Research&isxn=9781522539094)

---

## Chapter 45

**\$37.50**

Sales and Operations Management in Contemporary Organizations (/chapter/sales-and-operations-management-in-contemporary-organizations/192517) (pages 974-995)

Salim Shaikh

Sample PDF (/viewtitlesample.aspx?id=192517&ptid=181906&t=Sales and Operations Management in Contemporary Organizations&isxn=9781522539094)

---

## Chapter 46

**\$37.50**

The Role of Total Quality Management Practices on Quality Performance (/chapter/the-role-of-total-quality-management-practices-on-quality-performance/192518) (pages 996-1027)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192518&ptid=181906&t=The Role of Total Quality Management Practices on Quality Performance&isxn=9781522539094)

---

## Chapter 47

**\$37.50**

Encouraging Corporate Social Responsibility and Sustainable Tourism Development in Global Tourism (/chapter/encouraging-corporate-social-responsibility-and-sustainable-tourism-development-in-global-tourism/192519) (pages 1028-1056)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192519&ptid=181906&t=Encouraging Corporate Social Responsibility and Sustainable Tourism Development in Global Tourism&isxn=9781522539094)

---

**Chapter 48** **\$37.50**

Sustainable Approach towards Thai SMEs: The Effects of Country Philosophy of Sufficiency Economy and Government Support (/chapter/sustainable-approach-towards-thai-smes/192520) (pages 1057-1078)

Siriluck Thongpoon, Noor Hazlina Ahmad, Imran Mahmud

Sample PDF (/viewtitlesample.aspx?id=192520&ptid=181906&t=Sustainable Approach towards Thai SMEs: The Effects of Country Philosophy of Sufficiency Economy and Government Support&isxn=9781522539094)

---

**Chapter 49** **\$37.50**

New Product Development and Manufacturability Techniques and Analytics (/chapter/new-product-development-and-manufacturability-techniques-and-analytics/192521) (pages 1079-1095)

Alan D. Smith

Sample PDF (/viewtitlesample.aspx?id=192521&ptid=181906&t=New Product Development and Manufacturability Techniques and Analytics&isxn=9781522539094)

---

**Chapter 50** **\$37.50**

Self-Service Business Intelligence Adoption in Business Enterprises: The Effects of Information Quality, System Quality, and Analysis Quality (/chapter/self-service-business-intelligence-adoption-in-business-enterprises/192522) (pages 1096-1118)

Mohammad Daradkeh, Radwan Moh'd Al-Dwairi

Sample PDF (/viewtitlesample.aspx?id=192522&ptid=181906&t=Self-Service Business Intelligence Adoption in Business Enterprises: The Effects of Information Quality, System Quality, and Analysis Quality&isxn=9781522539094)

---

**Chapter 51** **\$37.50**

Process Improvements in Supply Chain Operations: Multi-Firm Case Studies (/chapter/process-improvements-in-supply-chain-operations/192523) (pages 1119-1141)

Alan D. Smith

Sample PDF (/viewtitlesample.aspx?id=192523&ptid=181906&t=Process Improvements in Supply Chain Operations: Multi-Firm Case Studies&isxn=9781522539094)

---

**Chapter 52** **\$37.50**

Manufacturing and Logistics Networks of Korean Firms in China: A Case Study of Suzhou Industrial Park (/chapter/manufacturing-and-logistics-networks-of-korean-firms-in-china/192524) (pages 1142-1168)

Zheng Liu, Hyung Min Kim, Kaifeng Zhang

Sample PDF (/viewtitlesample.aspx?id=192524&ptid=181906&t=Manufacturing and Logistics Networks of Korean Firms in China: A Case Study of Suzhou Industrial Park&isxn=9781522539094)

---

**Chapter 53** **\$37.50**

Leadership Consciousness to CSR: Royal Industrial Trading Co. (/chapter/leadership-consciousness-to-csr/192525) (pages 1169-1180)

