RELATIONSHIP OF SUPPLY CHAIN CAPABILITIES AND SUPPLY CHAIN TECHNOLOGY ADOPTION TOWARDS SUPPLY CHAIN OPERATIONAL PERFORMANCE IN TEXTILE AND APPAREL INDUSTRY

LEE KHAI LOON

DOCTOR OF PHILOSOPHY
UNIVERSITI UTARA MALAYSIA
July 2015

RELATIONSHIP OF SUPPLY CHAIN CAPABILITIES AND SUPPLY CHAIN TECHNOLOGY ADOPTION TOWARDS SUPPLY CHAIN OPERATIONAL PERFORMANCE IN TEXTILE AND APPAREL INDUSTRY

By

LEE KHAI LOON

Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
In Fulfillment of the Requirement for the Degree of Doctor of Philosophy

PERMISSION TO USE

In presenting this thesis in fulfillment of the requirements for a Doctor of Philosophy degree from the Universiti Utara Malaysia (UUM), I agree that the Library of this university may make it freely available for inspection. I further agree that permission for copying this thesis in any manner, in whole or in part, for scholarly purposes may be granted by my supervisors or in their absence, by the Dean of Othman Yeop Abdullah Graduate School of Business where I did my thesis. It is understood that any copying or publication or use of this thesis or parts of it for financial gain shall not be allowed without my written permission. It is also understood that due recognition given to me and to the UUM in any scholarly use which may be made of any material in my thesis.

Request for permission to copy or to make other use of materials in this thesis in whole or in part should be addressed to:

Dean of Othman Yeop Abdullah Graduate School of Business
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman

ABSTRACT

In today's dynamic business environment, competition is no longer between firms, but between supply chains. The supply chain dependency leads the business focused on supply chain performance. Considering the importance given to the third industrial master plan by the Malaysia government, current supply chain environment accentuated the need of supply chain technology adoption to facilitate supply chain management. To explain the concerns, this study examined the impact of supply chain capabilities namely, relational capability, information technology capability, and organizational culture capability on supply chain operational performance and supply chain technology adoption. This study also examines the successive impact of supply chain technology adoption on supply chain operational performance and investigates whether supply chain technology adoption mediates supply chain capabilities and performance relationship under study. In order to achieve the research objectives, a two-step approach namely quantitative research method and a triangulation research approach are necessitated. 201 survey questionnaires were distributed to respondents in Malaysian textile and apparel organizations. 121 usable responses representing 60% response rate were empirically tested through structural equation modeling by using SPSS and SmartPLS. Research findings revealed that relational capability, organizational culture capability, and supply chain technology adoption contributed to firm's supply chain operational performance, whereas, information technology capability was insignificant. The findings further revealed that supply chain capabilities have a positive influence to supply chain technology adoption. The findings also revealed a significant mediation effect of supply chain technology adoption in the model under study. A triangulation research approach was employed through face-to-face interviews with four industry practitioners to get their in-depth experiences and perceptions on the model under study. ATLAS.ti results showed that developed model had achieved agreement of industry experts with the suggestion of two emerging terms (human support and work experience) as moderators for future study on the model. Limitations and recommendations for future study are discussed.

Keywords: supply chain capabilities, supply chain technology adoption, supply chain operational performance, textile and apparel industry, Malaysia

ABSTRAK

Dalam persekitaran perniagaan yang dinamik pada hari ini, persaingan tidak lagi melibatkan antara sesebuah firma, tetapi turut melibatkan antara rantaian bekalan. Pergantungan kepada rantaian bekalan ini menyebabkan perniagaan memberikan tumpuan ke atas prestasi rantaian bekalan. Dengan mempertimbangkan kepentingan yang ditekankan dalam pelan induk perindustrian ketiga oleh kerajaan Malaysia, persekitaran semasa rantaian bekalan telah mendedahkan keperluan penggunaan teknologi rantaian bekalan untuk memudahkan pengurusan rantaian bekalan. Sehubungan dengan itu, kajian ini meneliti impak keupayaan rantaian bekalan yang meliputi keupayaan hubungan, keupayaan teknologi maklumat, dan keupayaan budaya organisasi terhadap prestasi operasi rantaian bekalan dan penggunaan teknologi rantaian bekalan. Kajian ini turut mengkaji impak penggunaan teknologi rantaian bekalan terhadap prestasi operasi rantaian bekalan serta menyelidik sama ada penggunaan teknologi rantaian bekalan merupakan pengantara kepada prestasi dan keupayaan rantaian bekalan yang dikaji. Untuk mencapai objektif kajian, dua pendekatan, iaitu kaedah penyelidikan kuantitatif dan pendekatan penyelidikan triangulasi diperlukan. Sebanyak 201 borang soal selidik telah diedarkan kepada responden di organisasi tekstil dan pakaian Malaysia. Sebanyak 121 jawapan soal selidik yang mewakili 60% kadar maklum balas telah diuji secara empirikal melalui pemodelan persamaan struktur dengan menggunakan SPSS dan SmartPLS. Hasil kajian menunjukkan bahawa keupayaan hubungan, keupayaan budaya organisasi, dan penggunaan teknologi rantaian bekalan menyumbang kepada prestasi operasi rantaian bekalan sesebuah firma, manakala, keupayaan teknologi maklumat adalah tidak penting. Hasil kajian juga mendedahkan bahawa keupayaan rantaian bekalan memberikan pengaruh positif terhadap penggunaan teknologi rantaian bekalan. Selain itu, hasil kajian turut menunjukkan kepentingan penggunaan teknologi rantaian bekalan sebagai pengantara bagi model yang dikaji. Pendekatan penyelidikan triangulasi telah diambil melalui temuduga bersemuka dengan empat orang pengamal industri untuk mendapatkan pengalaman yang mendalam dan persepsi mereka terhadap model yang dikaji. Keputusan ATLAS.ti menunjukkan bahawa model yang dibangunkan telah mencapai persetujuan pakar industri dengan cadangan dua terma yang baharu (sokongan manusia dan pengalaman kerja) sebagai moderator untuk kajian masa hadapan bagi model ini. Beberapa cadangan dan batasan untuk kajian masa hadapan turut dibincangkan.

Kata kunci: keupayaan rantaian bekalan, penggunaan teknologi rantaian bekalan, prestasi operasi rantaian bekalan, industri tekstil dan pakaian, Malaysia

ACKNOWLEDGEMENT

Studying PhD has been one of the boundless challenges to me, while completing this thesis has been one of the great achievements in my life. This thesis would not be completed without the support of surrounding individuals. First, I would like to express my gratitude to my first supervisor, Associate Professor Dr. Zulkifli Mohamed Udin for his valuable guidance, motivation, and support throughout my PhD journey. Besides, I would like to extend my appreciation to my second supervisor, Dr. Mohamad Ghozali Hassan for his patience supervision, inspiring discussions, and endless sharing throughout each juncture of this study. Working with them has been a pleasant and fruitful experience. My gratitude also goes to Universiti Utara Malaysia, for providing me the academic development opportunity and Ministry of Education Malaysia, for providing me the generous financial support through MyBrain15 research scholarship program.

My deepest thanks go to my beloved wife, Madam Yow Yen Yen for her thoughtfulness and endless support. I am also eternally grateful to my father, Mr. Lee Geok Hua and mother, Madam Ooi Pia Sut, my brothers and sisters for their unflagging support. I am also grateful to the respondents who have participated in this study. Special thanks to fellow friends and colleagues, especially STML postgraduate room members who have accompanied me from day to night during my PhD milestone. I sincerely appreciate their bountiful and unstinting support.

PUBLICATIONS DERIVED FROM THE THESIS

Based on the research presented in this thesis, the following papers have been published with supervisory panel. The remaining parts of the thesis have not yet been published.

Publications in Journals

1. Lee, K. L., Udin, Z. M., & Hassan, M. G. (2014). Global supply chain capabilities in Malaysian textile and apparel industry. *International Journal of Supply Chain Management, 3*(2), 31–40.

2. Lee, K. L., Udin, Z. M., & Hassan, M. G. (2014). Supply chain technology adoption: Its clarification, evolution, classification, and practicality in textile and apparel industry. *International Journal of Business and Economics Research, Special issue: "Supply Chain Management: Its Theory and Applications*". 3(6-1), 15-21. doi: 10.11648/j.ijber.s.2014030601.13

3. Lee, K. L., Hassan, M. G., & Udin, Z. M. (2015). The contribution of supply chain technology in Malaysian textile and apparel industry. *Journal of Advanced Management Science*. (In Press)

Publications in Conference Proceedings

1. Lee, K. L., Udin, Z. M., & Hassan, M. G. (2014). Supply chain capabilities: A study in textile and apparel industry. In *Proceedings of 1st International Conference on Innovation Driven Supply Chain*. AIMST University, Kedah.

2. Lee, K. L., Udin, Z. M., & Hassan, M. G. (2014). A review of relational capabilities on supply chain performance in textile and apparel industry. In *International Conference on Management & Business Sustainability 2014: 4th International Conference on Technology and Operations Management*. PWTC, Kuala Lumpur.

3. Lee, K. L., Hassan, M. G., & Udin, Z. M. (2015). Understanding the usefulness of supply chain technology in Malaysian textile and apparel industry. In *2015 International Conference on Information Management (ICIM 2015).* Guilin, China.

4. Lee, K. L., Hassan, M. G., & Udin, Z. M. (2015). The Effect of Supply Chain Technology Adoption: An Empirical Study of Textile and Apparel Industry in Malaysia. In *2015 International Symposium on Sciences and Mathematics (ISySM 2015).* Bandung, Indonesia. (In Review)

5. Lee, K. L., Hassan, M. G., & Udin, Z. M. (2015). Is There A Relationship between Relational Capability and Supply Chain Technology Adoption?. In *2nd Advancement on Information Technology International Conference (ADVCIT 2015).* Krabi, Thailand. (In Review)

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF EQUATIONS

LIST OF ABBREVIATIONS

Abbreviation	Description of Abbreviation
ACLM	Asian Council of Logistics Management
AMOS	Analysis of Moment Structure
AMOS-SEM	Analysis of Moment Structure Structural Equation Modeling
APICS	Association for Operations Management
APO	Advanced Planning and Optimization
APS	Advanced Planning and Scheduling Systems
AQC	Automated Quality Control System
ARS	Automate Replenishment Systems
ASN	Automatic Shipment Notices
ASRS	Automated Storage and Retrieval Systems
AVE	Average Variance Extracted
B2B	Business to Business
B2C	Business to Customer
C2B	Customer to Business
CA	Cronbach's Alpha
CAD	Computer-Aided Design Systems
CAM	Computer Aided Manufacturing
CAT	Computer Aided Testing
CB-SEM	Covariance Based Structural Equation Modeling
C-Commerce	Collaborative Commerce
CEO	Chief Executive Officer
CFA	Confirmatory Factor Analysis
CIM	Computer Integrated Manufacturing
CLM	Council of Logistics Management
CMV	Common Method Variance
CNC	Computer Numerical Control
CoT	Cloud of Things

CPFR	Collaborative Planning, Forecasting, and Replenishment
CR	Composite Reliability
CRM	Customer Relationship Management Systems
CRP	Continuous Replenishment Programs
CSCMP	Council of Supply Chain Management Professionals
DFM	Demand Forecasting Management
DOI	Diffusion of Innovation Theory
DRP	Distribution Resource Planning
DSS	Decision Support System
DW	Data Warehouse Systems
E&E	Electrical and Electronic
E-business	Electronic business
E-commerce	Electronic commerce
EDI	Electronic Data Interchange
EFA	Exploratory Factor Analysis
EFT	Electronic Funds Transfer
E-mail	Electronic mail
EOS	Electronic Ordering System
E-procurement	Electronic Procurement
ERP	Enterprise Resource Planning Systems
E-SCM	Electronic Supply Chain Management
F^2	Effect Sizes
FA	Factor Analysis
FMCG	Fast Moving Consumer Goods
FMM	Federation of Malaysian Manufacturers
FMS	Flexible Manufacturing Systems
GCTS	Geo-Coded Tracking Systems
GDP	Gross Domestic Product
GIS	Geographical Information Systems
GoF	Goodness of Fit
GPS	Global Positioning Systems
GT	Group Technology
H	Hypothesis
ICT	Information and Communication Technology

IMP3	Third Industrial Master Plan
IOS	Inter-organizational System
IoT	Internet of Things
IS	Information System
IT	Information Technology
ITC	IT Capability
JIT	Just-In-Time
KPI	Key Performance Index
LIS	Logistics Information System
LV	Latent Variable
MATRADE	Malaysia External Trade Development Corporation
MES	Manufacturing Execution Systems
MGMA	Malaysian Garment Manufacturers Association
MIDA	Malaysian Investment Development Authority
MIDC	Maharashtra Industrial Development Corporation
MKMA	Malaysian Knitting Manufacturers Association
ML	Maximum Likelihood
MRP	Material Requirements Planning Systems
MTMA	Malaysia Textile Manufacturers Association
MV	Manifest Variable
NCPDM	National Council of Physical Distribution Management
OCC	Organizational Culture Capability
P&G	Procter and Gamble
PCA	Principle Component Analysis
PDM	Product Data Management Systems
PLS	Partial Least Square
PLS-SEM	Partial Least Squares Structural Equation Modeling
PMS	Performance Measurement Systems
POS	Point of Sales Tracking Systems
PwC	PricewaterhouseCoopers
Q^2	Predictive Relevance
R^2	Coefficients of Determination
RBV	Resource Based View Theory
RC	Relational Capability

RFID	Radio Frequency Identification Systems
SCE	Supply Chain Event Management Systems
SCM	Supply Chain Management
SCOP	Supply Chain Operational Performance
SCOR	Supply Chain Operation Reference
SCP	Supply Chain Performance
SCT	Supply Chain Technology
SCTA	Supply Chain Technology Adoption
SEM	Structural Equation Modeling
SmartPLS	Smart Partial Least Square
SME	Small and Medium Enterprise
SMED	Single Minute Exchange of Die
SPSS	Statistical Package for Social Science
SRM	Supplier Relationship Management Systems
TMS	Transportation Management Systems
TOE	Technology-Organization-Environment Theory
TQM	Total Quality Management
UK	United Kingdom
US	United States
VAF	Variance Accounted For
VAN	Value Added Network
VIF	Variance Inflation Factor
VMI	Vendor Managed Inventory
VMR	Vendor Managed Replenishment
VPN	Virtual Private Network
VRM	Vendor Relationship Management
WMS	Warehouse Management Systems

CHAPTER ONE

INTRODUCTION

1.1 Background of Study

The concept of supply chain management (SCM) starts to emerge in the mid of 1960s and first appeared in the literature in 1982, with a dramatic increased attraction to researchers since 1990s (Huan, Sheoran, & Wang, 2004; Cooper, 2006). It has gained an incredible attention since 2000s from both academics and practitioner's community (Chan & Qi, 2003). Over the last 30 years, the significance of SCM on the organization's performance has been indicated in literature (Houlihan, 1985). Nowadays, in a competitive business environment, firms need to emphasize on supply chain performance (SCP) instead of organizational performance(Leng & Zailani, 2012). Several studies supported that firm should focused on supply chain performance since it has a huge direct effect on organization performance (Green Jr, Mcgaughey, & Casey, 2006; Green Jr, Whitten, & Inman, 2008; Constangioara, 2012; Deshpande, 2012).

Nowadays, the SCM studies are becoming a great deal of interest among the organizations. This is because the current business trends are shaping global business and providing the opportunities to firms to becoming multi-nationals (Thomas & Griffin, 1996) and thus, increase the complexity of the supply chain. SCM is based on the complete chain which is necessary to involve all partners in the chain to hold the

The contents of the thesis is for internal user only

REFERENCES

Abdullah, N. H., Wahab, E., & Shamsuddin, A. (2013). Exploring the common technology adoption enablers among Malaysian SMEs: Qualitative findings. *Journal of Management and Sustainability*, *3*(4), 78–92. doi:10.5539/jms.v3n4p78

Abu-Shanab, E., Abu-Shehab, R., & Khairallah, M. (2015). Critical success factors for ERP implementation: The case of Jordan. *International Arab Journal of e-Technology*, *4*(1), 1–7.

Acock, A. C. (2005). Working with missing values. *Journal of Marriage and Family*, *67*(4), 1012–1028.

Acuna, E., & Rodriguez, C. (2004). The treatment of missing values and its effect in the classifier accuracy. In *Classification, clustering and data mining applications* (pp. 639–648). Springer Berlin Heidelberg.

Afthanorhan, W. M. A. B. W. (2013). A comparison of partial least square structural equation modeling (PLS-SEM) and covariance based structural equation modeling (CB-SEM) for confirmatory factor analysis. *International Journal of Engineering Science and Innovative Technology*, *2*(5), 198–205.

Agami, N., Saleh, M., & Rasmy, M. (2012). A hybrid dynamic framework for supply chain. *IEEE Systems Journal*, *6*(3), 469–478.

Agan, Y. (2011). Impact of operations, marketing, and information technology capabilities on supply chain integration. *Journal of Economic and Social Research*, *13*(1), 27–56.

Agarwal, R., Ahuja, M., Carter, P. E., & Gans, M. (1998). Early and late adopters of IT innovations: Extensions to innovation diffusion theory. In *Proceedings of the DIGIT Conference* (pp. 1–18).

Agarwal, R., & Karahanna, E. (2000). Time flies when you're having fun: Cognitive absorption and beliefs about information technology usage. *MIS Quarterly*, *24*(4), 665–694.

Agarwal, R., & Prasad, J. (1998). A conceptual and operational definition of personal innovativeness in the domain of information technology. *Information Systems Research*, *9*(2), 204–215. doi:10.1287/isre.9.2.204

Agus, A. (2011). The significant effect of information sharing and strategic supplier partnership on supplier performance. *International Journal of Business and Management Science*, *4*(1), 75–92.

Ainapur, B., Singh, R. K., & Vittal, P. R. (2012). Strategic study on enhancement of supply chain performance. *International Journal of Business Insights & Transformation*, *5*(1), 98–106.

Akkermans, H. A., Bogerd, P., Yucesan, E., & Wassenhove, L. N. van. (2003). The impact of ERP on supply chain management: Exploratory findings from a European Delphi study. *European Journal of Operational Research*, *146*(2), 284–301. doi:10.1016/S0377-2217(02)00550-7

Alam, A. (1996). Supply chain management. *Journal of Strategic Management*, *13*, 80–86.

Ali, B. M., & Younes, B. (2013). The impact of information systems on user performance: An exploratory study. *Journal of Knowledge Management, Economics and Information Technology*, *3*(2), 128–154.

Al-Yamani, S. H. A.-M., & Bukhari, H. A. B. (2011). Civilized environment as a source of inspiration in fashion design. *Journal of Textile and Apparel, Technology and Management*, *7*(1), 1–14.

Amad, L. C., Hamid, A. B. A., Salleh, N. M., & Choy, C. S. (2008). Adapting buyer-supplier relationship practices in the local industry. *Asian Academy of Management Journal*, *13*(2), 17–32.

Andel, T. (1996). Manage inventory, own information. *Transportation & Distribution*.

Anderson, D., & Lee, H. (2001). New supply chain business models: The opportunities and challenges. *ASCET: Achieving Supply Chain Excellence Through Technology*, *3*, 12–18.

Anderson, J. C., & Gerbing, D. W. (1982). Some methods for respecifying measurement models to obtain unidimensional construct measurement. *Journal of Marketing Research*, *19*(4), 453–460.

Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modelling in practice: A review and recommended two-step approach. *Psychological Bulletin*, *103*(3), 411–423.

