REFERENCES

ACKOFF, R.L. 1971. Towards a system of systems concepts. *Management Science*, 17(11):661-671.

ACKOFF, R.L. 1974. Redesigning the future: A systems approach to societal problems. New York, N.Y.: Wiley.

ACKOFF, R.L. 1979. The future of operational research is past. (*In* Flood, R.L. & Jackson, M.C. 1991. *eds.* Critical systems thinking: Directed readings. Chichester: Wiley. p.41-58.)

ACKOFF, R.L. 1981. Creating the corporate future. New York, N.Y.: Wiley.

ADAMSON, C. & VENERABLE, M. 1998. Data warehouse design solutions. New York, N.Y.: Wiley.

ADELMAN, S. 2001. Critical success factors for data warehousing projects. [Web:] http://searchdatabase.techtarget.com/originalContent/0,289142,sid13_gci764689,00.html [Date of use: 29 October 2003].

AGAR, M.H. 1980. The professional stranger: An informal introduction to ethnography. New York, N.Y.: Academic Press.

ANONYMOUS. 2001. Developing data warehouses. [Web:] http://www.omfo-design-inc.com/Data_Warehouse/Data_Warehouse.html [Date of use: 29 October 2003].

ANONYMOUS. 2003. 41% have experienced data warehouse project failures. Cutter consortium report of 18 February 2003. [Web:] http://www.cutter.com.research/2003/edge030218.html [Date of use: 29 October 2003].

BAUMAN, Z. 1976. Towards a critical sociology: An easy on commonsense and emancipation. London: Routledge & Kegan Paul.

BASDEN, A. 2002. Christian philosophy and information systems. (*In* Bijkerk, J.D., Van der Stoep, J. & Strijbos, S., *eds.* On the connections between philosophy,

technology and systems sciences (Proceedings of the 8th Annual Working Conference of CPTS). Amersfoort: CPTS. p.7-30.)

BASKERVILLE, R.L. 1999. Investigating information systems with action research. *Communications of the AIS.,* vol 2, article 19. [Web:] http://cais.isworld.org/articles/2-19/default.asp?View=html&x=33&y=10 [Date of use: 8 October 2003].

BASKERVILLE, R.L. & PRIES-HEJE, J. 1999. Grounded action research: A method for understanding IT in practice. *Accounting, Management and Information Technologies*, 9:1-23.

BEHR, A.L. 1983. Empirical research methods for the human sciences: An introductory text for students of education, psychology and the social sciences. Pretoria: Butterworths.

BERNSTEIN, R.J., *ed.* 1985. Habermas and modernity. Cambridge: Polity.

BISCHOFF, J. & ALEXANDER, T. 1997. Data warehouse: Practical advice from the experts. Englewood Cliffs, N.J : Prentice-Hall.

BLUM, F.H. 1955. Action research: A scientific approach? *Philosophy of Science,* 22(1):1-7.

BOUDREAU, M.C. 1997. Report on the Discussion at the Panel on Assessing Critical Social Theory Research in Information Systems at the International Federation for Information Processing Working Group 8.2. [Web:] http://www.people.vcu.edu /~as;ee/Philadelphia-Cst.htm [Date of use: 21 February 2003].

BURREL, G. & MORGAN, G. 1979. Sociological paradigms and organisational analysi*s*. London: Heinemann.

CARR, W. & KEMMIS, S. 1986. Becoming critical: Education, knowledge and action research. London: Falmer Press.

CHECKLAND, P. 1981. Systems thinking, systems practice. Chichester: Wiley.

CHECKLAND. 1985. From optimising to learning: a development of systems thinking for the 1990's. (*In* Flood, R.L. & Jackson, M.C., *eds*. 1991. Critical systems thinking: Directed readings. Chichester: Wiley. p.59-75.)

