Literature Review Healthcare service quality is the result of a collaboration between the healthcare agent and the patient.It was also found that behavioral intention positively affects genuine usage.By using a multi-method approach, Cucciniello et al. (2016) conducted comparative case studies of two different hospitals to examine the adoption and implementation of identical medical record systems and found that healthcare organizations benefited from deploying the integrated medical system regarding information quality, data sharing, and cost efficiency.Rouhani and Mehri (2018) investigated ERP benefits through a survey by defining 31 empowering benefits for this enterprise system based on reviewing the literature and classifying it into four groups of empowering benefits including informative, communicative, growth and learning, and strategic benefits.Chiarini et al. (2018) investigated ERP implementation in public healthcare and suggested that benefits can be classified into four theoretical categories: patients' satisfaction, stakeholders' satisfaction, operations efficiency, and strategic and performance management.Jawaid (2016) analysed recent studies about violent incidents against doctors in South Asian countries and suggested that such incidents are triggered by a lack of communication between healthcare professionals and the patient, reduced image of the medical profession, and below par quality of care.The latest form of the ERP system present today is capable of handling with various business units covering management of customer relationship, human resource, purchasing, finance and accounting, manufacturing, processing of the order, management of materials and planning of operation and sales (Botta-Genoulaz and Millet 2006).The benefits may be intangible or tangible; e.g., improvement in cash flow, order management, system integration, reduction of inventory, logistics management, and information quality enhancement (Botta-Genoulaz and Millet 2006).Almajali et al. (2016) conducted an empirical analysis of 175 Jordanian healthcare organizations and examined the data using structural equation modeling.The failure rate of Enterprise Resource Planning system has been greatly publicized, however, it has not detracted organizations from investing money into ERP system implementation (Scotti et al. 2007).Discourse on ERP systems acceptance is prevalent among policymakers and researchers as they intend to understand the underlying psychological and social aspects inducing user adoption behavior.Then the MRP system further evolved into a system that was more sophisticated and included detailed capacity planning, master scheduling, long-range planning, capacity planning, and resource planning (Xue et al. 2005).Some organizations have improved their position by ERP system implementation in their business processes; for example, a company known as Earthgains implemented an ERP system and, as a result, there was an enhancement in their operating margin from 2.4-3.3%.For instance, Al-Arifi et al. (2016) observed that healthcare professionals lack knowledge regarding warfarin interactions with drug and herbal medicines.Considering the success of the ERP implementations, this study established that most of the representatives perceive the undertaking as useful regarding client satisfaction and perceived quality measures.Amoako-Gyampah and Salam (2004) proposed an extension to the technology acceptance model and empirically investigated it in an ERP implementation setting.Balkrishnan et al. (2013) proposed that active Comparative Effectiveness Research (CER) systems nurture the sharing of resources, skills, and capabilities.The results indicated that the communicative, strategic and informative empowering benefits are significant advantages.The findings revealed that SMEs implemented common project planning

practices, although they did not consider the planning process as a distinct phase of the ERP implementation.The ERP system has the capability of integrating information that is used by human resources, manufacturing, distribution, and accounting departments into a single computer system (Umble et al. 2003).From 1960 to 1970, there was a paradigm shift from inventory control to MRP improvement, and this was accepted by a lot of manufacturing companies for the efficient calculation of the materials they required for the manufacturing process.Therefore, the progress of technology, globalization trends, and communication technologies have exerted pressure on the service sector for their new competition offerings (Costa 2015).Twenty-two critical success factors for ERP system implementation at various implementation phases have been presented by Somers and Nelson (2001).The ERP system implementation is a very complex process, and organizations encounter different types of problems while adopting ERP system phases (Kumar et al. 2003).ERP systems have a problem, the very high cost of implementation sometimes provides inadequate results because the individuals using the ERP system are not aware of proper ERP system functioning and working (Altamony et al. 2016).Shih and Huang (2009) examined the behavioral intention and actual usage of ERP implementation, grounded in the technology acceptance model.They used the Lisrel package of structural equation modelling to validate the causal associations between variables.Analytical outcomes determine that top leadership support positively affects the perceived efficacy and perceived ease of use.Thus, personal characteristics of the provider and the patient and organizational factors affect the overall service quality (Mosadeghrad 2014).Tasevska et al. (2014) conducted a survey on 30 SMEs in the Republic of Macedonia.The ERP system can provide enhancement in service quality, productivity, service cost decrease, and efficiency (Shaul and Tauber 2013).The earlier target of the ERP system was not the services sector, but instead, the ERP system vendors focused on the manufacturing companies (Botta-Genoulaz and Millet 2006).