Ang, C. L., Davies, M., & Finlay, P. N. (2000). Measures to assess the impact of information technology on quality management. *International Journal of Quality & Reliability Management*, *17*(1), 42–65.

Apel, H., & Wold, H. (1982). Soft modeling with latent variables in two or more dimensions: PLS estimation, and testing for predictive relevance. In K. Joreskog & W. Wold (Eds.), *Systems under indirect observation: Causality, structure, prediection* (pp. 209–247). Amsterdam: North Holland Publishing Company.

APICS. (2013). Definition of supply chain management. *The Association for Operations Management*. Retrieved from http://www.apics.org/dictionary/dictionary-information?ID=3984

Aral, S., & Weill, P. (2007). IT assets, organizational capabilities, and firm performance: How resource allocations and organizational differences explain performance variation. *Organization Science*, *18*(5), 763–780.

Archibald, J. A. (1975). Computer science education for majors of other disciplines. In *Proceedings of the May 19-22, 1975, National Computer Conference and Exposition* (pp. 903–906). doi:10.1145/1499949.1500154

Armstrong, J. S., & Overton, T. S. (1997). Estimating non-response bias in mail survey. *Journal of Marketing Research*, *14*, 396–402.

Arumugam, V. C., & Mojtahedzadeh, R. (2011). Relationship between supply chain management practices and performance in the Iranian industries: A theoretical appraoch. *International Journal of Academic Research*, *3*(4), 594–599.

Ascloy, N., Haan, E. de, & Dent, K. (2004). *Critical issues for the garment industry*. Amsterdam: Stichting Onderzeok Multinationale Ondernemingen (SOMO).

Asian Council of Logistics Management. (2011). 10th National convention in association with FICCI. *Asian Council of Logistics Management*. Retrieved from http://www.asianclm.com/

Aspengren, A. (2000). Enhancing supply chain performance with environmental cost information: Examples from Commonwealth Edison, Andersen Corporation, and Ashland Chemical. Washington, US: Enviromental Protection Agency.

Awa, H. O., Ojiabo, O. U., & Emecheta, B. C. (2015). Integrating TAM, TPB and TOE frameworks and expanding their characteristic constructs for e-commerce adoption by SMEs. *Journal of Science & Technology Policy Management*, *6*(1), 76–94. doi:10.1108/JSTPM-04-2014-0012

Axeelsson, B., Lerpold, L., Nordnrand, S., & Sjostrom, E. (2010). Global supply chains and human rights: A research proposal. In *16th Annual International Sustainable Development Research Conference 2010* (pp. 1–21).

Ayers, J. B. (2002). *Making supply chain management work: Design, implementation, partnerships, technology, and profits*. USA: Auerbach Publication.

Babbie, E. R. (1990). *Survey research methods* (2nd ed.). Belmont, CA: Wadsworth Publishing Company.

Bagheri, M. M., Hamid, A. B. A., AR, N. N., Mardani, A., & Soltan, E. K. H. (2013). The role of trust and IT as supply chain antecedents on supply chain agility: Conceptual framework. *European Journal of Scientific Research*, *110*(1), 30–38.

Bagheri, M. M., Hamid, A. B. A., Shekarchizadeh, A., Mardani, A., & Asgari, A. (2014). The mediating effect of supply chain integration on the relationship between information technology, trust and firm performance: A conceptual framework. *Sains Humanika*, *2*(3), 85–92.

Bagheri, M. M., Hamid, A. B. A., Soltani, I., Mardani, A., & Soltan, E. K. H. (2014). The role of supply chain antecedents on supply chain agility in SMEs: The conceptual framework. *Journal Technology (Social Science)*, *66*(1), 53–60.

Bailey, K. D. (1978). *Methods of social research* (3rd ed.). New York: Free Press.

Bain, R. (1937). Technology and state government. *American Sociological Review*, *2*(6), 860–874.

Baker, W. E., & Sinkula, J. M. (1999). The synergistic effect of market orientation and learning orientation on organizational performance. *Academy of Marketing Science*, *27*(4), 411–427.

Ball, M. O., Ma, M., Raschid, L., & Zhao, Z. (2002). Supply chain infrastructures: System integration and information sharing. *ACM SIGMOD Record*, *31*(1), 61–66. doi:10.1145/507338.507350

Barclay, D., Higgins, C., & Thompson, R. (1995). The partial least squares (PLS) approach to causal modeling: Personal computer adoption and use as an illustration. *Technology Studies*, *2*(2), 285–309.

Barney, J. (1991). Firm resources and sustained competitive advantage. *Journal of Management*, *17*(1), 99–120.

Barney, J. (2001). Is the resource based view a useful perspective for strategic management research? Yes. *Academy of Management Review*, *26*(1), 41–56.

Baron, R. M., & Kenny, D. A. (1986). The moderator-mediator variable distinction in social psychological research: Conceptual, strategic, and statistical considerations. *Journal of Personality and Social Psychology*, *51*(6), 1173–1182. Retrieved from http://www.ncbi.nlm.nih.gov/pubmed/3806354

Bartlett, P. A., Julien, D. M., & Baines, T. S. (2007). Improving supply chain performance through improved visibility. *The International Journal of Logistics Management*, *18*(2), 294–313. doi:10.1108/09574090710816986

Beamon, B. M. (1999). Measuring supply chain performance. *International Journal of Operations & Production Management*, *19*(3), 275–292.

Bechtel, C., & Jayaram, J. (1997). Supply chain management: A strategic perspective. *The International Journal of Logistics Management*, *8*(1), 1–20.

Bensaou, M. (1999). Electronically-mediated partnerships: The use of CAD technologies in supplier relations. In *Proceedings of the 20th International Conference on Information Systems* (pp. 307–323). Atlanta, USA: Association for Information Systems.

Bernstein, A., Klein, M., & Malone, T. W. (1999). The process recombinator: A tool for generating new business process ideas. In *Proceedings of the 20th International Conference on Information Systems* (pp. 178–192). Atlanta, USA: Association for Information Systems.

Beske, P. (2012). Dynamic capabilities and sustainable supply chain management. *International Journal of Physical Distribution & Logistics Management*, *42*(4), 372–387. doi:10.1108/09600031211231344

Betts, T., & Tadisina, S. K. (2009). Supply chain agility, collaboration, and performance: How do they relate? In *POMS 20th Annual Conference* (pp. 1–22). Orlando, Florida USA.

Beynon-Davies, P. (2009). *Business information systems*. Palgrave: Basingstoke.

Bharadwaj, A. S. (2000). A resource-based perspective on information technology capability and firm performance: An empirical investigation. *MIS Quarterly*, *24*(1), 169–196.

Bharati, P., & Chaudhury, A. (2006). Studying the current status of technology adoption. *Communications of the ACM*, *49*(10), 88–93.

Bhaskaran, S. (2013). Structured case studies: Information communication technology adoption by small-to-medium food enterprises. *British Food Journal*, *115*(3), 425–447. doi:10.1108/00070701311314237

Bhatnagar, S., & Schware, R. (2000). *Information and communication technology in rural development: Case studies from India*. India: World Bank Institute.

Bhatti, T. R. (2005). Critical success factors for the implementation of enterprise resource planning (ERP): Epmirical validation. In *The 2nd International Conference on Innovation in Information Technology (IIT'05)*.

Biemer, P. P., & Lyberg, L. (2003). *Introduction to survey quality*. Hoboken, New Jersey: John Wiley & Sons, Inc.

Bingham, I., Hoefle, B., Phan, K., Sizemore, J., & Keller, A. M. (2003). Collaboration software to reduce inventory and increase response. In *Proceedings of the 4th ACM Conference on Electronic Commerce - EC '03* (pp. 234–235). California, USA: ACM Press. doi:10.1145/779950.779975

Blankley, A. (2008). A conceptual model for evaluating the financial impact of supply chain management technology investments. *The International Journal of Logistics Management*, *19*(2), 155–182. doi:10.1108/09574090810895942

BNP Media. (2013, September). E-supply chain: NASA transfers software to the FAA. *World Trade: WT100*.

Bocci, F. (2004). Defining performance measurement: A comment. *PMA Newsletter*, *3*(1/2), 1–2.

Bollen, K. A. (1989). *Structural equations with latent variables*. New York: John Wiley & Sons.

Boon-itt, S. (2009). The role of information technology and supply chain integration on production cost performance. In *Proceedings of the 2009 IEEE International Conference on Industrial Engineering and Engineering Management* (pp. 1464–1468). Hong Kong: IEEE. doi:10.1109/IEEM.2009.5373068

Boubekri, N. (2001). Technology enablers for supply chain management. *Integrated Manufacturing Systems*, *12*(6), 394–399.

Bovet, D. M., & Martha, J. A. (2000). *Value nets: Breaking the supply chain to unlock hidden profits*. New York: John Wiley.

Bratić, D. (2011). Achieving a competitive advantage by SCM. *IBIMA Business Review Journal*, *2011*, 1–13. doi:10.5171/2011.957583

Braunscheidel, M. J., & Suresh, N. C. (2009). The organizational antecedents of a firm's supply chain agility for risk mitigation and response. *Journal of Operations Management*, *27*(2), 119–40.

Braunscheidel, M. J., Suresh, N. C., & Boisnier, A. D. (2010). Investigating the impact of organizational culture on supply chain integration. *Human Resource Management*, *49*(5), 883–911. doi:10.1002/hrm.20381

Brereton, P. (2004). The software customer/supplier relationship. *Communications of the ACM*, *47*(2), 77–81.

Broadbent, M., & Weill, P. (1997). Management by maxim: How business and IT managers can create IT infrastructures. *Slone Management Review*, *38*, 77–92.

Broadbent, M., Weill, P., & Neo, B. S. (1999). Strategic context and patterns of IT infrastructure capability. *Journal of Strategic Information System*, *8*(2), 157–187.

Brown, S., & Fai, F. (2006). Strategic resonance between technological and organisational capabilities in the innovation process within firms. *Technovation*, *26*(1), 60–75. doi:10.1016/j.technovation.2004.08.008

Browne, M. W. (1984). Asymptotically distribution-free methods for the analysis of covariance structures. *British Journal of Mathematical and Statistical Psychology*, *37*(1), 62–83.

Bruggena, G. H. van, Spannb, M., Lilienc, G. L., & Skiera, B. (2010). Prediction markets as institutional forecasting support systems. *Decision Support Systems*, *49*(4), 404–416.

Bryd, T. A., & Davidson, N. W. (2003). Examining possible antecedents of IT impact on the supply chain and its effect on firm performance. *Information and Management*, *41*(2), 243–255. doi:10.1016/S0378-7206(03)00051-X

Bryman, A., & Bell, E. (2003). *Business research method*. New York: Oxford University Press.

Burn, J., & Ash, C. (2005). A dynamic model of e-business strategies for ERP enabled organizations. *Industrial Management & Data Systems*, *105*(8), 1084–1095.

Burt, R. S. (1973). Confirmatory factor analysis structures and the theory construction process. *Sociological Methods and Research*, *2*(2), 131–190.

Byrd, T. A., & Turner, D. E. (2000). Measuring the flexibility of information technology infrastructure: Exploratory analysis of a construct. *Journal of Management Information Systems*, *17*(1), 167–208.

Byrne, B. M. (2010). *Structural equation modeling with AMOS: Basic concepts, applications, and programming* (2nd ed.). New York, London: Routledge.

Camisón, C., & Villar-López, A. (2014). Organizational innovation as an enabler of technological innovation capabilities and firm performance. *Journal of Business Research*, *67*(1), 2891–2902. doi:10.1016/j.jbusres.2012.06.004

Campbell, D. T., & Fiske, D. W. (1959). Convergent and discriminant validation by the multitrait-multimethod matrix. *Psychological Bulletin*, *56*(2), 81–105.

Campo, S., Rubio, N., & Yague, M. J. (2010). Information technology use and firm's perceived performance in supply chain management. *Journal of Business to Business Marketing*, *17*(4), 336–364. doi:10.1080/10517120903574649

Cao, M., Vonderembse, M. A., Zhang, Q., & Ragu-Nathan, T. S. (2010). Supply chain collaboration: Conceptualisation and instrument development. *International Journal of Production Research*, *48*(22), 6613–6635. doi:10.1080/00207540903349039

Cao, Q., Gan, Q., & Thompson, M. A. (2013). Organizational adoption of supply chain management system: A multi-theoretic investigation. *Decision Support Systems*, *55*(3), 720–727. doi:10.1016/j.dss.2013.02.003

Cao, Q., Jones, D. R., & Sheng, H. (2014). Contained nomadic information environments: Technology, organization, and environment influences on adoption of hospital RFID patient tracking. *Information & Management*, *51*(2), 225–239. doi:10.1016/j.im.2013.11.007

Cao, Q., & Li, J. (2008). Reliability analysis and evaluation on member enterprise of manufacturing supply chain based on BP neural network. In *2008 international conference on management science and engineering 15th annual conference proceedings* (pp. 474–479). Long Beach, USA. Piscataway, NJ: IEEE.

Caridi, M., Perego, A., & Tumino, A. (2013). Measuring supply chain visibility in the apparel industry. *Benchmarking: An International Journal*, *20*(1), 25–44. doi:10.1108/14635771311299470

Carmines, E. G., & McIver, J. P. (1981). *Analysing models with unobserved variables: Analysis of covariance structures, social measurement*. Beverly Hills: Sage Publications.

Caro, F., & Martinez-de-Albeniz, V. (2014). Fast fashion: Business model overview and research opportunities. In N. Agrawal & S. A. Smith (Eds.), *Retail Supply Chain Management: Quantitative Models and Empirical Studies* (2nd ed., pp. 1–28). New York: Springer.

Cassel, C. M., Hackl, P., & Westlund, A. H. (1999). Robustness of partial least squares method for estimating the latent variable quality structures. *Journal of Applied Statistics*, *26*(4), 435–446.

Castro, M. S., Ramos, K., & Molinaro, L. (2009). Information and communication technology's professionals profile: Executives' perception analysis. In *Proceedings of the European Conference on Information Management & Evaluation* (pp. 24–34). Brazil: Academic Conferences, Ltd.

Castro, M. S., Ramos, K., & Molinaro, L. (2010). *Information and communication technology's professionals profile: Executives' perception analysis*. Brazil.

Cavana, R. Y., Delahaye, B. L., & Sekaran, U. (2001). *Applied business research: Qualitative and quantitative method*. Australia: John Wiley & Sons.

Cazier, J. A., Jensen, A. S., & Dave, D. S. (2008). The impact of consumer perceptions of information privacy and security risks on the adoption of residual RFID technologies. *Communications of the Association for Information Systems*, *23*(14), 235–256.

Cegielski, C. G., Jones-Farmer, L. A., Wu, Y., & Hazen, B. T. (2012). Adoption of cloud computing technologies in supply chains: An organizational information processing theory approach. *International Journal of Logistics Management*, *23*(2), 184–211. doi:10.1108/09574091211265350

Chae, H. C., Koh, C. E., & Prybutok, V. R. (2014). Information technology capability and firm performance: Contradictory findings and their possible causes. *MIS Quarterly*, *38*(1), 305–326.

Chambers, R. L. (1986). Outlier robust finite population estimation. *Journal of American Statistical Association*, *81*(396), 1163–1169.

Chan, F. T. S. (2003). Performance measurement in a supply chain. *International Journal of Advanced Manufacturing Technology*, *21*(7), 534–548. doi:10.1007/s001700300063

Chan, F. T. S., & Chong, A. Y. L. (2013). Determinants of mobile supply chain management system diffusion: A structural equation analysis of manufacturing firms. *International Journal of Production Research*, *51*(4), 1196–1213. doi:10.1080/00207543.2012.693961

Chan, F. T. S., & Qi, H. J. (2003). An innovative performance measurement method for supply chain management. *Supply Chain Management: An International Journal*, *8*(3), 209–223. doi:10.1108/13598540310484618

Chan, H. K., & Chan, F. T. S. (2009). Effect of information sharing in supply chains with flexibility. *International Journal of Production Research*, *47*(1), 213–232. doi:10.1080/00207540600767764

Chan, H. L., Choi, T. M., & Hui, C. L. (2012). RFID versus bar-coding systems: Transactions errors in health care apparel inventory control. *Decision Support Systems, 54*(1), 803–811. doi:10.1016/j.dss.2012.08.004

Chandler, D., & Munday, R. (2011). *A dictionary of media and communication*. Oxford University Press. doi:10.1093/acref/9780199568758.001.0001

Chandrasekaran, N. (2010). *Supply chain management: Process, system, and practice*. India: Oxford University Press.

Charkaoui, A., Ouahman, A. A., & Bouayyad, B. (2012). Modeling the logistics performance in developing countries: An exploratory study of Moroccan context. *International Journal of Academic Research, 4*(2), 129–136.

Chatman, J. A., & Jehn, K. A. (1994). Assessing the relationship between industry characteristics and organziational culture: How different can you be? *Academy of Management Journal*, *37*(3), 522–553.

Chau, P. Y. K., & Tam, K. Y. (1997). Factors affecting the adoption of open systems: An exploratory study. *MIS Quarterly*, *21*(1), 1–24.

Chen, F. Y., & Yano, C. A. (2010). Improving supply chain performance and managing risk under weather-related demand uncertainty. *Management Science*, *56*(8), 1380–1397. doi:10.1287/mnsc.1100.1194

Chen, I. S. N., & Fung, P. K. O. (2013). Relationship configurations in the apparel supply chain. *Journal of Business & Industrial Marketing*, *28*(4), 303–316. doi:10.1108/08858621311313901

Cheng, J. S., Li, F. C., Ou, T. Y., & Kung, C. C. (2014). The strategic research on integrating service model for SMEs cloud supply chain in Taiwan. *International Journal of Electronic Business Management*, *12*(1), 33–40.

Cheng, T. C. E., & Wu, Y. N. (2005). The impact of information sharing in a two-level supply chain with multiple retailers. *The Journal of the Operational Research Society*, *56*(10), 1159–1165. doi:10.1057/palgrave.jors.2601934

Chin, W. W. (1998). The partial least squares approach to structural equation modeling. In G. A. Marcoulides (Ed.), *Modern Methods for Business Research* (pp. 295–358). Mahwah, NJ: Lawrence Erlbaum Associates.

Chin, W. W., Marcolin, B. L., & Newsted, P. R. (1996). A partial least squares latent variable modeling approach for measuring interaction effects: Results from a Monte Carlo simulation study and voice mail emotion/adoption study. In *Seventeenth International Conference on Information Systems* (pp. 21–41). Ohio.

Chin, W. W., & Newsted, P. R. (1993). *On the appropriate use and reporting of covariance-based structural equation models in information systems research: The case of end-user computing satisfaction*.

Chin, W. W., & Newsted, P. R. (1999). Structural equation modeling analysis with small samples using partial least squares. In R. Hoyle (Ed.), *Statistical Strategies for Small Sample Research* (1st ed., pp. 307–341). Beverly Hills, CA: Sage Publications.

Chin, W. W., & Todd, P. A. (1995). On the use, usefullness, and ease of use of structural equation modeling in MIS research: A note of caution. *MIS Quarterly*, *19*(2), 237–246.

Chomeya, R. (2010). Quality of psychology test between Likert Scale 5 and 6 points. *Journal of Social Sciences*, *6*(3), 399–403.

Chong, A. Y. L., Lin, B., Ooi, K. B., & Raman, M. (2009). Factors affecting the adoption level of C-commerce: An empirical study. *Journal of Computer Information Systems*, *50*(2), 13–22.