CHECKLAND, P. 1995. Soft systems methodology and its relevance to the development of information systems. (*In* Stowell, F., *ed*. Information Systems Provision: The Contribution of Soft Systems Methodology. London: McGraw-Hill. p.1-17)

CHECKLAND, P. & SCHOLES, J. 1999. Soft systems methodology in action: Includes a 30-year retrospective. New York, N.Y.: Wiley.

CHURCHMAN, C.W. 1968. The systems approach. New York: Delta.

CHURCHMAN, C.W. 1970. Operation research as a profession. (*In* Flood, R.L. & Jackson, M.C., *eds*. 1991. Critical systems thinking: Directed readings. Chichester: Wiley. p.19-40.)

CHURCHMAN, C.W. 1979. The systems approach and its enemies. New York, N.Y.: Basic Books.

CLARK, P.A. 1972. Action research and organisational change. London: Harper and Row.

COHEN, I.J. 1987. Structuration theory and praxis. (*In* Giddens, A. & Turner, J.H., *eds*. Social theory today. Cambridge: Polity Press. p.273-308.)

COMTE, A. 1896. The positive philosophy. Volume 1. Freely translated and condensed by Harriet Martineau. London: George Bell.

COREY, M.J., ABBEY, M.S., ABRAMSON, I. & TAUB, B. 2001. Oracle8*i* data warehousing. Berkeley, Calif.: Osborne/McGraw-Hill.

DAHLBOM, B. & MATHIASSEN, L. 1993. Computers in context: The philosophy and practice of systems design. Oxford: NCC Blackwell.

DESANCTIS, G. 1993. Theory and research: Goals, priorities, and approaches. *MIS Quarterly*, 17(1):vi-viii.

DILTHEY, W. 1989a. The relationship of the human sciences to the natural sciences. (*In* Makkreel, R.A., Frithjof, R. *eds*. Wilhelm Dilthey: Selected works. Volume 1. Princeton, N.J.: Princeton University Press. p.66-71.)

DILTHEY, W. 1989b. The sciences of individuals as elements of socio-historical reality. (*In* Makkreel, R.A., Frithjof, R. *eds*. Wilhelm Dilthey: Selected works. Volume 1. Princeton, N.J.: Princeton University Press. p.80-87.)

DOOYEWEERD. H. 1969. A new critique of theoretical thought. Volume 2. Translated by David H. Freeman and William S. Young. Philadelphia, Pa.: The Presbyterian and Reformed Publishing Company.

DU PLOOY, N.F., INTRONA, L.D. & ROODE, D.J. 1993. Notes on research in information systems. Pretoria: Department of Informatics, University of Pretoria.

DURKHEIM, E. 1985. Sociology and the social sciences. (*In* Thomson, K. *ed*. Readings from Emile Durkheim. London: Routledge. p21-27).

ECKERSON, W. 2003. Smart companies in the 21st century: The secrets of creating successful BI solutions. (*In* A report of the Data Warehouse Institute) [Web:] www.dw-institute.com/bireport/ [Date of use: 3 August 2003].

ELDEN, M. & CHISHOLM, R.F. 1993. Features of emerging action research. *Human Relations*, 46(2):275-298.

ENGLISH, L.P. 1999. Improving data warehouse and business information quality: Methods for reducing costs and increasing profits. New York, N.Y.: Wiley.

FERRANTI, M. 1998. Checking out success, failure, and myth. *Data Warehouse World,* August. [Web:] http://sunsit.uakom.sk/sunworldonline/swol-08-1998/swol-08-datawarehouse.html [Date of use: 29 October 2003].

FLOOD, R.L. & JACKSON, M.C., *eds.* 1991a. Critical systems thinking: Directed readings. Chichester: Wiley.

FLOOD, R.L. & JACKSON, M.C. 1991b. Total systems intervention: A practical face to critical systems thinking. (*In* Flood, R.L. & Jackson, M.C., *eds*. Critical systems thinking: Directed readings. Chichester: Wiley. p.19-40.)

