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Impediments to Inter-Firm Transfer of Best Practice in an Enterprise Systems Context

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Abstract

A survey of major issues with Enterprise Systems was administered within the State Government of Queensland, Australia and a subset of these issues mapped against Szulanski's model of inter-firm best practice transfer stickiness (Szulanski, G. 1996. Exploring internal stickiness: Impediments to the transfer of best practice within the firm. Strategic Management Journal, 17(Special Issue), 27-43). The paper discusses impediments to knowledge transfer within this context, presents findings from the a posteriori application of Szulanski's model to the survey responses, and suggests future research directions.

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