Chow, P.-S., Choi, T.-M., Cheng, T. C. E., & Liu, S.-C. (2010). Quick Response Practices in the Hong Kong Apparel Industry. In T. C. E. Cheng & T. M. Choi (Eds.), *International handbooks on information systems: Innovative quick response programs in logistics and supply chain management*. London, New York: Springer-Verlag Berlin Heidelberg. doi:10.1007/978-3-642-04313-0_18

Christensen, E., & Gordon, G. G. (1999). An exploration of industry, culture and revenue growth. *Organization Studies*, *20*(3), 397–422.

Christopher, M. (2000). The agile supply chain: Competing in volatile markets. *Industrial Market Management*, *29*(1), 37–44.

Christopher, M. (2011). *Logistics and supply chain management: Creating value adding networks* (4th ed.). Harlow: Prenyice Hall.

Christopher, M., Lowson, R., & Peck, H. (2004). Creating agile supply chains in the fashion industry. *International Journal of Retail and Distribution Management, 32*(8), 367–376.

Coakes, S. J., & Steed, L. (2007). *SPSS 14.0 for windows: Analysis without anguish* (14th ed.). Australia: John Wiley & Sons, Ltd.

Cohen, J. (1988). The analysis of variance. In *Statistical Power Analysis for the Behavioral Sciences* (2nd ed., pp. 273–406). Hillsdale, New York: Lawrence Erlbaum Associates Publishers.

Cohen, J., & Cohen, P. (1983). *Applied multiple regression/ correlational analysis for the behavior sciences*. Hillsdale, NJ: Lawrence Erlbaum Associates.

Cohen, W. M., & Levinthal, D. A. (1990). Absorptive capacity: A new perspective on learning and innovation. *Administrative Science Quarterly, 35*(1), 128–152.

Collins, J. D., Worthington, W. J., Reyes, P. M., & Romero, M. (2010). Knowledge management, supply chain technologies, and firm performance. *Management Research Review*, *33*(10), 947–960. doi:10.1108/01409171011083969

Colovic, G. (2012). *Strategic Management in the Garment Industry*. *Woodhead Publishing India Pvt Ltd* (1st ed.). New Delhi: Replika Press.

Constangioara, A. (2012). The impact of supply chain performance on organizational performance. *Journal of Electrical and Electronics Engineering*, *5*(2), 45–48.

Cook, L. S., Heiser, D. R., & Sengupta, K. (2011). The moderating effect of supply chain role on the relationship between supply chain practices and performance: An empirical analysis. *International Journal of Physical Distribution & Logistics Management, 41*(2), 104–134. doi:10.1108/09600031111118521

Cooper, D. R., & Schindler, P. S. (2007). *Business research methods*. New Delhi: Tata McGraw-Hill Publishing Company Limited.

Cooper, M. C., & Ellram, L. M. (1993). Characteristics of supply chain management and the implications for purchasing and logistics strategy. *The International Journal of Logistics Management, 4*(2), 1–12.

Cooper, M. C., Lambert, D. M., & Pagh, J. D. (1997). Supply chain management: More than a new name for logistics. *The International Journal of Logistics Management, 8*(1), 1–14.

Cooper, W. D. (2006). Textile and apparel supply chain management technology adoption. *Journal of Textile and Apparel, Technology and Management, 5*(2), 1–22.

Cooper, W. D. (2010). Textile and apparel supply chains for the 21st century. *Journal of Textile and Apparel, Technology and Management*, *6*(4), 1–10.

Cooper, W. D. (2013). A fresh look at the U.S./Chinese textile and apparel supply chain question. *Journal of Textile and Apparel, Technology and Management*, *8*(2), 1–16.

Cotteleer, M. J., & Bendoly, E. (2006). Order lead-time improvement following enterprise information technology implementation: An empirical study. *MIS Quarterly*, *30*(3), 643–660.

Council of Logistics Management. (2010). History of Council of Logistics Management. *Council of Logistics Management: Listed in the transport directory from transportweb*. Retrieved from http://www.transportweb.com/directory/541/25571/

Council of Supply Chain Management Professionals. (2013). CSCMP Supply Chain Management. *Council of Supply Chain Management Professionals*. Retrieved from http://cscmp.org/about-us/supply-chain-management-definitions

Crabb, G. (1823). *Universal technological dictionary, or familiar explanation of the terms used in all arts and sciences*. (Baldwin, Cradock, & Joy, Eds.). London: Baldwin.

Craighead, C. W., & Laforge, R. L. (2003). Taxonomy of information technology adoption patterns in manufacturing firms. *International Journal of Production Research*, *41*(11), 2431–2449. doi:10.1080/0020754031000087238

Creswell, J. W. (2003). *Research design: Qualitative, quantitative, and mixed methods approaches* (2nd ed.). London: Sage Publications.

Creswell, J. W. (2007). *Qualitative inquiry & research design: Choosing among five approaches* (2nd ed.). United States of American: Sage Publications.

Creswell, J. W. (2009). *Research design: Qualitative, quantitative, and mixed method approaches*. (V. Knight, S. Connelly, L. Habib, S. K. Quesenberry, & M. P. Scott, Eds.) (3rd ed.). United States of America: Sage Publications, Inc.

Creswell, J. W. (2013). *Research design: Qualitative, quantitative, and mixed methods approaches* (2nd ed.).

Creswell, J. W., & Plano-Clack, V. L. (2011). *Designing and conducting: Mixed methods research* (2nd ed.). Sage Publications, Inc.

Crinis, V. (2012). Global commodity chains in crisis: The garment industry in Malaysia. *Institutions and Economies*, *4*(3), 61–82.

Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, *16*(3), 297–334.

Crotty, M. (1998). *The foundations of social research: Meaning and perspective in the research process*. London: Sage.

Daintith, J. (2009). *A dictionary of physics* (6th ed.). Oxford University Press. doi:10.1093/acref/9780199233991.001.0001

Daley, M. (2008). *Exploring the relationship between supply network configuration, inter-organizational information sharing and performance*. Georgia State University.

Damanpour, F. (1991). Organizational innovation: A meta-analysis of effects of determinants and moderators. *The Academy of Management Journal*, *34*(3), 555–590.

Damanpour, F., & Evan, W. M. (1984). Organizational innovation and performance: The problem of organziational lag. *Administrative Science Quarterly*, *29*(3), 392–409.

Davis-Sramek, B., Germain, R., & Iyer, K. (2010). Supply chain technology: The role of environment in predicting performance. *Journal of the Academy of Marketing Science*, *38*(1), 42–55. doi:10.1007/s11747-009-0137-1

Dawson, A. (2002). Supply chain technology. *Work Study*, *51*(4), 191–196. doi:10.1108/00438020210430742

Day, G. S. (1994). The capabilities of market-driven organizations. *Journal of Marketing*, *58*, 37–52.

Deal, K. (2006). Structural equation modeling statistics for softies. *Marketing Research*, *18*(4), 38–40.

Deal, T. E., & Kennedy, A. A. (1982). *Corporate cultures: The rites and rituals of corporate life*. MA: Addison-Wesley.

DeMarrais, K. (2004). Qualitative interview studies: Learning through experience. In K. DeMarrais & S. D. Lapan (Eds.), *Foundations for Research* (pp. 51–68). Mahwah, NJ: Erlbaum.

Dembla, P., Palvia, P., & Krishnan, B. (2007). Understanding the adoption of web-enabled transaction processing by small businesses. *Journal of Electronic Commerce Research*, *8*(1), 1–18.

Denison, D. R. (1990). *Corporate culture and organizational effectiveness*. New York: John Wiley & Sons.

Denison, D. R., & Mishra, A. K. (1995). Toward a theory of organziational culture and effectiveness. *Organization Science*, *6*(2), 204–223.

Denning, P. J. (1999). Computer science: The discipline. In *Encyclopedia of Computer Science*. A. Ralston and D. Hemmendinger, Eds.

Department of Statistics Malaysia. (2013). *Malaysia annual gross domestic product report 2005-2012*. Retrieved from http://www.statistics.gov.my/portal/download_Akaun/files/annual_gdp/2012/Penerbitan_KDNK_Tahunan_2005-2012.pdf

DeSanctis, G., & Poole, M. (1994). Capturing the complexity in advanced technology use: Adaptive structuration theory. *Organization Science, 5*(2), 121 – 147.

Deshpande, A. (2012). Supply chain management dimensions, supply chain performance and organizational performance: An integrated framework. *International Journal of Business and Management, 7*(8), 2–20. doi:10.5539/ijbm.v7n8p2

Deshpande, R., & Webster, F. E. (1989). Organizational culture and marketing: Defining the research. *Journal of Marketing, 53*(1), 3–15.

Detert, J. R., Schroeder, R. G., & Mauriel, J. J. (2000). A framework for linking culture and improvement initiatives in organizations. *Academy of Management Review, 25*(4), 850–863.

DeVellis, R. F. (2003). Scale development: Theory and applications. In *Applied Social Research Methods* (2nd ed.). London: Sage.

Dexter, L. A. (1970). *Elite and specialized interviewing*. Evanston, IL: Northwestern University Press.

Dibenedetto, B. (2007). Keeping SCOR: Supply chain council launches an online benchmarking tool. *The Journal of Commerce,* 30. Retrieved from http://www.joc.com.

Dickson, M. A., Waters, Y., & López-Gydosh, D. (2012). Stakeholder expectations for environmental performance within the apparel industry: The urgency of business response. *Journal of Corporate Citizenship,* (45), 37–52.

Dietrich, D. M., & Cudney, E. A. (2011). Methods and considerations for the development of emerging manufacturing technologies into a global aerospace supply chain. *International Journal of Production Research, 49*(10), 2819–2831. doi:10.1080/00207541003801275

Dijkstra, T. (1983). Some comments on maximum likelihood and partial least squares methods. *Journal of Econometrics, 22*(1-2), 67–90.

Dillman, D. A. (2000). *Mail and internet surveys: The tailored design method*. Brisbane: Wiley.

Dodgson, M., Gann, D., & Salter, A. (2006). The role of technology in the shift towards open innovation: The case of Procter & Gamble. *R&D Management, 36*(3), 333–346.

Dolci, P. C., & Maçada, A. C. G. (2014). Information technology investments and supply chain governance. *Revista de Administração Contemporânea*, *18*(2), 217–235.

Dominguez, C., Ageron, B., Neubert, G., & Zaoui, I. (2010). Inter-organizational strategic alignments in a jewelry supply chain using RFID: A case study. In V. Botta-Genoulaz, J.-P. Campagne, D. Llerena, & C. Pellegrin (Eds.), *Supply Chain Performance: Collaboration, Alignment and Coordination* (p. 149). United States: ISTE Ltd and John Wiley & Sons, Inc.

Doyran, M. A. (2013). New York garment industry in the global market: Trends, challenges and opportunities. *Journal of Textile and Apparel, Technology and Management*, *8*(3), 1–21.

Dozier, K., & Chang, D. (2007). The impact of information technology on the temporal optimization of supply chain performance. In *System Sciences, 2007. HICSS 2007. 40th Annual Hawaii International Conference* (pp. 1–9). IEEE. doi:10.1109/HICSS.2007.533

Du, L. (2007). Acquiring competitive advantage in industry through supply chain integration: A case study of Yue Yuen Industrial Holdings Ltd. *Journal of Enterprise Information Management*, *20*(5), 527–543. doi:10.1108/17410390710823680

Duncan, N. B. (1995). Capturing flexibility of information technology infrastructure: A study of resource characteristics and their measure. *Journal of Management Information Systems*, *12*(2), 37–57.

Earl, M. J. (1989). *Management strategies for information technology*. New York, NY: Prentice-Hall, Inc.

Echtelt, F. E. A. van, Wynstra, F., Weele, A. J. van, & Duysters, G. (2008). Managing supplier involvement in new product development: A multiple-case study. *Journal of Product Innovation Management*, *25*(2), 180–201. doi:10.1111/j.1540-5885.2008.00293.x

Edmondson, A. C., Bohmer, R. M., & Pisano, G. P. (2001). Disrupted routines: Team learning and new technology implementation in hospitals. *Administrative Science Quarterly*, *46*(4), 685–716.

Efendi, J., Kinney, M. R., Smith, K. T., & Smith, L. M. (2013). Marketing supply chain using B2B buy-side e-commerce systems: Does adoption impact financial performance? *Academy of Marketing Studies Journal*, *17*(2), 57–84.

Efron, B., & Tibshirani, R. J. (1993). *An introduction to the bootstrap*. New York: Chapman and Hall.

English, T., & Chen, S. (2007). Culture and self-concept stability: Consistency across and within contexts among Asian Americans and European Americans. *Journal of Personality and Social Psychology*, *93*(3), 478–90. doi:10.1037/0022-3514.93.3.478

Etzioni, A. (1975). *A comparative analysis of complex organizations*. New York: Free Press.

Eugenio-Gonzalez, M. A., Padilla-Zarate, G., Oca, C. M. de, & Paniagua-Chavez, C. G. (2009). Information technologies supporting the operation of the Germplasm Bank of Aquatic Species of Baja California, Mexico. *Reviews in Fisheries Science*, *17*(1), 8–17. doi:10.1080/10641260802008031

Euromonitor International. (2013). *Apparel in Malaysia*. Retrieved from http://www.euromonitor.com/apparel-in-malaysia/report

Evangelista, P., McKinnon, A., & Sweeney, E. (2013). Technology adoption in small and medium-sized logistics providers. *Industrial Management & Data Systems*, *113*(7), 967–989. doi:10.1108/IMDS-10-2012-0374

Fahy, J. (2000). The resource-based view of the firm: Some stumbling-blocks on the road to understanding sustainable competitive advantage. *Journal of European Industrial Training*, *24*(2), 94–104.

Faisal, M. N., Banwet, D. K., & Shankar, R. (2006). An analysis of the dynamics of information risk in supply chains of select SME clusters. *The Journal of Business Perspective*, *10*(4), 49–61.

Falk, R. F., & Miller, N. B. (1992). *A primer for soft modeling*. Akron, Ohio: The University of Akron Press.

Fantazy, K. A., Kumar, V., & Kumar, U. (2009). An empirical study of the relationships among strategy, flexibility, and performance in the supply chain context. *Supply Chain Management: An International Journal*, *14*(3), 177–188. doi:10.1108/13598540910954520

Fasanghari, M. (2008). Assessing the impact of information technology on supply chain management. In *2008 International Symposium on Electronic Commerce and Security* (pp. 726–730). IEEE. doi:10.1109/ISECS.2008.208

Fasanghari, M., Mohammadi, S., Khodaei, M., Abdollahi, A., & Roudsari, F. H. (2007). A conceptual framework for impact of information technology on supply chain management. In *2007 International Conference on Convergence Information Technology* (pp. 72–76). IEEE. doi:10.1109/ICCIT.2007.385

Faul, F., Erdfelder, E., Lang, A. G., & Buchner, A. (2007). G*Power 3: A flexible statistical power analysis program for the social, behavioral, and biomedical sciences. *Behavior Research Methods*, *39*, 175–191.

Fawcett, S. E., Ellram, L. M., & Ogden, J. A. (2007). *Supply chain management: From vision to implementation*. Upper Saddle River, New Jersey: Pearson Education, Inc.

Fawcett, S. E., Magnan, G. M., & McCarter, M. W. (2008). Benefits, barriers, and bridges to effective supply chain management. *Supply Chain Management: An International Journal*, *13*(1), 35–48. doi:10.1108/13598540810850300

Fawcett, S. E., Osterhaus, P., Magnan, G. M., Brau, J. C., & McCarter, M. W. (2007). Information sharing and supply chain performance: The role of connectivity and willingness. *Supply Chain Management: An International Journal*, *12*(5), 358–368. doi:10.1108/13598540710776935

Feeny, D. F., & Willcocks, L. P. (1998). Core IS capabilities for exploiting information technology. *Sloan Management Review*, *39*(3), 9–21.

Feng, T., & Wang, D. (2013). Supply chain involvement for better product development performance. *Industrial Management & Data Systems*, *113*(2), 190–206. doi:10.1108/02635571311303532

Ferdows, K., Lewis, M. A., & Machuca, J. A. D. (2004). Rapid-fire fulfillment. *Harvard Business Review*, *82*(11), 104–117.

Ferratt, T. W., Agarwal, R., Brown, C. V, & Moore, J. E. (2005). IT human resource management configurations and IT turnover: Theoretical synthesis and empirical analysis. *Information Systems Research*, *16*(3), 237–255.

Fey, C. F., & Denison, D. R. (2003). *Organizational culture and effectiveness: Can American theory be applied in Russia* (No. 598).

Fichman, R. G. (2000). The diffusion and assimilation of information technology innovations. *Framing the Domains of IT Management: Projecting the Future Through the Past*, 105–128. doi:10.1.1.24.4539

Field, A. (2009). *Discovering statistics using SPSS* (3rd ed.). London: Sage Publications.

Fink, L., & Neumann, S. (2007). Gaining agility through IT personnel capabilities: The mediating role of IT infrastructure capabilities. *Journal of the Association for Information Systems*, *8*(8), 440–462.

Fisher, M. L. (1997). What is the right supply chain for your product? *Harvard Business Review*, *75*, 105–116.

Fisher, M. L., Hammond, J. H., Obermeyer, W. R., & Raman, A. (1994). *Making supply meet demand in an uncertain world*. Boston, MA: Harvard Business Review.

Flowers, S. (1996). *Software failure: Management failure*. Chichester, UK: John Wiley.

Flynn, B. B., Hou, B., & Zhao, X. (2010). The impact of supply chain integration on performance: A contigency and configuration approach. *Journal of Operations Management*, *28*(1), 58–71.

Flynn, B. B., Sakakibara, S., Schroeder, R. G., Bates, K. A., & Flynn, E. J. (1990). Empirical research methods in operations management. *Journal of Operations Management1*, *9*(2), 250–284.

FMM Directory. (2013). *Federation of Malaysia manufacturers directory*. Malaysia.

Forger, G. (1998). The brave new world of supply chain software, modern material handling. Retrieved March 5, 2013, from www.manufacturing.net/scl/yearbook/trends.htm

Fornell, C., & Bookstein, F. L. (1982). Two structural equation models: LISREL and PLS applied to consumer exit-voice theory. *Journal of Marketing Research*, *19*(4), 440–452.

Fornell, C., & Cha, J. (1994). *"Partial least squares", in advanced methods of marketing research*. Oxford: Basil Blackwell Ltd.

Fornell, C., & Larcker, D. F. (1981). Evaluating structural equation models with unobservable variables and measurement error. *Journal of Marketing Research*, *18*(1), 39–50.

Fynes, B., Burca, S. De, & Voss, C. (2005). Supply chain relationship quality, the competitive environment and performance. *International Journal of Production Research*, *43*(16), 3303–3320. doi:10.1080/00207540500095894

Galbraith, J. R. (1984). Organization design: An information processing view. *Army Organizational Effectiveness Journal*, *8*(1), 21–26.

Gaski, J. F., & Nevin, J. (1985). The differential effects of exercise and unexercised power sources in a marketing channel. *Journal of Marketing Research*, *22*(2), 130–142.

Geisser, S. (1974). A predictive approach to the random effect model. *Biometrika*, *61*, 101–107.

Geisser, S. (1975). The predictive sample reuse method with application. *Journal of the American Statistical Association*, *70*(350), 320–328.

Georgise, F. B., Thoben, K.-D., & Seifert, M. (2012). Adapting the SCOR model to suit the different scenarios: A literature review & research agenda. *International Journal of Business and Management*, *7*(6), 2–17. doi:10.5539/ijbm.v7n6p2

Germany, G., & Partners, W. (2007). Supply chain management in the European textile industry. In *Building Radio Frequency Identification for the Global Environment* (pp. 1–39).

Gertler, M. S. (1995). "Being there": Proximity, organization, and culture in the development and adoption of advanced manufacturing technologies. *Economic Geography, 71*(1), 1–26.

