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SOCIO-TECHNICAL APPROACH, DECISION-MAKING ENVIRONMENT, AND SUSTAINABLE PERFORMANCE: ROLE OF ERP SYSTEMS

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ABSTRACT

Aim/Purpose	This explanatory study aimed to determine the mediating role of ERP in the relation between the effect of a socio-technical approach and decision-making environment, and firms' sustainable performance.
Background	Although earlier studies have discussed the critical success factors of the failure or success of an ERP system and the extent to which it achieves its desired objectives, the current study focused on the significant impact of socio-technical elements and decision-making environment on the success of the ERP system (i.e., sustainable performance). In addition, the lack of research on ERP as a mediator in the above relationship motivated this study to bridge the literature gap.
Methodology	The data was collected using questionnaires distributed to 233 randomly selected employees of three multinational companies (BP, LUKOIL, and Eni) operating in Iraq. The structural equation modeling was employed to test the hypothesized relationships.

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