

Future directions: Although past studies suggest that change management is crucial for ERP effectiveness, further research is needed on the effects and importance of change management programs, which were undervalued in private hospital ERP projects. Fourth, it may be required to examine the differences between HIS and ERP in present practice in these hospitals, as well as whether there are problems and implications for system integration due to differences in HIS viewing. Would this method of ERP acquisition cause minor or big delays?