Ghisi, F. A., & Silva, A. L. Da. (2001). The information technology on food supply chain management. In *Portland International Conference on Management of Engineering and Technology* (p. 169). IEEE.

Ghobakhloo, M., & Tang, S. H. (2013). The role of owner/manager in adoption of electronic commerce in small businesses: The case of developing countries. *Journal of Small Business and Enterprise Development*, *20*(4), 754–787. doi:10.1108/JSBED-12-2011-0037

Gilaninia, S., Mousavian, S. J., Tayebi, F., Panah, M. P., Ashouri, S., Touhidi, R., … Seighalani, F. Z. (2011). The impact of information technology application on supply chain performance. *Interdisciplinary Journal of Contemporary Research in Business*, *3*(8), 489–497.

Giunipero, L., Ramirez, E., & Swilley, E. (2012). The antecedents and consequences of e-purchasing tools usage in supply management. *Journal of Marketing Theory and Practice*, *20*(3), 279–292. doi:10.2753/MTP1069-6679200303

Glaser, S. R., & Zamanou, S. (1987). Measuring and interpreting organizational culture. *Communication Quarterly*, *1*(2), 173–198.

Gligor, D. M., & Holcomb, M. C. (2012a). Antecedents and consequences of supply chain agility: Establishing the link to firm performance. *Journal of Business Logistics*, *33*(4), 295–308. doi:10.1111/jbl.12003

Gligor, D. M., & Holcomb, M. C. (2012b). Understanding the role of logistics capabilities in achieving supply chain agility: A systematic literature review. *Supply Chain Management: An International Journal*, *17*(4), 438–453. doi:10.1108/13598541211246594

Gligor, D. M., Holcomb, M. C., & Stank, T. P. (2013). A multidisciplinary approach to supply chain agility: Conceptualization and scale development. *Journal of Business Logistics*, *34*(2), 94–108. doi:10.1111/jbl.12012

Global Supply Chain Survey. (2013). *Next-generation supply chains: efficient, fast, and tailored*. London, United Kingdom.

Goktan, A. B. (2005). *The role of strategy in the innovation process: A stage approach*. University of North Texas.

Goll, I., & Sambharya, R. (1995). Corporate ideology, diversification and firm performance. *Organization Studies, 16*(5), 823–846.

Gordon, G. G., & DiTomaso, N. (1992). Predicting corporate performance from organizational culture. *Journal of Management Studies, 29*(6), 783–798.

Gorsuch, R. L. (1983). *Factor analysis* (2nd ed.). Hillsdale, NJ: Erlbaum.

Grace, D., & O'Cass, A. (2003). Child care service: An exploratory study of choice, switching and search behaviour. *European Journal of Marketing, 31*(1/2), 107–132.

Grant, D. B., Teller, C., & Teller, W. (2005). Web-based survey in logistics research: An empirical application. In H. Kotzab, S. Seuring, M. Muller, & G. Reiner (Eds.), *Research Methodologies in Supply Chain Management* (pp. 139–154). Germany: Physica-Verlag.

Grant, R. M. (1991). The resource-based theory of competitive advantage: Implications for strategy formulation. *California Management Review, 33*(33), 114–135.

Green Jr, K. W., Mcgaughey, R., & Casey, K. M. (2006). Does supply chain management strategy mediate the association between market orientation and organizational performance? *Supply Chain Management: An International Journal, 11*(5), 407–414. doi:10.1108/13598540610682426

Green Jr, K. W., Whitten, D., & Inman, R. A. (2008). The impact of logistics performance on organizational performance in a supply chain context. *Supply Chain Management: An International Journal, 13*(4), 317–327. doi:10.1108/13598540810882206

Griffis, S. E., Goldsby, T. J., & Cooper, M. (2003). Web-based and mail surveys: A comparison of response, data, and cost. *Journal of Business Logistics, 24*(2), 237–259.

Grover, V. (1993). An empirically derived model for the adoption of customer-based interorganizational systems. *Decision Sciences, 24*(3), 603–640. doi:10.1111/j.1540-5915.1993.tb01295.x

Grover, V., & Goslar, M. D. (1993). The initiation, adoption, and implementation of telecommunications technologies in U.S. organizations. *Journal of Management Information Systems, 10*(1), 141–163.

Guba, E. G. (1990). The alternative paradigm dialog. In E. G. Guba (Ed.), *The Paradigm Dialog* (pp. 17–30). Newbury Park, CA: Sage.

Guilford, J. P. (1954). *Psychometric methods* (2nd ed.). New York: Mc Graw Hill.

Gunasekaran, A., Lai, K. H., & Cheng, T. C. E. (2008). Responsive supply chain: A competitive strategy in a networked economy. *The International Journal of Management Science*, *36*(4), 549–564. doi:10.1016/j.omega.2006.12.002

Gunasekaran, A., & Ngai, E. W. T. (2003). The successful management of a small logistics company. *International Journal of Physical Distribution & Logistics Management*, *33*(9), 825–842. doi:10.1108/09600030310503352

Gunasekaran, A., & Ngai, E. W. T. (2004a). Virtual supply chain management. *Production Planning & Control*, *15*(6), 584–595. doi:10.1080/09537280412331283955

Gunasekaran, A., & Ngai, E. W. T. (2004b). Information systems in supply chain integration and management. *European Journal of Operational Research*, *159*(2), 269–295. doi:10.1016/j.ejor.2003.08.016

Gunasekaran, A., Patel, C., & Tirtiroglu, E. (2001). Performance measures and metrics in a supply chain environment. *International Journal of Operations & Production Management*, *21*(1/2), 71–87. doi:10.1108/01443570110358468

Gyaneshwar, P., & Kushwaha, S. (2012). Operational performance through supply chain management practices. *International Journal of Business and Social Science*, *3*(2), 222–233.

Habib, M. M., & Jungthirapanich, C. (2008). An integrated framework for research and education supply chain for the universities. In *4th IEEE International Conference on Management of Innovation and Technology* (pp. 1027–1032). Ieee. doi:10.1109/ICMIT.2008.4654509

Hadjimanolis, A., & Dickson, K. (2000). Innovation strategies of SMEs in Cyprus, a small developing country. *International Small Business Journal*, *18*(4), 62–79.

Haenlein, M., & Kaplan, A. M. (2004). A beginner's guide to partial least squares analysis. *Understanding Statistics*, *3*(4), 283–297.

Haines III, V. Y., & Lafleur, G. (2008). Information technology usage and human resource roles and effectiveness. *Human Resource Management*, *47*(3), 525–540. doi:10.1002/hrm.20230

Hair, J. F., Black, W. C., Babin, B. J., & Anderson, R. E. (2010). *Multivariate data analysis* (7th ed.). New York, NY: Pearson Prentice Hall.

Hair, J. F., Black, W. C., Babin, B. J., Anderson, R. E., & Tatham, R. L. (2007). *Mutilvariate data analysis* (6th ed.). Upper Saddle River, NJ: Pearson Prentice Hall.

Hair, J. F., Christian, M. R., & Marko, S. (2011). PLS-SEM: Indeed a silver bullet. *Journal of Marketing Theory and Practice*, *19*(2), 139–151.

Hair, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2014). *A primer on partial least squares structural equation modeling (PLS-SEM)*. USA: Sage Publications, Inc.

Hair, J. F., Sarstedt, M., Hopkins, L., & Kuppelwieser, V. G. (2014). Partial least squares structural equation modeling (PLS-SEM): An emerging tool in business research. *European Business Review*, *26*(2), 106–121. doi:10.1108/EBR-10-2013-0128

Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2012). An assessment of the use of partial least squares structural equation modeling in marketing research. *Journal of the Academy of Marketing Science*, *40*(3), 414–433.

Hall, D. C., & Saygin, C. (2011). Impact of information sharing on supply chain performance. *The International Journal of Advanced Manufacturing Technology*, *58*(1-4), 397–409. doi:10.1007/s00170-011-3389-0

Halldorsson, A., Kotzab, H., Mikkola, J. H., & Skjott-Larsen, T. (2007). Complementary theories to supply chain management. *Supply Chain Management: An International Journal*, *12*(4), 284–296. doi:10.1108/13598540710759808

Halley, A., & Beaulieu, M. (2009). Mastery of operational competencies in the context of supply chain management. *Supply Chain Management: An International Journal*, *14*(1), 49–63. doi:10.1108/13598540910927304

Hamid, A. B. A., Krishnapillai, G. A., & Anuar, M. A. (1999). An empirical investigation on EDI determinants and outcomes in the Malaysian industry. *Contemporary Issues in Marketing*, 102–135.

Handfield, R. B., & Nichols, E. L. (2002). *Supply chain redesign: Transforming supply chains into integrated value systems*. Financial Times Press: Prentice Hall.

Harkness, W. L., Kettinger, W. J., & Segars, A. H. (1996). Sustaining process improvement and innovation in the information services function: Lessons learned at the Bose Corporation. *MIS Quarterly*, *20*(3), 349–368.

Harland, C., Caldwell, N., Powell, P., & Zheng, J. (2007). Barriers to supply chain information integration: SMEs adrift of eLands. *Journal of Operations Management*, *25*(6), 1234–1254. doi:10.1016/j.jom.2007.01.004

Harper, R. L. (2010). Warehouse technology in the supply chain management systems. In *Proceedings of Annual Reliability and Maintainability Symposium* (pp. 1–5). IEEE. doi:10.1109/RAMS.2010.5448060

Harrison, A., & Hoek, R. van. (2011). *Logistics management & strategy: Competing through the supply chain* (4th ed.). England: Pearson Education Limited.

Hassan, M. G., Hussain, F., & Rahman, M. B. S. (2013). Exploring usefulness of CRM and IT in Malaysian hotel industry: A qualitative approach. *Journal of Information and Communication Technology*, *12*, 21–37.

Hattie, J. (1985). Methodology review: Assessing unidimensionality of tests and items. *Applied Psychological Measurement*, *9*(2), 139–164.

Hayes, A. F. (2009). Beyond Baron and Kenny: Statistical mediation analysis in the new millennium. *Communication Monographs*, *76*(4), 408–420. doi:10.1080/03637750903310360

Hayes, A. F. (2013). *Introduction to mediation, moderation, and conditional process analysis: A regression-based approach*. New York, London: The Guilford Press.

He, M., & Chen, J. (2008). The drivers for information technology application in supply chain management: How developing countries' companies facing globalization. In *3rd IEEE Conference on Industrial Electronics and Applications* (pp. 2306–2311). China: IEEE. doi:10.1109/ICIEA.2008.4582929

Heikkila, J. (2002). From supply to demand chain management: Efficiency and customer satisfaction. *Journal of Operations Management*, *20*(6), 747–767. doi:10.1016/S0272-6963(02)00038-4

Helms, M. M., Ettkin, L. P., & Chapman, S. (2000). Supply chain forecasting: Collaborative forecasting supports supply chain management. *Business Process Management Journal*, *6*(5), 392–407.

Helo, P., & Szekely, B. (2005). Logistics information systems: An analysis of software solutions for supply chain co-ordination. *Industrial Management & Data Systems*, *105*(1), 5–18.

Hendarty, H., & Nusantara, B. (2014). Information sharing and information quality at a chocolate firm. *International Journal of Information, Business and Management*, *6*(4), 73–86.

Henderson, J. C., & Venkatraman, N. (1994). Strategic alignment: A model for organizational transformation via information technology. In T. J. Allen & M. S. Scott Morton (Eds.), *Information Technology and the Corporation of the 1990 's* (pp. 202–220). Oxford, UK: Oxford University Press.

Henfridsson, O., & Bygstad, B. (2013). The generative mechanisms of digital infrastructure evolution. *MIS Quarterly*, *37*(3), 907–931.

Henke, J. W., Krachenburg, R. A., & Lyons, T. F. (1993). Cross-functional teams: Good concept, poor implementation. *Journal of Product Innovation Management*, *10*(3), 216–229.

Henseler, J., Ringle, C. M., & Sinkovics, R. R. (2009). The use of partial least squares path modeling in international marketing. In *New Challenges to International Marketing, Advances in International Marketing* (pp. 277–319). Bingley: Emerald Group Publishing Limited.

Hill, D. (2013). Technology: Low-cost wireless sensors could improve infrastructure monitoring. *Civil Engineering*, 38–39.

Hill, R. (1998). What sample size is "enough" in internet survey research? *Interpersonal Computing and Technology: An Electronic Journal for 21st Century*, *6*(4).

Hilletofth, P., & Hilmola, O.-P. (2008). Supply chain management in fashion and textile industry. *International Journal of Services Sciences*, *1*(2), 127–147.

Ho, S. C., Wang, W. Y. C., Pauleen, D. J., & Ting, P. H. (2011). Perspectives on the performance of supply chain systems: The effects of attitude and assimilation. *International Journal of Information Technology & Decision Making*, *10*(4), 635–658. doi:10.1142/S021962201100449X

Hofstede, G., Hofstede, G. J., & Minkov, M. (2010). *Cultures and organizations: Software of the mind*. United States: Mc Graw Hill.

Holmes-Smith, P., & Rowe, K. J. (1994). The development and use of congeneric measurement models in school effectiveness research: Improving the reliability and validity of composite and latent variables for fitting multilevel and structural equation models. In *International Congress for School Effectiveness and Improvement*. Melbourne, Australia.

Hong, X., & Zhang, H. (2009). Research on supply chain cooperative technology innovation in uncertain environment. In *2009 International Conference on Information Management, Innovation Management and Industrial Engineering* (pp. 524–527). China: IEEE. doi:10.1109/ICIII.2009.132

Houlihan, J. B. (1985). International supply chain management. *International Journal of Physical Distribution and Materials Management*, *15*(1), 22–38.

Hsu, L. L., Chiu, C. M., Chen, J. C. H., & Liu, C. C. (2009). The impacts of supply chain management systems on information sharing and integrated-performance. *Human Systems Management*, *28*(3), 101–121. doi:10.3233/HSM-2009-0701

Hsu, P.-F., Ray, S., & Li-Hsieh, Y.-Y. (2014). Examining cloud computing adoption intention, pricing mechanism, and deployment model. *International Journal of Information Management*, *34*, 474–488.

Hsu, S. H., Chen, W. H., & Hsieh, M. J. (2006). Robustness testing of PLS, LISREL, EQS and ANN-based SEM for measuring customer satisfaction. *Total Quality Management*, *17*(3), 355–371.

Hu, J. (2011). *Computer technology for textile and apparel* (121st ed.). Philadelphia, New Delphi: Woodhead Publishing Limited.

Huan, S. H., Sheoran, S. K., & Wang, G. (2004). A review and analysis of supply chain operations reference (SCOR) model. *Supply Chain Management: An International Journal*, *9*(1), 23–29. doi:10.1108/13598540410517557

Huber, G. P. (1990). A theory of effects of the information technologies advanced on organizational design, decision making intelligence, and decision making. *Academy of Management Review*, *15*(1), 47–71.

Huff, S. L., & Munro, M. C. (1985). Information technology assessment and adoption: A field study. *MIS Quarterly*, *9*(4), 327–341.

Hui, L., & Lingrong, Z. (2012). Supply chain information sharing differences between high and low perfomers: Perspective from both supply and demand information. In *Computer Science and Automation Engineering (CSAE), 2012 IEEE International Conference* (pp. 126–130). IEEE.

Huisman, W., & Smits, M. (2007). Investing in networkability to improve supply chain performance. In *System Sciences, 2007. HICSS 2007. 40th Annual Hawaii International Conference* (pp. 1–9). Hawaii: IEEE.

Hult, T. M., Ketchen, D. J., & Arrfelt, M. (2007). Strategic supply chain management: Improving performance through a culture of competitiveness and knowledge development. *Strategic Management Journal*, *28*(10), 1035–1052. doi:10.1002/smj.627

Humphreys, P., Fynes, B., & Wiengarten, F. (2014). Creating business value through e-business in the supply chain. In F. J. Martínez-López (Ed.), *Handbook of Strategic E-Business Management* (pp. 237–254). Berlin, Heidelberg: Springer Berlin Heidelberg. doi:10.1007/978-3-642-39747-9

Hunter, N. A., & Valention, P. (1995). Quick response - ten years later. *International Journal of Clothing Science and Technology*, *7*(4), 30–40.

Hurley, R. F., & Hult, G. T. M. (1998). Innovation, market orientation, and organizational learning: An integration and empirical examination. *Journal of Marketing*, *62*(3), 42–54.

Hwang, D., & Min, H. (2015). Identifying the drivers of enterprise resource planning and assessing its impacts on supply chain performances. *Industrial Management & Data Systems*, *115*(3), 541–569. doi:10.1108/IMDS-10-2014-0284

Hwang, Y. (2011). Investigating the influence of cultural orientation and innovativeness on ERP adoption. *Journal of Global Information Technology Management*, *14*(3), 54–74.

Icasati-Johanson, B., & Fleck, S. J. (2003). Impact of e-business supply chain technology on inter-organisational relationships: Stories from the front line. In *Proceedings of the 16th Bled eCommerce Conference* (pp. 594–610).

Iglewicz, B., & Hoaglin, D. (1993). *How to detect and handle outliers* (16th ed.). Milwaukee (Wisconsin): ASQC Quality Press.

Ip, W. H., Chan, S. L., & Lam, C. Y. (2011). Modeling supply chain performance and stability. *Industrial Management & Data Systems*, *111*(8), 1332–1354. doi:10.1108/02635571111171649

Islam, M. M., Khan, A. M., & Islam, M. M. (2013). Textile industries in Bangladesh and challenges of growth. *Research Journal of Engineering Sciences*, *2*(2), 31–37.

Ismail, A., & Mamat, M. (2012). The relationship between information technology, process innovation and organizational performance. *International Journal of Business and Social Science*, *3*(2), 268–275.

Iyer, K. N. S. (2011). Demand chain collaboration and operational performance: Role of IT analytic capability and environmental uncertainty. *Journal of Business & Industrial Marketing*, *26*(2), 81–91. doi:10.1108/08858621111112267

Iyer, A. V, & Bergen, M. E. (1997). Quick response in manufacturer-retailer channels. *Management Science*, *43*(4), 559–570.

Jaafar, A. S. (2002). ICT utilization and the information economy: The case of Malaysia. *Journal of Information and Communication Technology*, *1*(1), 45–54.

Jackson, M., & Sloane, A. (2009). Organisation profiling and the adoption of ICT: E-commerce in the UK construction industry. *The Electronic Journal Information System Evaluation*, *12*(1), 67–74.

Jacques, A. (2012). The role of electronic commerce in improving supply chain performance. *Advances In Management*, *5*(3), 7–10.

Jain, A. (2007). *Towards a systematic view of organizational dynamic IT capability: An empirical assessment*. University of Texas.

Janvier-James, A. M. (2012). A new introduction to supply chains and supply chain management: Definitions and theories perspective. *International Business Research*, *5*(1), 194–208. doi:10.5539/ibr.v5n1p194

Javanmardi, M., Khabushani, A., & Abdi, A. (2012). Analysis information technology infrastructures toward supply chain agility in home appliance industry. *Interdisciplinary Journal of Contemporary Research in Business*, *4*(3), 416–430.