Suhail Sultan, Imad Rjoub

Sample PDF (/viewtitlesample.aspx?id=192525&ptid=181906&t=Leadership Consciousness to CSR: Royal Industrial Trading Co.&isxn=9781522539094)

---

## Chapter 54 **\$37.50**

Supply Chain Management Practices, Competitive Advantage and Organizational Performance: A Confirmatory Factor Model (/chapter/supply-chain-management-practices-competitive-advantage-and-organizational-performance/192526) (pages 1181-1207)

Rajwinder Singh, H.S. Sandhu, B.A. Metri, Rajinder Kaur

Sample PDF (/viewtitlesample.aspx?id=192526&ptid=181906&t=Supply Chain Management Practices, Competitive Advantage and Organizational Performance: A Confirmatory Factor Model&isxn=9781522539094)

---

## Chapter 55 **\$37.50**

Lean Management and Supply Chain Management: Interrelationships in the Aerospace Sector (/chapter/lean-management-and-supply-chain-management/192527) (pages 1208-1242)

Pedro J. Martínez-Jurado, José Moyano-Fuentes

Sample PDF (/viewtitlesample.aspx?id=192527&ptid=181906&t=Lean Management and Supply Chain Management: Interrelationships in the Aerospace Sector&isxn=9781522539094)

---

## Chapter 56 **\$37.50**

Multifaceted Applications of Green Supply Chain Management (/chapter/multifaceted-applications-of-green-supply-chain-management/192528) (pages 1243-1270)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192528&ptid=181906&t=Multifaceted Applications of Green Supply Chain Management&isxn=9781522539094)

---

## Chapter 57 **\$37.50**

Antecedents of Green Manufacturing Practices: A Journey Towards Manufacturing Sustainability (/chapter/antecedents-of-green-manufacturing-practices/192529) (pages 1271-1293)

Rameshwar Dubey, Surajit Bag

Sample PDF (/viewtitlesample.aspx?id=192529&ptid=181906&t=Antecedents of Green Manufacturing Practices: A Journey Towards Manufacturing Sustainability&isxn=9781522539094)

---

## Chapter 58 **\$37.50**

The Development and Analysis of Environmentally Responsible Supply Chain Models (/chapter/the-development-and-analysis-of-environmentally-responsible-supply-chain-models/192530) (pages 1294-1317)

Ehab Bazan, Mohamad Y. Jaber

Sample PDF (/viewtitlesample.aspx?id=192530&ptid=181906&t=The Development and Analysis of Environmentally Responsible Supply Chain Models&isxn=9781522539094)

---

## Chapter 59 **\$37.50**

The Impact of Outsourcing on Performance and Competitive Priorities among Malaysian SMEs (/chapter/the-impact-of-outsourcing-on-performance-and-competitive-priorities-among-malaysian-smes/192531) (pages 1318-1336)

Hasliza Abdul Halim, Noor Hazlina Ahmad, T. Ramayah

Sample PDF (/viewtitlesample.aspx?id=192531&ptid=181906&t=The Impact of Outsourcing on Performance and Competitive Priorities among Malaysian SMEs&isxn=9781522539094)

---

**Chapter 60** **\$37.50**

Competing on Performance on the Global Marketplace: Applying Business Analytics as a Robust Decision Tool (/chapter/competing-on-performance-on-the-global-marketplace/192533) (pages 1338-1350)

Rajagopal

Sample PDF (/viewtitlesample.aspx?id=192533&ptid=181906&t=Competing on Performance on the Global Marketplace: Applying Business Analytics as a Robust Decision Tool&isxn=9781522539094)

---

**Chapter 61** **\$37.50**

Corporate Persona and Optimistic Language in Annual Reports (/chapter/corporate-persona-and-optimistic-language-in-annual-reports/192534) (pages 1351-1370)

Samuel A. Nelson, Liang "Lucas" Wang, Ronda M. Smith, Ben Blackford

Sample PDF (/viewtitlesample.aspx?id=192534&ptid=181906&t=Corporate Persona and Optimistic Language in Annual Reports&isxn=9781522539094)

