

Table of Contents

Information Resources Management Journal

Volume 30 • Issue 1 • January-March-2017 • ISSN: 1040-1628 • eISSN: 1533-7979

An official publication of the Information Resources Management Association

Research Articles

- 1 **Exploring the Usage of Big Data Analytical Tools in Telecommunication Industry in Oman**
Himyar Ali Al Jabri, Sultan Qaboos University, Al-Khouth, Oman
Ali H. Al-Badi, Sultan Qaboos University, Al-Khouth, Oman
Oualid Ali, German University of Technology in Oman, Al-Khouth, Oman

- 15 **New Causal Model for Brazilian Private Higher Education Institutions: A Dynamic Capability Perspective**
Christiane Bischof-dos-Santos, FAE University Center, Curitiba, Brazil
Adriana Roseli Wünsch Takahashi, Federal University of Paraná, Curitiba, Brazil
Mônica Maier Giacomini, Federal University of Paraná, Curitiba, Brazil
Clarissa Figueiredo Rocha, Pontifical Catholic University of Paraná, Curitiba, Brazil
Claudimar Pereira Da Veiga, Pontifical Catholic University of Paraná, Curitiba, Brazil
Luiz Carlos Duclós, Pontifical Catholic University of Paraná, Curitiba, Brazil

- 30 **A Novel Recommendation System for Dental Services Based on Online Word-of-Mouth**
Wen-Chin Hsu, National Central University, Jhongli City, Taiwan
Li-Chuan Chen, National Central University, Jhongli City, Taiwan

- 48 **A Synergetic Model for Implementing Big Data in Organizations: An Empirical Study**
Mohanad Halaweh, Al Falah University, Dubai, United Arab Emirates
Ahmed El Massry, Hamdan Bin Mohammed Smart University, Dubai, United Arab Emirates

COPYRIGHT

The **Information Resources Management Journal (IRMJ)** (ISSN 1040-1628; eISSN 1533-7979), Copyright © 2017 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The *Information Resources Management Journal* is indexed or listed in the following: ABI/Inform; ACM Digital Library; Aluminium Industry Abstracts; Australian Business Deans Council (ABDC); Bacon's Media Directory; Burrelle's Media Directory; Cabell's Directories; Ceramic Abstracts; Compendex (Elsevier Engineering Index); Computer & Information Systems Abstracts; Corrosion Abstracts; CSA Civil Engineering Abstracts; CSA Illumina; CSA Mechanical & Transportation Engineering Abstracts; DBLP; DEST Register of Refereed Journals; EBSCOhost's Business Source; EBSCOhost's Computer & Applied Sciences Complete; EBSCOhost's Computer Science Index; EBSCOhost's Current Abstracts; EBSCOhost's Library/Information Science & Technology Abstracts with FullTEXT; Electronics & Communications Abstracts; Emerald Abstracts; Engineered Materials Abstracts; Gale Directory of Publications & Broadcast Media; GetCited; Google Scholar; INSPEC; Internet & Personal Computing Abstracts; ISBIB; JournalTOCs; KnowledgeBoard; Library & Information Science Abstracts (LISA); Library Literature & Information Sciences; Materials Business File - Steels Alerts; MediaFinder; Norwegian Social Science Data Services (NSD); PubList.com; SCOPUS; Solid State & Superconductivity Abstracts; The Index of Information Systems Journals; The Standard Periodical Directory; Ulrich's Periodicals Directory; Web of Science Emerging Sources Citation Index (ESCI)