Jeffers, P. I., Muhanna, W. A., & Nault, B. R. (2008). Information technology and process performance: An empirical investigation of the interaction between IT and non-IT resources. *Decision Sciences*, *39*(4), 703–735. doi:10.1111/j.1540-5915.2008.00209.x

Jesus, C.-F., & Rocio, R.-B. (2011). Notions for the successful management of the supply chain: Learning with Carrefour in Spain and Carrefour in China. *Supply Chain Management: An International Journal*, *16*(2), 148–154. doi:10.1108/13598541111115392

Jiang, M., Ma, S., Zhou, J., & Hu, M. (2008). Availability analysis and evaluation of flexible supply chain system. In *2008 ISECS International Colloquium on Computing, Communication, Control, and Management* (pp. 495–499). IEEE. doi:10.1109/CCCM.2008.170

Jin, B. (2006). Performance implications of information technology implementation in an apparel supply chain. *Supply Chain Management: An International Journal*, *11*(4), 309–316. doi:10.1108/13598540610671752

Jin, K., Wang, T., & Palaniappan, A. (2005). Improving the agility of automobile industry supply chain. In *Proceedings of the 7th International Conference on Electronic Commerce* (pp. 370–374). Xi'an, China: ACM Press. doi:10.1145/1089551.1089620

Jing, Y., & Hua, J. (2008). Information technology implementation module study on system of supply chain management. In *Networking and Mobile Computing, 2008 4th International Conference on Wireless Communications* (pp. 1–5). China: IEEE. doi:10.1109/WiCom.2008.1550

Jolly-Desodt, A.-M., Rabenasolo, B., & Lo, J. L. W. (2006). Benchmarking of the textile garment supply chain using the SCOR model. In *International Conference on Service Systems and Service Management* (Vol. 01, pp. 1427–1432). IEEE.

Jonsson, S., & Gunnarsson, C. (2005). Internet technology to achieve supply chain performance. *Business Process Management Journal*, *11*(4), 403–417. doi:10.1108/14637150510609426

Joreskog, K. G. (1967). Some contributions to maximum likelihood factor analysis. *Psychometrika*, *32*(4), 443–482.

Joreskog, K. G. (1971). Statistical analysis of sets of congeneric tests. *Psychometrika1*, *36*(2), 109–133.

Joreskog, K. G., & Sorbom, D. (1996). *LISREL 8: User's reference guide*. Chicago: Scientific Software International.

Joreskog, K. G., & Wold, H. (1982). The ML and PLS techniques for modeling with latent variables: Historical and comparative Aspects. In K. G. Joreskog & H. Wold (Eds.), *Systems Under Indirect Observation: Causality, Structure, Prediction: Part I* (pp. 263–270). Amsterdam: North-Holland Publishers.

Kamaruddin, N. K., & Udin, Z. M. (2009). Supply chain technology adoption in Malaysian automotive suppliers. *Journal of Manufacturing Technology Management, 20*(3), 385–403. doi:10.1108/17410380910936819

Karim, D. R. (2010). *Supplier partnerships: Dimensions, antecedents, and outcomes*. University at Albany, State University of New York.

Katila, R., & Ahuja, G. (2002). Something old, something new: A longitudinal study of search behavior and new product introduction. *Academy of Management Journal*, *45*(6), 1183–1194.

Kauffman, R., & Walden, E. (2001). Economics and electronic commerce: Survey and directions for research. *International Journal of Electronic Commerce*, *5*(4), 5–116.

Kaufman, A., Wood, C. H., & Theyel, G. (2000). Collaboration and technology linkages: A strategic supplier typology. *Strategic Management Journal*, *21*(6), 649–663.

Kervin, J. B. (1992). *Methods for business research*. New York, NY: HarperCollins Publishers.

Ketchen, D. J., & Hult, G. T. M. (2007). Bridging organization theory and supply chain management: The case of best value supply chains. *Journal of Operations Management, 25*(2), 573–580. doi:10.1016/j.jom.2006.05.010

Kharazi, H., & Jandaghi, G. (2011). Mathematical modeling of the role of vertical cost information sharing in optimizing supply chain performance. *European Journal of Economics, Finance and Administrative Sciences*, (28), 71–81.

Khare, A., Saxsena, A., & Teewari, P. (2012). Supply chain performance measures for gaining competitive advantage: A review. *Journal of Management and Strategy*, *3*(2), 25–33. doi:10.5430/jms.v3n2p25

Khoo, B. L. (2013). *How to secure IT infrastructure with effective controls, compliance*. *Network World Asia*.

Khoumbati, K., Themistocleous, M., & Irani, Z. A. (2006). Evaluating the adoption of enterprise application integration in health care organizations. *Journal of Management Information Systems*, *22*(4), 69–108.

Khurana, P., Pahwa, M., Bansal, A., Dhingra, R., & Sharma, A. (2008). *Indian garment industry*.

Kibbeling, M., Bij, H., & Weele, A. (2013). Market orientation and innovativeness in supply chains: Supplier's impact on customer satisfaction. *Journal of Product Innovation Management*, *30*(3), 500–515. doi:10.1111/jpim.12007

Kim, B. (2013). Competitive priorities and supply chain strategy in the fashion industry. *Qualitative Market Research: An International Journal*, *16*(2), 214–242. doi:10.1108/13522751311317602

Kim, K. K., Lee, H., & Park, Y. J. (1997). Interorganizational information systems asymmetry and supply chain performance. Korea: Graduate School of Information, Yonsei University.

Kim, S. W. (2006). Effects of supply chain management practices, integration and competition capability on performance. *Supply Chain Management: An International Journal*, *11*(3), 241–248. doi:10.1108/13598540610662149

Kim, Y. (2010). *Expanding buyer-supplier relationships: Adoption of network embeddedness perspective*. Arizona State University.

Kimberly, J. R., & Evanisko, M. J. (1981). Organizational innovation: The influence of individual, organizational, and contextual factors on hospital adoption of technological and administrative innovations. *The Academy of Management Journal*\, *24*(4), 689–713.

Kline, P. (1979). *Psychometrics and psychology*. London: Academic Press.

Kmenta, J., & Ramsey, J. B. (1980). *Evaluation of econometric model*. New York, NY: Academic Press.

Knight, K. E. (1967). A descriptive model of the intra-firm innovation process. *The Journal of Business*, *40*(4), 478–496.

Kocoglu, I., Imamoglu, S. Z., Ince, H., & Keskin, H. (2011). The effect of supply chain integration on information sharing: Enhancing the supply chain performance. In *7th International Strategic Management Conference* (Vol. 24, pp. 1630–1649). Turkey: Procedia Social and Behavioral Sciences. doi:10.1016/j.sbspro.2011.09.016

Kohli, R., Devaraj, S., & Ow, T. T. (2012). Does information technology investment influence a firm's market value? A case of non-publicly traded healthcare firms. *MIS Quarterly*, *36*(4), 1145–1163.

Kordha, E., & Elmazi, L. (2009). Information and communication technologies as an incentive for improving relationships in business to business markets. *China-USA Business Review*, *8*(2), 9–23.

Kozan, M. K., Öksoy, D., & Özsoy, O. (2006). Growth plans of small businesses in Turkey: Individual and environmental influences. *Journal of Small Business Management*, *44*(1), 114–129.

Kozloff, E. P., & Gordon, I. J. (2003). Raising the bar on bar codes: Radio frequency identification tags and implications for the retail industry. *Bernstein Research*, 159–169.

Krejcie, R. V, & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and Psychological Measurement*, *38*, 607–610.

Krosnick, J. A. (1999). Maximizing questionnaire quality. In J. P. Robinson, P. R. Shaver, & La. S. Wrightsman (Eds.), *Measures of Political Attitudes* (pp. 37–57). San Diego, CA: Academic Press.

Kuan, K. K. Y., & Chau, P. Y. K. (2001). A perception-based model for EDI adoption in small businesses using a technology–organization–environment framework. *Information Management*, *38*(8), 507–521.

Kulp, S. C. (2002). The effect of information precision and information reliability on manufacturer- retailer relationships. *The Accounting Review*, *77*(3), 653–677.

Kumar, K. (2001). Technology for supporting supply chain management. *Communications of the ACM*, *44*(6), 58–61.

Kumar, R. (2010). *Research methodology: A step by step guide for beginners* (3rd ed.). Thousand Oaks, CA: Sage Publications, Inc.

Kumar, R. S., & Pugazhendhi, S. (2012). Information sharing in supply chains: An overview. *Procedia Engineering*, *38*, 2147–2154. doi:10.1016/j.proeng.2012.06.258

Kumar, R., Singh, R. K., & Shankar, R. (2013). Study on coordination issues for flexibility in supply chain of SMEs: A case study. *Global Journal of Flexible Systems Management*, *14*(2), 81–92. doi:10.1007/s40171-013-0032-y

Kurnia, S., Choudrie, J., Mahbubur, R. M., & Alzagooul, B. (2015). E-commerce technology adoption: A Malaysian grocery SME retail sector study. *Journal of Business Research*, 1–13. doi:10.1016/j.jbusres.2014.12.010

Kwon, I. G., & Suh, T. (2005). Trust, commitment and relationships in supply chain management: A path analysis. *Supply Chain Management: An International Journal*, *10*(1), 26–33. doi:10.1108/13598540510578351

Kwon, T. H., & Zmud, R. W. (1987). *Unifying the fragmented models of information systems implementation: In critical issues in information systems research*. New York, USA: John Wiley & Sons, Inc.

Kyobe, M. E. (2004). Investigating the strategic utilization of IT resources in the small and medium-sized firms of the eastern free state province. *International Small Business Journal*, *22*(4), 131–158. doi:10.1177/0266242604041311

Lai, F., Wang, J., Hsieh, C. T., & Chen, J. C. (2007). On network externalities, e-business adoption and information asymmetry. *Industrial Management & Data Systems*, *107*(5), 728–746.

Lai, K.-S., & Yusof, N. A. (2011). Organizational culture and innovation adoption/generation: A proposed model. *World Academy of Science, Engineering and Technology*, *58*, 268–274.

Lai, V. S., & Guynes, J. L. (1997). An assessment of the influence of organizational characteristics on information technology adoption decision: A discriminative approach. *IEEE Transactions on Engineering Management*, *44*(2), 146–157.

Lam, J. K. C., & Postle, R. (2006). Textile and apparel supply chain management in Hong Kong. *International Journal of Clothing Science and Technology*, *18*(4), 265–277. doi:10.1108/09556220610668491

Lambert, D. M., Cooper, M. C., & Pagh, J. D. (1998). Supply chain management: Implementation issues and research opportunities. *The International Journal of Logistics Management*, *9*(2), 1–19.

Lancioni, R. A., Smith, M., & Oliva, T. A. (2000). Role of the internet in supply chain management. *Industrial Marketing Management*, *29*, 45–56.

Learned, E., Chris, C., Ken, A., & William, G. (1969). *Business policy: Text and cases*. Homewood IL: Richards D. Irwin, Inc.

Lee, C. P., Lee, G. G., & Lin, H. F. (2007). The role of organizational capabilities in successful e-business implementation. *Business Process Management Journal*, *13*(5), 677–693. doi:10.1108/14637150710823156

Lee, C. P., & Shim, J. P. (2007). An exploratory study of radio frequency identification (RFID) adoption in the healthcare industry. *European Journal of Information Systems*, *16*(6), 712–724.

Lee, C. W., Kwon, I.-W. G., & Severance, D. (2007). Relationship between supply chain performance and degree of linkage among supplier, internal integration, and customer. *Supply Chain Management: An International Journal*, *12*(6), 444–452. doi:10.1108/13598540710826371

Lee, D. H. (2011). *The impact of supply chain innovation on organizational performance: An empirical study in the health care organization*. University of Nebraska.

Lee, D. M. S., Trauth, E., & Farwell, D. (1995). Critical skills and knowledge requirements of IS professionals: A joint academic/industry investigation. *MIS Quarterly*, *9*(3), 313–340.

Lee, D. Y. (2000). Retail bargaining behaviour of American and Chinese customer. *European Journal of Marketing*, *34*(1/2), 190–206.

Lee, D. Y. (2001). Power, conflict and satisfaction in IJV supplier-chinese distributor channels. *Journal of Business Research*, *52*(2), 149–160.

Lee, H., Kim, M. S., & Kim, K. K. (2014). Interorganizational information systems visibility and supply chain performance. *International Journal of Information Management*, *34*(2), 285–295.

Lee, H. L., So, K. C., & Tang, C. S. (2000). The value of information sharing in a two level supply chain. *Management Science*, *46*(5), 626–643.

Lee, S., Shin, B., & Lee, H. G. (2009). Understanding post-adoption usage of mobile data services: The role of supplier-side variables. *Journal of the Association for Information Systems*, *10*(12), 860–888.

Leenders, M. R., Johnson, P. F., Flynn, A. E., & Fearon, H. E. (2006). *Purchasing and supply management: With 50 supply chain cases*. New York, USA: McGraw-Hill/ Irwin.

Lei, X., Qiu, G., & Liu, Y. (2011). Study on supply chain performance measure system. In *Grey Systems and Intelligent Services (GSIS), 2011 IEEE International Conference on* (pp. 684–688). Nanjing, China: IEEE. doi:10.1109/GSIS.2011.6044100

Leng, F. L., & Zailani, S. (2012). Effects of information, material and financial flows on supply chain performance: A study of manufacturing companies in Malaysia. *International Journal of Management*, *29*(1), 293–314.

Leung, W. C. (2001). How to design a questionnaire. *Student BMJ*, *9*(11), 187–189.

Li, C. (2011). Study on supply chain performance measurement system for agribusiness. In *Mechanic Automation and Control Engineering (MACE), 2011 Second International Conference on* (pp. 5316–5319). Hohhot, China: IEEE. doi:10.1109/MACE.2011.5988192

Li, G., Lin, Y., Wang, S., & Yan, H. (2006). Enhancing agility by timely sharing of supply information. *Supply Chain Management: An International Journal*, *11*(5), 425–435. doi:10.1108/13598540610682444

Li, G., Yan, H., Wang, S., & Xia, Y. (2005). Comparative analysis on value of information sharing in supply chains. *Supply Chain Management: An International Journal*, *10*(1), 34–46. doi:10.1108/13598540510578360

Li, L. (2002a). Information sharing in a supply chain with horizontal competition. *Management Science*, *48*(9), 1196–1212.

Li, L. (2007). *Supply chain management: Concepts, techniques and practices: Enhancing value through collaboration*. Singapore: World Scientific Publishing Co. Pte. Ltd.

Li, L., Su, Q., & Chen, X. (2011). Ensuring supply chain quality performance through applying the SCOR model. *International Journal of Production Research*, *49*(1), 33–57. doi:10.1080/00207543.2010.508934

Li, S. H. (2002b). Developing mesures of supply chain management performance. In *Proceedings of the Annual Meeting of the Decision Science Institute*. San Diego.

Li, S., & Lin, B. (2006). Accessing information sharing and information quality in supply chain management. *Decision Support Systems*, *42*(3), 1641–1656. doi:10.1016/j.dss.2006.02.011

Li, S., Ragu-Nathan, B., Ragu-Nathan, T. S., & Rao, S. S. (2006). The impact of supply chain management practices on competitive advantage and organizational performance. *The International Journal of Management Scince*, *34*(2), 107–124. doi:10.1016/j.omega.2004.08.002

Li, X., Goldsby, T. J., & Holsapple, C. W. (2009). Supply chain agility: Scale development. *International Journal of Logistics Management*, *20*(2), 408–24.

Li, Y., Zhao, X., Shi, D., & Li, X. (2014). Governance of sustainable supply chains in the fast fashion industry. *European Management Journal*, *32*(5), 823–836. doi:10.1016/j.emj.2014.03.001

Lim, H., & Istook, C. L. (2012). Automatic pattern generation process for made-to-measure. *Journal of Textile and Apparel, Technology and Management*, *7*(4), 1–11.

Lim, J. H., Stratopoulos, T. C., & Wirjanto, T. S. (2012). Path dependence of dynamic information technology capability: An empirical investigation. *Journal of Management Information Systems*, *28*(3), 45–84. doi:10.2753/MIS0742-1222280302

Lin, C. Y. (2008). Determinants of the adoption of technological innovations by logistics service providers in China. *International Journal of Technology Management and Sustainable Development*, *7*(1), 19–38. doi:10.1386/ijtm7.1.19/1

Lin, C. Y., & Ho, Y. H. (2009). RFID technology adoption and supply chain performance: An empirical study in China's logistics industry. *Supply Chain Management: An International Journal*, *14*(5), 369–378. doi:10.1108/13598540910980288

Lin, F. R., Huang, S. H., & Lin, S. C. (2002). Effects of information sharing on supply chain performance in electronic commerce. *IEEE Transactions on Engineering Management*, *49*(3), 258–268. doi:10.1109/TEM.2002.803388

Lin, F. R., Sung, Y. W., & Lo, Y. P. (2005). Effects of trust mechanisms on supply-chain performance: A multi-agent simulation study. *International Journal of Electronic Commerce*, *9*(4), 91–112.

Lin, H. F., & Lin, S. M. (2008). Determinants of e-business diffusion: A test of the technology diffusion perspective. *Technovation*, *28*(3), 135–145.

Lincoln, Y. S., & Guba, E. G. (2000). Paradigmatic controversies, contradictions, and emerging confluences. In Y. S. Lincoln & E. G. Guba (Eds.), *Handbook of Qualitative Research* (pp. 163–188). Thousand Oaks: Sage.

Lincoln, Y. S., & Guba, M. L. (1985). *Naturalistic inquiry*. Beverly Hill, CA: Sage Publications, Inc.

Liu, H., Ke, W., Kee, K., & Hua, Z. (2013). The impact of IT capabilities on firm performance: The mediating roles of absorptive capacity and supply chain agility, *54*, 1452–1462.

Liu, L. (2011). The effects of manufacturing firm's supply chain performance on competitive advantage. In *4th International Joint Conference on Computational Sciences and Optimization* (pp. 1259–1262). China: IEEE. doi:10.1109/CSO.2011.264

Liu, P., Lei, L., & Zhang, X. F. (2004). A comparison study of missing value processing methods. *Computer Science*, *31*(10), 155–156.

Livermore, R., & Rippa, P. (2011). ERP implementation: A cross-cultural perspective. *Journal of Global Information Technology Management2*, *14*(3), 5–26.

Llic, A., Andersen, T., & Michahelles, F. (2009). Increasing supply chain visibility with rule-based RFID data analysis. *Internet Computing, IEEE*, *13*(1), 31–38. doi:10.1109/MIC.2009.10

Lockamy, A., & McCormack, K. (2004a). The development of a supply chain management process maturity model using the concepts of business process orientation. *Supply Chain Management: An International Journal*, *9*(4), 272–278. doi:10.1108/13598540410550019

Lockamy, A., & McCormack, K. (2004b). Linking SCOR planning practices to supply chain performance: An exploratory study. *International Journal of Operations & Production Management*, *24*(12), 1192–1218. doi:10.1108/01443570410569010

Lohman, C., Fortuin, L., & Wouters, M. (2004). Designing a performance measurement system: A case study. *European Journal of Operational Research*, *156*(2), 267–286. doi:10.1016/S0377-2217(02)00918-9

Lohmoller, J. B. (1989). *Latent variable path modeling with partial least squares*. (Heidelberg, Ed.). Germany: Physica-Verlag.

Long, S. J. (1983). *Confirmatory factor analysis*. London: Sage Publications.

Lorenzoni, G., & Lipparini, A. (1999). The leveraging of interfirm relationships as a distinctive organizational capability: A longitudinal study. *Strategic Management Journal*, *20*(4), 317–338.

Love, J. H., & Roper, S. (2009). Organizing innovation: Complementarities between cross functional teams. *Technovation*, *29*(3), 192–203.

Lu, Y. (2006). *IT capability, uncertainty and organizational performance: development of measures and empirical examination*. University of Wisconsin Milwaukee.

Lu, Y., & Ramamurthy, K. R. (2011). Understanding the link between information technology capability and organizational agility: An empirical examination. *MIS Quarterly*, *35*(4), 931–954.