---

**Chapter 62** **\$37.50**

The Corporate Sustainability and Responsibility Proposition: A Review and Appraisal (/chapter/the-corporate-sustainability-and-responsibility-proposition/192535) (pages 1371-1385)

Mark Anthony Camilleri

Sample PDF (/viewtitlesample.aspx?id=192535&ptid=181906&t=The Corporate Sustainability and Responsibility Proposition: A Review and Appraisal&isxn=9781522539094)

---

**Chapter 63** **\$37.50**

Assessing the Impact of Supply Chain Integration on Firm Competitive Capability (/chapter/assessing-the-impact-of-supply-chain-integration-on-firm-competitive-capability/192536) (pages 1386-1407)

Adam S. Maiga

Sample PDF (/viewtitlesample.aspx?id=192536&ptid=181906&t=Assessing the Impact of Supply Chain Integration on Firm Competitive Capability&isxn=9781522539094)

---

**Chapter 64** **\$37.50**

Currency and Interest Rate Effect on Financial Ratios: Technology Case on ISE (/chapter/currency-and-interest-rate-effect-on-financial-ratios/192537) (pages 1408-1425)

Engin Demirel, Sibel Yilmaz Turkmen

Sample PDF (/viewtitlesample.aspx?id=192537&ptid=181906&t=Currency and Interest Rate Effect on Financial Ratios: Technology Case on ISE&isxn=9781522539094)

---

**Chapter 65** **\$37.50**

The Effect of E-Money on the Non-Financial Performance of Banks: Case Study – Bank Mellat of Iran (/chapter/the-effect-of-e-money-on-the-non-financial-performance-of-banks/192538) (pages 1426-1438)

Mohsen Shafiei Nikabadi, Seyed Mahmoud Mousavi

Sample PDF (/viewtitlesample.aspx?id=192538&ptid=181906&t=The Effect of E-Money on the Non-Financial Performance of Banks: Case Study – Bank Mellat of Iran&isxn=9781522539094)

---

## Chapter 66

**\$37.50**

Corporate Social Responsibility, Stakeholder Perception, and Firm Performance: Walmart (/chapter/corporate-social-responsibility-stakeholder-perception-and-firm-performance/192539) (pages 1439-1460)

Siva Prasad Ravi

Sample PDF (/viewtitlesample.aspx?id=192539&ptid=181906&t=Corporate Social Responsibility, Stakeholder Perception, and Firm Performance: Walmart&isxn=9781522539094)

---

## Chapter 67

**\$37.50**

How Do Pre-Alliance Motives and Strategies Affect Post-Alliance Performance in the Airline Industry?: A Future Research Agenda (/chapter/how-do-pre-alliance-motives-and-strategies-affect-post-alliance-performance-in-the-airline-industry/192540) (pages 1461-1488)

Raphaël K. Akamavi, Yue Xu, Hrisa Mitreva

Sample PDF (/viewtitlesample.aspx?id=192540&ptid=181906&t=How Do Pre-Alliance Motives and Strategies Affect Post-Alliance Performance in the Airline Industry?: A Future Research Agenda&isxn=9781522539094)

---

## Chapter 68

**\$37.50**

Review of Supply Chain Integration on Green Supply Chain Management (GSCM) (/chapter/review-of-supply-chain-integration-on-green-supply-chain-management-gscm/192541) (pages 1489-1511)

Alia Nadhirah Ahmad Kamal, Yudi Fernando

Sample PDF (/viewtitlesample.aspx?id=192541&ptid=181906&t=Review of Supply Chain Integration on Green Supply Chain Management (GSCM)&isxn=9781522539094)

---

## Chapter 69

**\$37.50**

Critical Success Factors for Supplier Development and Buyer Supplier Relationship: Exploratory Factor Analysis (/chapter/critical-success-factors-for-supplier-development-and-buyer-supplier-relationship/192542) (pages 1512-1535)

Joshi P. Sarang, H V Bhasin, Rakesh Verma, Manoj Govind Kharat

Sample PDF (/viewtitlesample.aspx?id=192542&ptid=181906&t=Critical Success Factors for Supplier Development and Buyer Supplier Relationship: Exploratory Factor Analysis&isxn=9781522539094)