Lummus, R. R., & Vokurka, R. J. (1999). Defining supply chain management: A historical perspective and practical guidelines. *Industrial Management & Data Systems*, *99*(1), 11–17. doi:10.1108/02635579910243851

Luo, Y., Zhou, M., IEEE, S. M., & Caudill, R. J. (2001). An integrated e-supply chain model for agile and environmentally conscious manufacturing. *IEEE/ASME Transactions on Mechatronics*, *6*(4), 377–386.

Ma, B., & Zhang, K. J. (2009). Research of apparel supply chain management service platform. In *Management and Service Science, 2009. MASS'09. International Conference* (pp. 1–4). IEEE. doi:10.1109/ICMSS.2009.5304341

Magder, D. (2005). Egypt after the multi-fiber arrangement: Global apparel and textile supply chains as a route for industrial upgrading. *Institute for International Economics Working Paper*, 5–8.

Magnani, M. (2004). Techniques for dealing with missing data in knowledge discovery tasks. *Obtido*, *15*(1).

Magretta, J. (1998). The power of virtual integration: An interview with Dell Computer's Michael Dell. *Harvard Business Review*, *76*(2), 72–85.

Mahler, A., & Rogers, E. M. (1999). The diffusion of interactive communication innovations and the critical mass: The adoption of telecommunications services by German banks. *Telecommunications Policy*, *23*, 719–740.

Malaysian Investment Development Authority (MIDA). (2012). Industries in Malaysia: Textiles and apparels industry. *MIDA Official Website*. Retrieved August 17, 2013, from http://www.mida.gov.my/env3/index.php?page=textiles-and-apparel-industry

Maltz, E., & Srivastava, R. K. (1997). Managing retailer-supplier partnerships with EDI: Evaluation and implementation. *Long Range Planning*, *30*(6), 862–876. doi:10.1016/S0024-6301(97)00072-1

Marinagi, C., Trivellas, P., & Reklitis, P. (2015). Information quality and supply chain performance: The mediating role of information sharing. In *Procedia - Social and Behavioral Sciences* (Vol. 175, pp. 473–479). Madrid, Spain: Elsevier B.V. doi:10.1016/j.sbspro.2015.01.1225

Martin, J. (2004). *Organizational culture* (No. 1847). England.

Mart ńez-Olvera, C. (2008). Impact of hybrid business models in the supply chain performance. In *Supply Chain: Theory and Application* (pp. 113–134). INTECH Open Access Publisher.

Masselos, K., Blionas, S., & Rautio, T. (2002). Reconfigurability requirements of wireless communication systems. In *Proceedings of the IEEE Workshop on Heterogeneous Reconfigurable Systems on Chip*. IEEE.

MATRADE. (2013). Textiles and apparel. *The Official Portal of Malaysia External Trade Development Corporation: The National Trade Promotion Agency of Malaysia*. Retrieved May 20, 2013, from http://www.matrade.gov.my/en/ foriegn-buyers-section/69-industry-write-up--products/722-textiles-and-apparel-

MATRADE Directory. (2013). MATRADE directory 2013. *The Official Portal of Malaysia External Trade Development Corporation: The National Trade Promotion Agency of Malaysia*. Retrieved September 5, 2013, from http://www.matrade.gov.my/en/malaysian-exporters/showcasing-malaysia-export/directory/malaysian-products-directory

McAfee, R. B., Glassman, M., & Honeycutt, E. D. (2002). The effects of culture and human resource management policies on supply chain management strategy. *Journal of Business Logistics*, *23*(1), 1–18.

McArdle, J. J., & Alber, M. S. (1990). Patterns of change within latent variable structural equation models. In A Von Eye (Ed.), *Statistical Methods in Longitudinal Research* (1st ed., pp. 151–224). Boston: Academic Press.

McDermott, C. M., & Stock, G. N. (1999). Organizational culture and advanced manufacturing technology implementation. *Journal of Operationas Management*, *17*(5), 521–532.

McLaren, T. S., Head, M. M. Y., & Yuan, Y. (2004). Using competitive strategy patterns to determine ideal supply chain management information systems capabilities. *International Journal of Internet and Enterprise Management*, *2*(1), 45–61.

McLaughlin, J., Motwani, J., Madan, M. S., & Gunasekaran, A. (2003). Using information technology to improve downstream supply chain operations: A case study. *Business Process Management Journal*, *9*(1), 69–80. doi:10.1108/14637150310461413

Mehrjerdi, Y. Z. (2009). Excellent supply chain management. *Assembly Automation*, *29*(1), 52–60. doi:10.1108/01445150910929866

Mehrjerdi, Y. Z. (2010). Coupling RFID with supply chain to enhance productivity. *Business Strategy Series*, *11*(2), 107–123. doi:10.1108/17515631011026434

Melville, N., Kraemer, K. L., & Gurbaxani, V. (2004). Information technology and organizational performance: An integrative model of IT business value. *MIS Quarterly*, *28*(2), 283–322.

Melville, N., & Ramirez, R. (2008). Information technology innovation diffusion: An information requirements paradigm. *Information Systems Journal*, *18*(3), 247–273. doi:10.1111/j.1365-2575.2007.00260.x

Mentzer, J. T., Keebler, J. S., Nix, N. W., Smith, C. D., & Zacharia, Z. G. (2001). Defining supply chain management. *Journal of Business Logistics*, *22*(2), 1–25.

Mentzer, J. T. T., & Kahn, K. B. (1995). A framework of logistics research. *Journal of Business Logistics*, *16*(1), 231–251.

Merriam, S. B. (2009). *Qualitative research: A guide to design and implementation*. San Francisco, CA: Jossey-Bass, A Wiley Imprint.

Mertens, D. M. (1998). *Research methods in education and psychology: Integrating diversity with quantitative and qualitative approaches*. Thousand Oaks, CA: Sage.

Miertschin, S. L., Sumrall, J., Wahlstrom, D., Seaker, B., & Willis, C. L. (2006). Developing information technology specializations in growing IS environment areas. In *Proceedings of the 7th Conference on Information Technology Education* (pp. 65–70). New York, USA: ACM. doi:10.1145/1168812.1168830

Millet, P.-A., Schmitt, P., & Botta-Genoulaz, V. (2009). The SCOR model for the alignment of business processes and information systems. *Enterprise Information Systems*, *3*(4), 393–407. doi:10.1080/17517570903030833

Mills, J., Platts, K., & Bourne, M. (2003). Applying resource-based theory: Methods, outcomes and utility for managers. *International Journal of Operations & Production Management*, *23*(2), 148–166.

Ministry of International Trade and Industry (MITI). (2006). *Third industrial master plan (IMP3) 2006-2020*. Kuala Lumpur, Malaysia. Retrieved from http://www.miti.gov.my/cms/content.jsp?id=com.tms.cms.section.Section_8ab58e8f-7f000010-72f772f7-dbf00272

Mishra, A. A., & Shah, R. R. (2009). In union lies strength: Collaborative competence in new product development and its performance effects. *Journal of Operations Management*, *17*(4), 324–328.

Mishra, A. N., Konana, P., & Barua, A. (2007). Antecedents and consequences of internet use in procurement: An empirical investigation of US manufacturing firms. *Information Systems Research*, *18*(1), 103–120.

Mizar, M. A. (2013). Ability to adopt technology and its impact on the performance of small scale industries. *International Journal of Academic Research*, *5*(1), 120–125. doi:10.7813/2075-4124.2013/5-1/A.19

MKMA. (2011). *Malaysian textila and apparel & clothing industry performance*. Malaysia. Retrieved from http://www.mkma.org/Notice Board/2012/ 2011TCPerformance.pdf

MKMA. (2013). *The Malaysian textiles and apparel industry*. Malaysia. Retrieved from http://www.mkma.org/Notice Board/2014/MsiaTC2013.pdf

Mo, Z. (2015). Internationalization process of fast fashion retailers: Evidence of H&M and Zara. *International Journal of Business and Management*, *10*(3), 217–236. doi:10.5539/ijbm.v10n3p217

Moin, C. J., Sarwar, F., & Doulah, A. B. M. S. (2013). Investigation of a hybrid production system for mass-customization apparel manufacturing. *Journal of Textile and Apparel, Technology and Management*, *8*(3), 1–10.

Monteiro, E., & Pollock, N. (2014). Innovation in information infrastructures: Introduction to the special issue. *Journal of the Association for Information Systems*, *15*(4-5), 1–5.

Moodley, S. (2003). The challenge of e-business for the South African apparel sector. *Technovation*, *23*(7), 557–570. doi:10.1016/S0166-4972(02)00002-0

Moore, J. E., & Burke, L. A. (2002). How to turn around `turnover culture' in IT. *Communications of the ACM*, *45*(2), 73–78. doi:10.1145/503124.503126

Morash, E. A., & Lynch, D. F. (2002). Public policy and global supply chain capabilities and performance: A resource-based view. *Journal of International Marketing*, *10*(1), 25–51. doi:10.1509/jimk.10.1.25.19529

Moshiri, S., & Simpson, W. (2011). Information technology and the changing workplace in Canada: Firm-level evidence. *Industrial and Corporate Change*, *20*(6), 1601–1636. doi:10.1093/icc/dtr029

Motwani, J., Madan, M., & Gunasekaran, A. (2000). Information technology in managing global supply chains. *Logistics Information Management*, *13*(5), 320–327. doi:10.1108/09576050010378540

Murray, J. (2011). Modern network architecture: Cloud network architecture and ICT. In *IT Knowledge Exchange*. TechTarget.

Musa, Z. (2010, April 12). Textile industry in a quandary. *The Star Online*, pp. 12–14. Batu Pahat. Retrieved from http://www.thestar.com.my/story.aspx?file=/2010/4/12/business/6010625&sec=business

Mustonen-Ollila, E., & Lyytinen, K. (2003). Why organizations adopt information system process innovations: A longitudinal study using diffusion of innovation theory. *Information Systems Journal*, *13*, 275–297. doi:10.1046/j.1365-2575.2003.00141.x

Nadler, D. A., & Tushman, M. L. (1980). A model for diagnosing organizational behavior. *Organizational Dynamics*, *9*(2), 35–51. doi:10.1016/0090-2616(80)90039-X

Nahm, A. Y., Vonderembse, M. A., & Koufteros, X. A. (2004). The impact of organizational culture on time-based manufacturing and performance. *Decision Sciences*, *35*(4), 579–607. doi:10.1111/j.1540-5915.2004.02660.x

Naing, T. H., & Fei, Y. S. (2015). Multinationals, technology and regional linkages in Myanmar's clothing industry. *Asia Pacific Business Review*, 1–19. doi:10.1080/13602381.2014.990211

Narasimhan, R., Kim, S. W., & Tan, K. C. (2008). An empirical investigation of supply chain strategy typologies and relationships to performance. *International Journal of Production Research*, *46*(18), 5231–5259. doi:10.1080/00207540600847137

Narayanan, S., Marucheck, A. S., & Handfield, R. B. (2009). Electronic data interchange: Research review and future directions. *Decision Sciences*, *40*(1), 121–163. doi:10.1111/j.1540-5915.2008.00218.x

Nasiri, G. R., Davoudpour, H., & Karimi, B. (2010). The impact of integrated analysis on supply chain management: A coordinated approach for inventory control policy. *Supply Chain Management: An International Journal*, *15*(4), 277–289. doi:10.1108/13598541011054652

National Science Foundation. (2002). Industry, technology and the global marketplace: International patenting trends in two new technology areas. *Science and Engineering Indicators*.

Neeley, C. K. R. (2006). *Connective technology adoption in the supply chain: The role of organizational, interorganizational and technology-related factors*. University pf North Texas.

Neely, A., Gregory, M., & Platts, K. (1995). Performance measurement system design: A literature review and research agenda. *International Journal of Operations & Production Management*, *15*(4), 80–116. doi:10.1108/01443579510083622

Neuman, W. L. (2000). *Social research methods: Qualitative and quantitative approaches* (4th ed.). Boston: Allyn & Bacon.

Ngai, E. W. T. (2010). RFID technology and applications in production and supply chain management. *International Journal of Production Research*, *48*(9), 2481–2483. doi:10.1080/00207540903564892

Ngai, E. W. T., Chau, D. C. K., Poon, J. K. L., Chan, A. Y. M., Chan, B. C. M., & Wu, W. W. S. (2012). Implementing an RFID-based manufacturing process management system: Lessons learned and success factors. *Journal of Engineering and Technology Management*, *29*(1), 112–130. doi:10.1016/j.jengtecman.2011.09.009

Nguyen, T. H., Newby, M., & Macaulay, M. J. (2015). Information technology adoption in small business: Confirmation of a proposed framework. *Journal of Small Business Management*, *53*(1), 207–227. doi:10.1111/jsbm.12058

Ning, C. (2006). *Supply chain performance measurement in textile and apparel industries*. The Hong Kong Polytechnic University.

Niu, Y. (2010). *The impact of information technology on supply chain performance: A knowledge management perspective*. University of North Carolina.

Nordin, N., & Othman, G. (2014). Technology management in lean manufacturing implementation: A case study. In *2014 International Symposium on Technology Management and Emerging Technologies (ISTMET 2014)* (pp. 281–284). Bandung, Indonesia: IEEE.

Nunnally, J. C. (1978). *Psychometric theory*. New York: McGraw-Hill.

Nunnally, J. C., & Bernstein, I. H. (1994). *Psychometric theory* (3rd ed.). New York, NY: McGraw-Hill.

O'Brien, J. A. (2003). *Introduction to information systems: Essentials for the e-business enterprise*. Boston, MA: McGraw-Hill.

O'Cass, A. (2002a). A micromodel of voter choice: Understanding the dynamics of Australian voter characteristics in a federal election. *Psychology and Marketing*, *19*(2), 1025–1046. doi:10.1002/mar.10051

O'Cass, A. (2002b). Political advertising believability and information source value during elections. *Journal of Advertising*, *31*(1), 63–74.

O'Cass, A., & Grace, D. (2003). An exploratory perspective of service brand associations. *Journal of Service Marketing*, *17*(4/5), 452–473.

O'Cass, A., & Pecotich, A. (2005). The dynamics of voter behavior and influence processes in electoral markets: A consumer behavior perspective. *Journal of Business Research*, *58*(4), 406–413.

O'Reilly, C. A. (1989). Corporations, culture and commitment: Motivation and social control in organizations. *California Management Review*, *31*(3), 9–25.

O'Reilly, C. A., Chatman, J., & Caldwell, D. F. (1991). People and organizational culture: A profile comparison approach to assessing person-organizationa fit. *Academy of Management Journal*, *34*(3), 487–516.

Oliveira, T., & Martins, M. F. (2011). Literature review of information technology adoption models at firm level. *Electronic Journal of Information Systems Evaluation*, *14*(1), 110–121.

Omar, R., Zailani, S., Sulaiman, M., & Ramayah, T. (2006). Supplier involvement, customer focus, supply chain technology and manufacturing performance: Findings from a pilot study. In *2006 IEEE International Conference on Management of Innovation and Technology* (Vol. 2, pp. 876–880). IEEE. doi:10.1109/ICMIT.2006.262347

Orlikowski, W. J. (1993). CASE tools as organizational change: Investigating incremental and radical changes in systems development. *MIS Quarterly*, *17*(3), 309–340.

Overby, E., Bharadwaj, A., & Sambamurthy, V. (2006). Enterprise agility and the enabling role of information technology. *European Journal of Information Systems*, *15*(2), 120–131. doi:10.1057/palgrave.ejis.3000600

Ozkaya, H. E. (2011). *The antecedents and the consequences of innovation capability*. Michigan State University.

Pallant, J. (2011). *SPSS survival manual: A step by step guide to data analysis using SPSS* (4th ed.). Australia: Allen & Unwin. doi:978 1 74237 392 8

Pan, A., Yeung, K. W., Moon, K. L., & Leung, S. Y. S. (2006). Exploring the potential of using agent-based technology in information communication in apparel supply chain management. In *Industrial Informatics, 2006 IEEE International Conference* (pp. 433–438). Hong Kong: IEEE.

Papastathopoulou, P., Avlonitis, G. J., & Panagopoulos, N. G. (2007). Intraorganizational information and communication technology diffusion: Implications for industrial sellers and buyers. *Industrial Marketing Management*, *36*(3), 322–336. doi:10.1016/j.indmarman.2005.10.002

Patterson, K. A., Grimm, C. M., & Corsi, T. M. (2003). Adopting new technologies for supply chain management. *Transportation Research Part E: Logistics and Transportation Review*, *39*(2), 95–121. doi:10.1016/S1366-5545(02)00041-8

Patterson, P. G., & Smith, T. A. (2003). Cross-cultural study of switching barriers and propensity to stay with service providers. *Journal of Retailing*, *79*(2), 107–120.

Patton, M. Q. (2002). *Qualitative research and evaluation methods* (3rd ed.). Thousand Oaks, CA: Sage.

Pegels, C. C. (2005). *Proven solutions for improving supply chain performance*. USA: Information Age Publishing Inc.

Peltier, J. W., Schibrowsky, J. A., & Zhao, Y. (2009). Understanding the antecedents to the adoption of CRM technology by small retailers. *International Small Business Journal*, *27*(3), 307–336. doi:10.1177/0266242609102276

Penrose, E. T. (1959). *The theory of the growth of the firm*. London: Basil Blackwell.

Peppa, V. P., & Moschuris, S. J. (2013). RFID technology in supply chain management: A review of the literature and prospective adoption to the Greek market. *Global Journal of Engineering Education*, *15*(1), 61–68.

Peter, J. P. (1979). Reliability: A review of psychometric basics and recent marketing practices. *Journal of Marketing Research*, *16*(1), 6–17.

Peteraf, M. A. (1993). The cornerstones of competitive advantage: A resource based view. *Strategic Management Journal*, *14*(3), 179–191.

Pfeffer, J., & Salancik, G. R. (1978). Social control of organizations. In J. Greenman & R. E. Beach (Eds.), *The External Control of Organizations* (pp. 39–61). New York.

Phillips, D. C., & Burbules, N. C. (2000). *Postpositivism and educational research*. Lanham, NY: Rowman & Littlefield.

Piccoli, G., & Ives, B. (2005). Review: IT-dependent strategic initiatives and sustained competitive advantage: A review and synthesis of the literature. *MIS Quarterly*, *29*(4), 747–776.

Ping, Z., & Debin, T. (2010). Evaluation of agricultural products supply chain flexibility. In *2010 IEEE International Conference on Emergency Management and Management Sciences* (pp. 363–366). IEEE. doi:10.1109/ICEMMS.2010.5563427

Plewa, C., Troshani, I., Francis, A., & Rampersad, G. (2012). Technology adoption and performance impact in innovation domains. *Industrial Management & Data Systems*, *112*(5), 748–765. doi:10.1108/02635571211232316

Plummer, D. C. (2008). *Cloud computing: Definition and describing an emerging phenomenon*. CT.

Podsakoff, P. M., MacKenzie, S. B., Lee, J.-Y., & Podsakoff, N. P. (2003). Common method biases in behavioral research: A critical review of the literature and recommended remedies. *The Journal of applied psychology*, *88*(5), 879–903. doi:10.1037/0021-9010.88.5.879

Porter, M. E. (1990). The competitive advantage of nations. *Harvard Business Review*, 73–93.

Porter, M. E. (2001). Strategy and the internet. *Harvard Business Review*, *79*(3), 63–78.

Porter, M. E., & Millar, V. E. (1985). How information revolution is transforming the nature of competition. *Harvard Business Review*, *63*(4), 149–174.

Powell, T. C., & Anne, D. (1997). Information technology as competitive advantage: The role of human, business, and technology resources. *Strategic Management Journal*, *18*(5), 375–405.

Power, D. (2005). Supply chain management integration and implementation: A literature review. *Supply Chain Management: An International Journal*, *10*(4), 252–263. doi:10.1108/13598540510612721

Power, D., & Simon, A. (2004). Adoption and diffusion in technology implementation: A supply chain study. *International Journal of Operations & Production Management*, *24*(6), 566–587. doi:10.1108/01443570410538113

Prajogo, D., & Olhager, J. (2012). Supply chain integration and performance: The effects of long-term relationships, information technology and sharing, and logistics integration. *International Journal of Production Economics*, *135*(1), 514–522. doi:10.1016/j.ijpe.2011.09.001

Prajogo, D., & Sohal, A. (2013). Supply chain professionals: A study of competencies, use of technologies, and future challenges. *International Journal of Operations & Production Management*, *33*(11/12), 1532–1554. doi:10.1108/IJOPM-08-2010-0228

Preacher, K. J., & Hayes, A. F. (2004). SPSS and SAS procedures for estimating indirect effects in simple mediation models. *Behavior Research Methods, Instruments, & Computers*, *36*(4), 717–731. doi:10.3758/BF03206553

Preacher, K. J., & Hayes, A. F. (2008). Asymptotic and resampling strategies for assessing and comparing indirect effects in simple and multiple mediator models. *Behavior Research Methods*, *40*(3), 879–891.

Premkumar, G., & Ramamurthy, K. (1995). The role of interorganizational and organizational factors on the decision mode for adoption of interorganizational systems. *Decision Sciences*, *26*(3), 303–336. doi:10.1111/j.1540-5915.1995.tb01431.x

Premkumar, G., Ramamurthy, K., & Crum, M. (1997). Determinants of EDI adoption in the transportation industry. *European Journal of Information Systems*, *6*(2), 107–121.

Premkumar, G., Ramamurthy, K., & Nilakanta, S. (1994). Implementation of electronic data interchange: An innovation diffusion perspective. *Journal of Management Information System*, *11*(2), 157–186.

Purvis, L., Naim, M. M., & Towill, D. (2013). Intermediation in agile global fashion supply chains. *International Journal of Engineering, Science and Technology*, *5*(2), 38–48.

Qrunfleh, S. M. (2010). *Alignment of information systems with supply chains: Impacts on supply chain performance and organizational performance*. University of Toledo.

Qrunfleh, S., & Tarafdar, M. (2013). Supply chain information systems strategy: Impacts on supply chain performance and firm performance. *International Journal of Production Economics*, *147*, 340–350. doi:10.1016/j.ijpe.2012.09.018

Quah, H. S. (2010). *Relationship of value chain flexibility and supply chain capability towards supply chain performance*. Universiti Utara Malaysia.

Quinn, R. E. (1988). *Beyond rational management*. San Francisco: Jossey-Bass.

Rabelo, L., Helal, M., & Lertpattarapong, C. (2004). Analysis of supply chains using system dynamics, neural nets, and eigenvalues. In *Proceedings of the 2004 Winter Simulation Conference* (Vol. 2, pp. 81–89). IEEE. doi:10.1109/WSC.2004.1371440

Radu, I. O., Horaţiu, S. C., Bogdan, B. L., & Mihai, G. (2013). *Aspects regarding the role of information technologies in the assurance of supply chain management performance*. *Economic Science*.

Rainer, R., Kelly, J., & Casey, G. C. (2012). *Introduction to information system: Support and transforming business fourth edition* (4th ed.). New Jersey: John Wiley & Sons, Inc.

Ramayah, T., Lee, J. W. C., & In, J. B. C. (2011). Network collaboration and performance in the tourism sector. *Service Business*, *5*(4), 411–428. doi:10.1007/s11628-011-0120-z

Ramayah, T., Mohamad, O., Omar, A., Marimuthu, M., & Yeap, J. A. L. (2013). Determinants of technology adoption among Malaysian SMEs: An IDT perspective. *Journal of Information and Communication Technology*, *12*, 103–119.

Ramayah, T., & Omar, R. (2010). Information exchange and supply chain performance. *International Journal of Information Technology & Decision Making*, *9*(1), 35–52. doi:10.1142/S0219622010003658

Ramayah, T., Sang, T. Y., Omar, R., & Dahlan, N. (2008). Impact of information technology (IT) tools, partner relationship and supply chain performance. *Asian Academy of Management Journal*, *13*(2), 33–55.

Ramdani, B., Kawalek, P., & Lorenzo, O. (2009). Predicting SMEs adoption of enterprise systems. *Journal of Enterprise Information Management*, *22*(2), 10–24.

Ramesh, A., & Bahinipati, B. K. (2011). The Indian apparel industry: A critical review of supply chains. *International Journal of Operations & Production Management*, 1101–1111.

Ramos, M. M. (2004). Interaction between management accounting and supply chain management. *Supply Chain Management: An International Journal*, *9*(2), 134–138. doi:10.1108/13598540410527033

Ranganathan, C., Dhaliwal, J. S., & Teo, T. S. H. (2004). Assimilation and diffusion of web technologies in supply-chain management: An examination of key drivers and performance impacts. *International Journal of Electronic Commerce*, *9*(1), 127–161.

Rapp, A., Trainor, K. J., & Agnihotri, R. (2010). Performance implications of customer-linking capabilities: Examining the complementary role of customer orientation and CRM technology. *Journal of Business Research*, *63*(11), 1229–1236. doi:10.1016/j.jbusres.2009.11.002

Rashed, C. A. A., Azeem, A., & Halim, Z. (2010). Effect of information and knowledge sharing on supply chain performance: A survey based approach. *Journal of Operations and Supply Chain Management*, *3*(2), 61–77.

Ravichandran, T., & Lertwongsatien, C. (2005). Effect of information systems resources and capabilities on firm performance: A resource-based perspective. *Journal of Management Information Systemss*, *21*(4), 237–276.

Raykov, T. (2001). On the use and utility of the reliability coefficient in social and behavioral research. *Quality and Quantity*, *35*(3), 253–263.

Raykov, T., & Shrout, P. E. (2002). Reliability of scales with general structure: Point and interval estimation using a structural equation modeling approach. *Structural Equation Modeling*, *9*(2), 195–212.

Razalli, M. R. Bin. (2008). *The consequences of service operations practice and service responsiveness on hotel performance: Examining hotels in Malaysia*. Universiti Sains Malaysia.

Reinarts, W. J., Haenlein, M., & Henseler, J. (2009). *An empirical comparison of the efficacy of covariance-based and variance-based SEM* (No. 44).

Reyes, P. M., Worthington, W. J., & Collins, J. D. (2015). Knowledge management enterprise and RFID systems: Adoption to supply chain performance. *Management Research Review*, *38*(1), 44–65. doi:10.1108/MRR-01-2013-0011

Richey, R. G., Tokman, M., & Dalela, V. (2009). Examining collaborative supply chain service technologies: A study of intensity, relationships, and resources. *Journal of the Academy of Marketing Science*, *38*(1), 71–89. doi:10.1007/s11747-009-0139-z

Ringle, C. M., Boysen, N., Wende, S., & Will, A. (2006). Messung von Kausalmodellen mit dem Partial-Least-Squares-Verfahren. *Das Wirtschaftsstudium*, *35*(1), 81–87.

Ringle, C. M., Wende, S., & Will, A. (2005). SmartPLS 2.0 M3. *University of Hamburg*. Hamburg. Retrieved from http://www.smartpls.de

Robbins, D. (1999). Questionnaire construction. In G. J. Miller & M. L. Whicker (Eds.), *Handbook of Research Methods in Public Administration* (1st ed.). New York: Marcel Decker, Inc.

Robeson, D. C. (2009). *Boards of directors, innovation, and performance: An exploration at multiple levels*. Rensselaer Polytechnic Institute.

Robey, D. (1986). *Designing organizations* (2nd ed.). Homewood, IL: Irwin.

Rogers, E. M. (1983). *Diffusion of innovations* (3rd ed.). London, New York: Free Press. doi:citeulike-article-id:126680

Rogers, E. M. (1995). *Innovation of diffusion* (4th ed.). London, New York: Free Press.

Rogers, E. M. (2003). *Diffusion of innovations* (5th ed.). London, New York: Free Press.

Rogers, P. A. (2005). Optimising supplier management and why co-dependency equals mutual success. *Journal of Facilities Management*, *4*, 40–50. doi:10.1108/14725960610644212

Roscoe, J. T. (1975). *Fundamental research statistics for the behavioural sciences* (2nd ed.). New York: Holt Rinehart & Winston.

Roth, P. L. (1994). Missing data: A conceptual review for applied psychologists. *Personnel Psychology*, *47*(3), 537–560.

Rouibi, S., & Burlat, P. (2010). The impact of the vendor managed inventory on supply chain performance. In *40th International Conference on Computers and Industrial Engineering (CIE)* (pp. 1–6). IEEE.

Russell, D. M., & Hoag, A. M. (2004). People and information technology in the supply chain: Social and organizational influences on adoption. *International Journal of Physical Distribution & Logistics Management*, *34*(2), 102–122. doi:10.1108/09600030410526914

Sabbaghi, A., & Vaidyanathan, G. (2008). Effectiveness and efficiency of RFID technology in supply chain management: Strategic values and challenges. *Journal of Theoretical and Applied Electronic Commerce Research*, *3*(2), 71–81. doi:10.4067/S0718-18762008000100007

Sabherwal, R., & Chan, Y. E. (2001). Alignment between business and IS strategies: A study of prospectors, analyzers, and defenders. *Information Systems Research*, *12*(1), 11–33.

Sagbansua, L., & Alabay, M. N. (2010). An MRP model for supply chains. *International Business Research*, *3*(4), 124–132.

Sakka, O., Millet, P.-A., & Botta-Genoulaz, V. (2011). An ontological approach for strategic alignment: A supply chain operations reference case study. *International Journal of Computer Integrated Manufacturing*, *24*(11), 1022–1037. doi:10.1080/0951192X.2011.575798

Salant, P., & Dillman, D. A. (1994). *How to conduct your own survey*. New York: Wiley.

Saleh, A. S., & Ndubisi, N. O. (2006). An evaluation of SME development in Malaysia. *International Review of Business Research Papers*, *2*(1), 1–14.

Salim, I. M., & Sulaiman, M. (2011). Organizational learning, innovation and performance: A study of Malaysian small and medium sized enterprises. *International Journal of Business and Management*, *6*(12), 118–126. doi:10.5539/ijbm.v6n12p118

Salkind, N. J. (2003). *Exploring research*. USA.

Samdantsoodol, A., Yu, H., Cang, S., & Angarag, T.-O. (2013). A Structural Equation Model for Predicting Virtual Enterprise and Agile Supply Chain Relation. In *19th International Conference on Automation & Computing*. London, United Kingdom: Brunei University.

Sarker, M. B., Echambadi, R., Cavusgil, T., & Aulakh, P. S. (2001). The influence of complementarity, compatibility, and relationship capital on alliance performance. *Academy of Marketing Science Journal*, *29*(4), 358–374.

Saunders, M., Lewis, P., & Thornhill, A. (1997). *Research method for business students*. London: Pearson Professional.

Sawy, O. A. El, Malhotra, A., Gosain, S., & Young, K. M. (1999). IT-intensive value innovation in the electronic economy: Insights from marshall industries. *MIS Quarterly*, *23*(3), 305–335. doi:10.2307/249466

Schein, E. H. (1990). Organizational culture. *American Psychologist*, *45*(2), 109–119.

Schein, E. H. (2004). *Organizational culture and leadership* (3rd ed.). USA: Jossey-Bass.

Schniederjans, M. J., Schniederjans, D. G., & Schniederjans, A. M. (2010). *Topics in lean supply chain management*. Singapore: World Scientific Publishing Co. Pte. Ltd.

Scupola, A. (2013). ICT adoption in facilities management supply chain: The case of Denmark. *Journal of Global Information Technology Management, 15*(1), 1–28.

Sehgal, V. (2009). *Enterprise supply chain management: Integrating best-in-class processes*. USA: John Wiley & Sons, Inc.

Sekaran, U. (2003). *Research methods for business: A skill building approach* (4th ed.). USA: John Wiley & Sons.

Sekaran, U., & Bougie, R. (2010). *Research methods for business: A skill building approach* (5th ed.). UK: John Wiley.

Selznick, P. (1957). *Leadership in administration*. New York, NY: Harper & Row.

Sen, A. (2008). The US fashion industry: A supply chain review. *International Journal of Production Economics, 114*(2), 571–593. doi:10.1016/j.ijpe.2007.05.022

Seong, L. W. (2007). Malaysian textile & apparel industry. *Penang Economic Monthly, 9*(5), 1–28.

Seyda, S.-A. (2013). A review of supply chain complexity drivers. *Computers & Industrial Engineering, 66*(3), 792–797.

Sezen, B. (2008). Relative effects of design, integration and information sharing on supply chain performance. *Supply Chain Management: An International Journal, 13*(3), 233–240. doi:10.1108/13598540810871271

Shacklett, M. (2012). New technologies can benefit warehousing and distribution operations without making a big dent in your bottom line. *Supply Chain Technology Prospects for the Warehouse*, 24–28.

Shannon, L., & Chow, P. (2004). Using reconfigurability to achieve real-time profiling for hardware/software codesign. In *Proceeding of the 2004 ACM/SIGDA 12th International Symposium on Field Programmable Gate Arrays* (pp. 190–199). New York, NY, USA: ACM Press. doi:10.1145/968280.968308

Shi, V. G., Koh, S. C. L., Baldwin, J., & Cucchiella, F. (2012). Natural resource based green supply chain management. *Supply Chain Management: An International Journal, 17*(1), 54–67. doi:10.1108/13598541211212203

Simatupang, T. M., & Sridharan, R. (2005). The collaboration index: A measure for supply chain collaboration. *International Journal of Physical Distribution & Logistics Management*, *35*(1), 44–62. doi:10.1108/09600030510577421

Simatupang, T. M., Wright, A. C., & Sridharan, R. (2002). The knowledge of coordination for supply chain integration. *Business Process Management Journal*, *8*(3), 289–308. doi:10.1108/14637150210428989

Singh, N. (2003). Emerging technologies to support supply chain management. *Communications of the ACM*, *46*(9), 243–247.

Sinkovics, R. R., Jean, R. J. B., Roath, A. S., & Cavusgil, S. T. (2011). Does IT integration really enhance supplier responsiveness in global supply chains? *Management International Review*, *51*(2), 193–212. doi:10.1007/s11575-011-0069-0

Slater, S. F., & Narver, J. C. (1995). Market orientation and the learning organization. *Journal of Marketing*, *59*, 63–74.

Slone, J. P. (2006). *Information quality strategy: An empirical investigation of the relationship between information quality improvements and organizational outcomes*. Capella University.

Slone, R. E., Dittmann, J. P., & Mentzer, J. T. (2010). The new supply chain agenda: The five steps that drive real value. *Harvard Business School Press*.

Sobel, M. E. (1982). Asymptotic confidence intervals for indirect effects in structural equation models. In S. Leinhardt (Ed.), *Sociological Methodology* (pp. 290–312).

Son, I., Lee, D., Lee, J., & Bong, Y. (2014). Market perception on cloud computing initiatives in organizations: An extended resource-based view. *Information & Management*, *51*, 653–669.

Speier, C., & Venkatesh, V. (2002). The hidden minefields in the adoption of sales force automation technologies. *Journal of Marketing*, *66*(3), 98–111.

Srinivasan, M., Mukherjee, D., & Gaur, A. S. (2011). Buyer–supplier partnership quality and supply chain performance: Moderating role of risks, and environmental uncertainty. *European Management Journal*, *29*(4), 260–271. doi:10.1016/j.emj.2011.02.004

Stalk, G., Philip, E., & Sgulman, L. E. (1992). Competing on capabilities: The new rules of corporate strategy. *Harrvard Business Review*, *63*, 57–69.

Staten, J. (2008). *Is cloud computing ready for the enterprise?* Cambridge, MA: Forrester Research.

Steenkamp, J.-B., & Trijip, H. C. M. van. (1991). The use of LISREL in validating marketing constructs. *International Journal of Research in Marketing*, *8*(4), 283–299.

Stewart, G. (1997). Supply chain operations reference model (SCOR): The first cross-industry framework for integrated supply chain management. *Logistics Information Management*, *10*(2), 62–67.

Stone, M. (1974). Cross-validatory choice and assessment of statistical predictions. *Journal of the Royal Statistical Society*, *36*(2), 111–147.

Storer, M., & Hyland, P. (2011). Utilizing industry-led innovation capacity to enhance supply chain performance: An empirical study. *Modern Applied Science*, *5*(6), 55–82. doi:10.5539/mas.v5n6p55

Storey, J. C., Emberson, D., & Reade. (2005). The barriers ot customer responsive supply chain management. *International Journal of Operations & Production Management*, *25*(3), 242–260.

Subramani, M. (2004). How do suppliers benefit from information technology use in supply chain relationships? *MIS Quarterly*, *28*(1), 45–73.

Suh, E. M. (2002). Culture, identity consistency, and subjective well-being. *Journal of Personality and Social Psychology*, *83*(6), 1378–1391. doi:10.1037//0022-3514.83.6.1378

Sukati, I., Hamid, A. B. A., Baharun, R., Tat, H. H., & Said, F. (2011). A study of supply chain management practices: An empirical investigation on consumer goods industry in Malaysia. *International Journal of Business and Social Science*, *2*(17), 166–177.

Sukati, I., Hamid, A. B., Baharun, R., & Yusoff, R. M. (2012). The study of supply chain management strategy and practices on supply chain performance. In *The 2012 International Conference on Asia Pacific Business Innovation & Technology Management* (Vol. 40, pp. 225–233). Malaysia: Elsevier Ltd. Selection. doi:10.1016/j.sbspro.2012.03.185

Sukwadi, R., Wee, H.-M., & Yang, C.-C. (2013). Supply chain performance based on the lean-agile operations and supplier-firm partnership: An empirical study on the garment industry in Indonesia. *Journal of Small Business Management*, *51*(2), 297–311. doi:10.1111/jsbm.12016

Supply Chain Council. (2010). *Supply Chain Operations Reference (SCOR ®) model*. USA.

Suriyapperuma, H. P., Yajid, M. S. A., Khatibi, A., & Premarathne, S. P. (2015). The impact of internet adoption on SME performance in Sri Lanka: Development of a conceptual framework. *International Journal of Arts and Commerce*, *4*(1), 46–58.

Svensson, G. (2003). Holistic and cross-disciplinary deficiencies in the theory generation of supply chain management. *Supply Chain Management: An International Journal*, *8*(4), 303–316. doi:10.1108/13598540310490062

Swanson, E. B. (1994). Information systems innovation among organizations. *Management Science*, *40*(9), 1069–1192.

Tabachnick, B. G., & Fidell, L. S. (2007). *Using multivariate statistics* (5th ed.). USA: Pearson Education, Inc.

Talavera, M. G. V. (2008). Supply chain collaboration in the Philippines. *Journal of International Business Research*, *7*(2), 65–83.

Tallon, P. P., & Pinsonneault, A. (2011). Competing perspectives on the link between strategic information technology alignment and organizational agility: Insights from a mediation model. *MIS Quarterly*, *35*(2), 463–486.

Tan, K. C. (2001). A framework of supply chain management literature. *European Journal of Purchasing & Supply Management*, *7*(1), 39–48. doi:10.1016/S0969-7012(00)00020-4

Tan, K. C. (2002). Supply chain management: Practices, concerns, and performance issues. *The Journal of Supply Chain Management*, *38*(1), 42–53. doi:10.1111/j.1745-493X.2002.tb00119.x

Tan, K. C., Kannan, V. R., & Hanfield, R. B. (1998). Supply chain management: Supplier performance. *International Journal of Purchasing and Materials Management*, *34*(2), 2–9.