---

## Chapter 70

**\$37.50**

Advocating Information System, Information Integration, and Information Sharing in Global Supply Chain (/chapter/advocating-information-system-information-integration-and-information-sharing-in-global-supply-chain/192543) (pages 1536-1559)

Kijpokin Kasemsap

Sample PDF (/viewtitlesample.aspx?id=192543&ptid=181906&t=Advocating Information System, Information Integration, and Information Sharing in Global Supply Chain&isxn=9781522539094)

---

## Chapter 71 **\$37.50**

A Stakeholder Perspective of Sustainable Supply Chain Management: Evidence From a Developing Country (/chapter/a-stakeholder-perspective-of-sustainable-supply-chain-management/192544) (pages 1560-1589)

Mohamed Gamal Aboelimged

Sample PDF (/viewtitlesample.aspx?id=192544&ptid=181906&t=A Stakeholder Perspective of Sustainable Supply Chain Management: Evidence From a Developing Country&isxn=9781522539094)

---

## Chapter 72 **\$37.50**

Analyzing the Influence of Customer Relationship Management on Firm Performance: A Study of Hotel Industry in India (/chapter/analyzing-the-influence-of-customer-relationship-management-on-firm-performance/192545) (pages 1590-1622)

Brijesh Kumar Yadav, Abhijeet Singh

Sample PDF (/viewtitlesample.aspx?id=192545&ptid=181906&t=Analyzing the Influence of Customer Relationship Management on Firm Performance: A Study of Hotel Industry in India&isxn=9781522539094)

---

## Chapter 73 **\$37.50**

Measuring the Effect of Team Characteristics, Team Effectiveness on Organizational Performance, Organizational Survival and Competitiveness: A Case Study of an Indonesian NGO, Yayasan Cinta Anak Bangsa by Using PLS Method (/chapter/measuring-the-effect-of-team-characteristics-team-effectiveness-on-organizational-performance-organizational-survival-and-competitiveness/192546) (pages 1623-1636)

Cheng Ping Shih, Dian Utami Putri

Sample PDF (/viewtitlesample.aspx?id=192546&ptid=181906&t=Measuring the Effect of Team Characteristics, Team Effectiveness on Organizational Performance, Organizational Survival and Competitiveness: A Case Study of an Indonesian NGO, Yayasan Cinta Anak Bangsa by Using PLS Method&isxn=9781522539094)

---

## Chapter 74 **\$37.50**

How Smart Operations Help Better Planning and Replenishment?: Empirical Study – Supply Chain Collaboration for Smart Operations (/chapter/how-smart-operations-help-better-planning-and-replenishment/192547) (pages 1637-1656)

Usha Ramanathan

Sample PDF (/viewtitlesample.aspx?id=192547&ptid=181906&t=How Smart Operations Help Better Planning and Replenishment?: Empirical Study – Supply Chain Collaboration for Smart Operations&isxn=9781522539094)

---

## Chapter 75 **\$37.50**

Institutional Ethnography: A Holistic Approach to Understanding Systems (/chapter/institutional-ethnography/192548) (pages 1657-1672)

Ursula T. Wright, Tonette S. Rocco

Sample PDF (/viewtitlesample.aspx?id=192548&ptid=181906&t=Institutional Ethnography: A Holistic Approach to Understanding Systems&isxn=9781522539094)

---

**Chapter 76** **\$37.50**

Corporate Social Responsibility and Corporate Governance: Analysis Across Industries in Mexico (/chapter/corporate-social-responsibility-and-corporate-governance/192549) (pages 1673-1692)

Andrée Marie López-Fernández

Sample PDF (/viewtitlesample.aspx?id=192549&ptid=181906&t=Corporate Social Responsibility and Corporate Governance: Analysis Across Industries in Mexico&isxn=9781522539094)