Tan, K. C., Lyman, S. B., & Wisner, J. D. (2002). Supply chain management: A strategic perspective. *International Journal of Operations & Production Management*, *22*(6), 614–631. doi:10.1108/01443570210427659

Tan, M. I. B. I., & Ibrahim, I. S. B. (2010). Supply chain management and e-commerce technology adoption among logistics service providers in Malaysia. *World Academy of Science, Engineering and Technology*, *65*, 451–456.

Tan, M., & Teo, T. S. H. (2000). Factors influencing the adoption of internet banking. *Journal of the Association for Information Systems*, *1*(5), 1–42.

Tarokh, M. J., & Soroor, J. (2006). Supply chain management information systems critical failure factors. In *Service Operations and Logistics, and Informatics, 2006. SOLI'06. IEEE International Conference* (pp. 425–431). IEEE.

Tavassoli, S., Sardashti, M., & Toussi, N. K. N. (2009). Supply chain management and information technology support. In *Computer Science and Information Technology, 2009. ICCSIT 2009. 2nd IEEE International Conference* (pp. 289–293). IEEE.

Teece, D. J., Pisano, G., & Shuen, A. (1997). Dynamic capabilities and strategic management. *Strategic Management Journal*, *18*(7), 509–533.

Tenenhaus, M., Vinzi, V. E., Chatelin, Y. M., & Lauro, C. (2005). PLS path modeling. *Computational Statistics & Data Analysis*, *48*(1), 159–205.

Teo, T. S. H., & Ang, J. S. K. (1999). Critical success factors in the alignment of IS plans with business plans. *International Journal of Information Management*, *19*, 173–185.

Thatte, A. A., Rao, S. S., & Ragu-Nathan, T. S. (2013). Impact of SCM practices of a firm on supply chain responsiveness and competitive advantage of a firm. *The Journal of Applied Business Research*, *29*(2), 499–530.

Third Industrial Master Plan 2006-2020. (2006a). Launching of the third industrial master plan, pp. 7–10. Kuala Lumpur.

Third Industrial Master Plan 2006-2020. (2006b). Third industrial master plan (IMP3): Towards global competitiveness. *Hong Leong Bank Markets*, pp. 1–7. Kuala Lumpur.

Thomas, D. J., & Griffin, P. M. (1996). Coordinated supply chain management. *European Journal of Operational Research*, *94*(1), 1–15. doi:10.1016/0377-2217(96)00098-7

Thomson, A. M., Perry, J. L., & Miller, T. K. (2007). Conceptualizing and measuring collaboration. *Journal of Public Administration Research and Theory*, *19*(1), 23–56. doi:10.1093/jopart/mum036

Thong, J. Y. L. (1999). An integrated model of information systems adoption in small businesses. *Journal of Management Information Systems*, *15*(4), 187–214.

Thoo, A. C., Hamid, A. B. A., Huam, H. T., Baharun, R., Yusof, R. M., & Rasli, A. (2011). The proposed conceptual model for investigating moderating effects of contextual factors on supply chain management practice-performance link in Malaysian small and medium enterprises. *International Journal of Business and Management*, *6*(12), 135–146. doi:10.5539/ijbm.v6n12p135

Thoo, A. C., Hamid, A. B. A., Rasli, A., & Baharun, R. (2012). Adoption of supply chain management in SMEs. In *Procedia - Social and Behavioral Sciences* (Vol. 65, pp. 614–619). Elsevier Ltd. doi:10.1016/j.sbspro.2012.11.173

Ticehurst, G. W., & Veal, A. J. (1999). *Business research methods: A managerial approach*. NSW Australia: Addison Wesley Longman.

Tornatzky, L. G., & Fleischer, M. (1990). *The processes of technological innovations*. Lexington, MA: Lexington Books.

Tornatzky, L. G., & Klein, K. (1982). Innovation characteristics and innovation adoption implication: A mete-analysis of findings. *IEEE Transactions on Engineering Management*, *29*(1), 28–45.

Triandis, H. C. (1999). Cross-cultural psychology. *Asian Journal of Social Psychology*, *2*(1), 127–143. doi:10.1111/1467-839X.00029

Trice, H. M., & Beyer, J. M. (1993). *The cultures of work organizations*. Upper Saddle River, NJ: Prentice Hall.

Trkman, P., McCormack, K., Oliveira, M. P. V. De, & Ladeira, M. B. (2010). The impact of business analytics on supply chain performance. *Decision Support Systems*, *49*(3), 318–327. doi:10.1016/j.dss.2010.03.007

Tsai, M. C., Lai, K. H., & Hsu, W. C. (2013). A study of the institutional forces influencing the adoption intention of RFID by suppliers. *Information & Management*, *50*, 59–65.

Tsai, W. C. (2010). The moderating effect of IT capability on the service innovation and supply chain performance. In *Technology Management for Global Economic Growth* (pp. 1–8). IEEE.

Tseng, M. L., Wu, K. J., & Nguyen, T. T. (2011). Information technology in supply chain management: A case study. *Procedia - Social and Behavioral Sciences*, *25*, 257–272. doi:10.1016/j.sbspro.2011.10.546

Tukamuhabwa, B. R. (2011). A conceptual model for explaining supply chain performance in Uganda's SMEs. *Information Management and Business Review*, *3*(6), 336–344.

Tukamuhabwa, B. R., Eyaa, S., & Derek, F. (2011). Mediating variables in the relationship between market orientation and supply chain performance: A theoretical approach. *International Journal of Business and Social Science*, *2*(22), 99–107.

Udin, Z. M. (2004). *A hybrid knowledge-based approach for planning and designing a collaborative supply chain management system*. University of Bradford, West Yorkshire, UK.

Udomleartprasert, P., & Jungthirapanich, C. (2004). The supportive infrastructures enhancing the supply chain performance. In *2004 IEEE International Engineering Management Conference (IEEE Cat. No.04CH37574)* (Vol. 3, pp. 1203–1207). IEEE. doi:10.1109/IEMC.2004.1408884

Ueda, T. (2009). A simple method for the detection of outliers. *Electronic Journal of Applied Statistical Analysis*, *2*(1), 67–76. doi:10.1285/i20705948v2n1p67

Ünay, F. G., & Zehir, C. (2012). Innovation intelligence and entrepreneurship in the fashion industry. In *International Conference on Leadership, Technology and Innovation Management* (Vol. 41, pp. 315–321). Elsevier Ltd. Selection. doi:10.1016/j.sbspro.2012.04.036

Vachon, S., & Klassen, R. D. (2007). Supply chain management and environmental technologies: The role of integration. *International Journal of Production Research*, *45*(2), 401–423. doi:10.1080/00207540600597781

Vanichchinchai, A. (2012). The relationship between employee involvement, partnership management and supply performance: Findings from a developing country. *International Journal of Productivity and Performance Management*, *61*(2), 157–172. doi:10.1108/17410401211194662

Vanichchinchai, A., & Igel, B. (2011). The impact of total quality management on supply chain management and firm's supply performance. *International Journal of Production Research*, *49*(11), 3405–3424. doi:10.1080/00207543.2010.492805

Vendhan, G. S., & Suresh, K. K. (2011). Robust estimators of scale and location parameter using matlab. In *Proceedings of International Symposium on Computing, Communication and Control* (p. 1). Singapore: IACSIT Press.

Vickery, S. K., Droge, C., Setia, P., & Sambamurthy, V. (2010). Supply chain information technologies and organisational initiatives: Complementary versus independent effects on agility and firm performance. *International Journal of Production Research*, *48*(23), 7025–7042. doi:10.1080/00207540903348353

Vidal, C. J., & Goetschalckx, M. (2000). Modeling the effect of uncertainties on global logistics systems. *Journal of Business Logistics*, *21*(1), 95–120.

Vijayasarathy, L. R. (2010). An investigation of moderators of the link between technology use in the supply chain and supply chain performance. *Information & Management*, *47*(7-8), 364–371. doi:10.1016/j.im.2010.08.004

Vinodh, S., Prakash, N. H., & Selvan, K. E. (2011). Evaluation of agility in supply chains using fuzzy association rules mining. *International Journal of Production Research*, *49*(22), 6651–6661. doi:10.1080/00207543.2010.535044

Vlachos, I. P. (2014). A hierarchical model of the impact of RFID practices on retail supply chain performance. *Expert Systems with Applications*, *41*(1), 5–15. doi:10.1016/j.eswa.2013.07.006

Wade, M., & Hulland, J. (2004). Review: The resource-based view and information systems research: Review, extension, and suggestions for future research. *MIS Quarterly*, *23*(1), 107–142.

Walton, L. W., & Miller, L. G. (1995). Moving toward LIS theory development: A framework of technology adoption within channels. *Journal of Business Logistics*, *16*(2), 117–135.

Wang, E. T. G., & Wei, H. L. (2007). Interorganizational governance value creation: Coordinating for information visibility and flexibility in supply chains. *Decision Sciences*, *38*(4), 647–674. doi:10.1111/j.1540-5915.2007.00173.x

Wang, J. F., & Zhang, A. X. (2009). E-commerce in the textile and apparel supply chain management: Framework and case study. In *2009 Second International Symposium on Electronic Commerce and Security* (pp. 374–378). IEEE. doi:10.1109/ISECS.2009.84

Wang, Y. C. W., Chang, C. W., & Heng, M. S. S. (2004). The levels of information technology adoption, business network, and a strategic position model for evaluating supply chain integration. *Journal of Electronic Commerce Research*, *5*(2), 85–98.

Wang, Y. L. (2008). *Organizational learning , entrepreneurial opportunity recognition, and innovation performance in high technology firm in Taiwan*. University of Illinois.

Warkentin, M. E., Sayeed, L., & Hightower, R. (1997). Virtual teams versus face-to-face teams: An exploratory study of a web-based conference system. *Decision Sciences*, *28*(4), 957–996.

Watanarawee, K., & Baramichai, M. (2010). The evaluation of information sharing and transshipment mechanisms on supply chain performance: The case study from Thailand' retail chain. In *2010 2nd International Conference on Industrial and Information Systems* (pp. 506–509). IEEE.

Webb, K. (2008). A regulators perspective on innovation: Technology and the supply chain.

Wei, H. L., & Wang, E. T. G. (2010). The strategic value of supply chain visibility: Increasing the ability to reconfigure. *European Journal of Information Systems*, *19*(2), 238–249. doi:10.1057/ejis.2010.10

Wei, J., Ende, L. Van Der, & Lin, B. (2009). Customer-focused e-business model for the oil industry. *Journal of Computer Information Systems*, *49*(3), 11–21.

Wen, L., Zailani, S., & Fernando, Y. (2009). Determinants of RFID adoption in supply chain among manufacturing companies in China: A discriminant analysis. *Journal of Technology Management and Innovation*, *4*(1), 22–33.

Wernerfelt, B. (1984). A resource based view of the firm. *Strategic Management Journal*, *5*(2), 171–180.

Wernerfelt, B. (1995). The resource based view of the firm: Ten years after. *Strategic Management Journal*, *16*(3), 171–174.

Werts, C. E., Linn, R. L., & Joreskog, K. G. (1974). Intraclass reliability estimates: Testing structural assumptions. *Educational and Psychological Measurement*, *34*(1), 25–33.

Whitley, E. W. (1985). The case for postal research. *Journal of the Market Research Society*, *27*(1), 5–13.

Wieland, A., & Wallenburg, C. M. (2011). *Supply chain management in sturmischen*. Zeitan, Berlin.

Wilson, B. (2010). Using PLS to investigate in effects between higher-order brand construct. In V. E. Vinzi, W. W. Chin, J. Henseler, & H. Wang (Eds.), *Handbook of Partial Least Squares: Concepts, Methods and Applications in Marketing and Related Fields* (pp. 621–652). Berlin, Heidelberg: Springer Publishing.

Wittingslow, G. E., & Markham, S. (1999). Customer-driven modeling of satisfaction behaviour. *Australasian Journal of Market Research*, *7*(2), 29–38.

Wold, H. (1973). Nonlinear iterative partial least squares (NIPALS) modeling: Some current developments'. In *Third International Symposium on Multivariate Analysis*. Ohio: Wright State University.

Wold, H. (1974). Causal flows with latent variables: Partings of the ways in the light of NIPALS modelling. *European Economic Review*, *5*(1), 67–86.

Wold, H. (1975). Path model with latent variables, the NIPALS approach. In H. M. Blalock, A. Aganbegian, F. M. Borodkin, R. Boudon, & V. Cappecchi (Eds.), *Quantitative Sociology: International Perspectives on Mathematical and Statistical Modeling* (pp. 307–353). New York: Academic Press.

Wold, H. (1981). Model construction and evaluation when theoretical knowledge in scare: Theory and application of partial least squares. In J. Kmenta & J. E. Ramsey (Eds.), *Evaluation of Econometric Models* (pp. 47–74). New York: Academic Press.

World Economic Outlook Report. (2012). *World economic and financial surveys: Growth resuming, dangers remain*.

Wu, I. L., & Wu, K. W. (2005). A hybrid technology acceptance approach for exploring e-CRM adoption in organizations. *Behaviour & Information Technology*, *24*(4), 303–316. doi:10.1080/0144929042000320027

Wyld, D. C. (2006). RFID 101: The next big thing for management. *Management Research News*, *29*(4), 154–173. doi:10.1108/01409170610665022

Xiao, L. (2008). *The impact of dynamic IT capability and organizational culture on firm performance*. George Washington University.

Xu, S., Zhu, K., & Gibbs, J. (2004). Global technology, local adoption: A cross-country investigation of internet adoption by companies in the United States and China. *Electronic Markets*, *14*(1), 13–24. doi:10.1019678042000175261

Xu, Y., Yen, D. C., Lin, B., & Chou, D. C. (2002). Adopting customer relationship management technology. *Industrial Management & Data Systems*, *102*(8), 442–452. doi:10.1108/02635570210445871

Xuhua, P. (2008). Information technology in logistics and supply chain management. In *Proceedings of the IEEE International Conference on Automation and Logistics* (pp. 2185–2188). Qingdao, China: IEEE.

Yahya, S. A. B. (2011). *An empirical investigation on the acceptance and adoption of e-commerce among internet users in Malaysia*. Universiti Utara Malaysia.

Yan, J., Xin, S., Liu, Q., Xu, W., Yang, L., Fan, L., … Wang, Q. (2014). Intelligent supply chain integration and management based on cloud of things. *International Journal of Distributed Sensor Networks*, *2014*, 1–15. doi:10.1155/2014/624839

Yang, T. M., & Maxwell, T. A. (2011). Information-sharing in public organizations: A literature review of interpersonal, intra-organizational and inter-organizational success factors. *Government Information Quarterly*, *28*(2), 164–175. doi:10.1016/j.giq.2010.06.008

Yauch, C. A., & Steudel, H. J. (2002). Cellular manufacturing for small businesses: Key cultural factors that impact the conversion process. *Journal of Operations Management*, *20*(5), 595–617.

Yee, S. T. (2005). Impact analysis of customized demand information sharing on supply chain performance. *International Journal of Production Research*, *43*(16), 3353–3373. doi:10.1080/00207540500095779

Yeh, C. H., Lee, G. G., & Pai, J. C. (2014). Using a technology-organization-environment framework to investigate the factors influencing e-business information technology capabilities. *Information Development*, 1–16. doi:10.1177/0266666913516027

Yin, R. K. (2003). *Case study research: Design and methods* (3rd ed.). USA: Sage Publications.

Yu, Z., Yan, H., & Cheng, T. C. E. (2001). Benefits of information sharing with supply chain partnerships. *Industrial Management & Data Systems*, *101*(3), 114–121. doi:10.1108/02635570110386625

Yu, Z., Yan, H., & Cheng, T. C. E. (2002). Modelling the benefits of information sharing-based partnership in a two level supply chain. *The Journal of the Operational Research Society*, *53*(4), 436–446. doi:10.1057/palgrave/jors/26001255

Zaitsev, E. (2012). Supply chain reliability modelling. *Scientific Journal of Logistics*, *8*(1), 61–69.

Zammuto, R. F., & O'Connor, E. J. (1992). Gaining advanced manufacturing technologies' benefits: The roles of organization design and culture. *The Academiy of Management Review*, *17*(4), 701–728.

Zhang, L., Wang, S., Li, F., Wang, H., Wang, L., & Tan, W. (2011). A few measures for ensuring supply chain quality. *International Journal of Production Research*, *49*(1), 87–97. doi:10.1080/00207543.2010.508965

Zhang, M., & Tansuhaj, P. S. (2007). Organizational culture, information technology capability, and performance: The case of born global firms. *Multinational Business Review*, *15*(3), 43–78.

Zhang, S. H., & Cheung, K. L. (2011). The impact of information sharing and advance order information on a supply chain with balanced ordering. *Production and Operations Management*, *20*(2), 253–267. doi:10.3401/poms.1080.01160

Zhang, X., Donk, D. P. van, & Vaart, T. van der. (2007). The fit between ICT needs and ICT capability and its influence on supply chain performance. In *Grey Systems and Intelligent Services, 2007. GSIS 2007. IEEE International Conference* (pp. 1256–1260). IEEE. doi:10.1109/GSIS.2007.4443474

Zhang, X., & Wang, H. (2011). Empirical research on associations among information technology, supply chain robustness and supply chain performance. *International Journal of Business and Management*, *6*(2), 231–236.

Zhang, Z., & Tao, L. (2008). Multi-agent based supply chain management with dynamic reconfiguration capability. In *2008 IEEE/WIC/ACM International Conference on Web Intelligence and Intelligent Agent Technology* (pp. 92–95). China: IEEE. doi:10.1109/WIIAT.2008.276

Zhao, X., Xie, J., & Zhang, W. J. (2002). The impact of information sharing and ordering co-ordination on supply chain performance. *Supply Chain Management: An International Journal*, *7*(1), 24–40. doi:10.1108/13598540210414364

Zhu, J. (2010). Evaluation of supply chain performance based on BP neural network. In *2010 2nd International Conference on Computer Engineering and Technology* (pp. 495–499). IEEE. doi:10.1109/ICCET.2010.5486013

Zhu, K., & Kraemer, K. L. (2005). Post-adoption variations in usage and value of e-business by organizations: Cross-country evidence from the retail industry. *Information Systems Research*, *16*(1), 61–84.

Zhu, K., Kraemer, K. L., & Xu, S. (2006). The process of innovation assimilation by firms in different countries: A technology diffusion perspective on e-business. *Management Science*, *52*(10), 1557–1576.

Zhu, K., Kraemer, K. L., Xu, S., & Dedrick, J. (2004). Information technology payoff in e-business environments: An international perspective on value creation of e-business in the financial services industry. *Journal of Management Information Systems*, *21*(1), 17–54.

Zhu, K., Kraemer, K., & Xu, S. (2003). Electronic business adoption by european firms: A cross-country assessment of the facilitators and inhibitors. *European Journal of Information Systems*, *12*(4), 251–268.

Zikmund, W. G. (2003). *Business research methods* (7th ed.). Mason, OH: South-Western.

Zikmund, W. G. (2005). *Business research methods*. Bangalore: Thomson Business Information India Pvt. Limited.

Zmud, R. W. (1982). Diffusion of modern software practices: Influence of centralization and formalization. *Management Science*, *28*(12), 1421–1431.

Zolait, A. H., Ibrahim, A. R., Chandran, V. G. R., & Sundram, V. P. K. (2010). Supply chain integration: An empirical study on manufacturing industry in Malaysia. *Journal of Systems and Information Technology*, *12*(3), 210–221. doi:10.1108/13287261011070830