---

**Chapter 77** **\$37.50**

The Role of Women Directors for Malaysian Firms' Performance (/chapter/the-role-of-women-directors-for-malaysian-firms-performance/192550) (pages 1693-1706)

Rayenda Brahmana, Sze-Nee Chen

Sample PDF (/viewtitlesample.aspx?id=192550&ptid=181906&t=The Role of Women Directors for Malaysian Firms' Performance&isxn=9781522539094)

---

**Chapter 78** **\$37.50**

Human Capital Management for the Improvement of Competitiveness in Firms (/chapter/human-capital-management-for-the-improvement-of-competitiveness-in-firms/192552) (pages 1708-1725)

Knut Ingar Westeren

Sample PDF (/viewtitlesample.aspx?id=192552&ptid=181906&t=Human Capital Management for the Improvement of Competitiveness in Firms&isxn=9781522539094)

---

**Chapter 79** **\$37.50**

Human Resources Development Practices and Employees' Job Satisfaction (/chapter/human-resources-development-practices-and-employees-job-satisfaction/192553) (pages 1726-1738)

Choi Sang Long, Sia Shi Xuan

Sample PDF (/viewtitlesample.aspx?id=192553&ptid=181906&t=Human Resources Development Practices and Employees' Job Satisfaction&isxn=9781522539094)

---

**Chapter 80** **\$37.50**

Human Resource Development in Globalized Era (/chapter/human-resource-development-in-globalized-era/192554) (pages 1739-1748)

G.K. Sinha

Sample PDF (/viewtitlesample.aspx?id=192554&ptid=181906&t=Human Resource Development in Globalized Era&isxn=9781522539094)

---

**Chapter 81** **\$37.50**

Managerial Practices in a High Cost Manufacturing Environment: A Comparison With Australia and New Zealand (/chapter/managerial-practices-in-a-high-cost-manufacturing-environment/192555) (pages 1749-1768)

Renu Agarwal, Christopher Bajada, Paul J. Brown, Roy Green

Sample PDF (/viewtitlesample.aspx?id=192555&ptid=181906&t=Managerial Practices in a High Cost Manufacturing Environment: A Comparison With Australia and New Zealand&isxn=9781522539094)

---



Reducing Risk Through Governance: Impact of Compensation, Defense, and Accounting Practices (/chapter/reducing-risk-through-governance/192556) (pages 1769-1780)

I-Jan Yeh, Ching-Liang Chang, Joe Ueng, Vinita Ramaswamy

Sample PDF (/viewtitlesample.aspx?id=192556&ptid=181906&t=Reducing Risk Through Governance: Impact of Compensation, Defense, and Accounting Practices&isxn=9781522539094)

Index

View Full PDF (/pdf.aspx?tid=192557&ptid=181906&ctid=17&t=Index&isxn=9781522539094)

### Learn More

About IGI Global (/about/) | Partnerships (/about/partnerships/) | COPE Membership (/about/memberships/cope/) | Contact (/contact/) | Job Opportunities (/about/staff/job-opportunities/) | FAQ (/faq/) | Management Team (/about/staff/)

### Resources For

Librarians (/librarians/) | Authors/Editors (/publish/) | Distributors (/distributors/) | Instructors (/course-adoption/) | Translators (/about/rights-permissions/translation-rights/) | Editorial Services (/editorial-service-partners/)

### Media Center

Webinars (/symposium/) | Blogs (/newsroom/) | Catalogs (/catalogs/) | Newsletters (/newsletters/)

### Policies

Privacy Policy (/about/rights-permissions/privacy-policy/) | Cookie & Tracking Notice (/cookies-agreement/) | Fair Use Policy (/about/rights-permissions/content-reuse/) | Ethics and Malpractice (/about/rights-permissions/ethics-malpractice/)

(<http://www.facebook.com/pages/IGI-Global/138206739534176?ref=sgm>)

(<http://twitter.com/igiglobal>)

(<https://www.linkedin.com/company/igi-global/>)

(<https://www.world-forgotten-children.org/>)

(<https://publicationethics.org/category/publisher/igi-global>)