FORESTER, J. 1992. Critical ethnography: On fieldwork in a Habermasian way. (*In* Alvesesson, M. & Willmott, H., *eds*. Critical management studies. London: Sage. p.1-20.)

FORESTER, J. 1993. Critical theory, public policy, and planning practice. Albany, N.Y.: State University of New York Press.

GIDDENS, A., *ed*. 1974. Positivism and sociology. London: Heinemann.

GIDDENS, A. 1976. New rules of sociological method: A positive critique of interpretive sociologies. New York, N.Y.: Basic Books.

GIDDENS, A. 1978. Durkheim. Glasgow: Collins.

GIDDENS, A. 1984. The constitution of society. Cambridge: Policy Press.

GLASER, B.G. 1992. Basics of grounded theory analysis: Emergence vs forcing. Mill Valley, CA: Sociology Press.

GLASER, B.G. & STRAUSS, A.L. 1967. The discovery of grounded theory: Strategies for qualitative research. New York, N.Y.: Aldine de Gruyter.

GLASER, B.G. & STRAUSS, A.L. 1999. The discovery of grounded theory: Strategies for qualitative research. Paperback ed. New York, N.Y.: Aldine de Gruyter.

GOULDING, C. 1998. Grounded theory: The missing methodology on the interpretivist agenda. *Quantitative market research: An international journal*, 1(1): 50-57.

GREENWOOD, D.J. & LEVIN, M. 1998. Introduction to action research. Thousand Oaks, Calif.: Sage.

HALL, A.D. 1962. A methodology for systems engineering. Princeton, N.J.: Van Nostrand.

HAN, J. & KAMBER, M. 2001. Data mining: Concepts and techniques. San Francisco: Morgan Kaufmann.

HABERMAS, J. 1974. Theory and practice. London: Heinemann.

HABERMAS, J. 1984. The theory of communicative action. Volume one: Reason and the rationalization of society. Translated by Thomas McCarthy. Boston, Mass.: Beacon Press.

HARVEY, L. 1990. Critical social research. London: Unwin Hyman.

HELD, D. 1980. Introduction to critical theory: Horkheimer to Habermas. London: Hutchinson.

HIRSCHHEIM, R.A. & KLEIN, H.K. 1989. Four paradigms of information systems development. *Communications of the ACM*, 32(10):1199-1216.

HIRSCHHEIM, R.A. & KLEIN, H.K. 1994. Realising emancipatory principles in information systems development: The case for ETHICS. *MIS Quarterly*, 18(1):83-119.

HUGHES, J.A. 1990. The philosophy of social research. 2nd ed. London: Longman.

INMON, W.H. 1996. Building the data warehouse. 2nd ed. New York, N.Y.: Wiley.

INMON, W.H. 2000. The future of data warehousing: Alternative storage. [Web:] http://www.filetek.com/papers/Inmon/inmon.htm [Date of use: 17 October 2003].

INTRONA, L.D. 1992. Towards a theory of management information. Pretoria: UP. (D. Comm. dissertation)

JACKSON, M.C. 1991. Systems methodology for the management sciences. New York, N.Y.: Plenum.

JACKSON, M.C. 2001. Critical systems thinking and practice. *European journal of operational research*. 128:233-244.

JENKINS, G.M. 1969. The systems approach. (*In* Beishon, J. & Peters, G., *eds.* Systems behavior. London: Open university. p.78-104).

KAY, J.J. & FOSTER, J.A. 1999. About teaching systems thinking. (*In* Savage, G. & Roe, P., *eds.* Proceedings of the HKK conference, 14-16 June, 1999. Ontario: University of Waterloo. p.165-172.)

KAISER, W.C. & SILVA, M. 1994. An introduction to biblical hermeneutics: The search for meaning. Grand Rapids, Mich.: Zondervan.

KALSBEEK, L. 1975. Contours of a Christian philosophy. Toronto: Wedge.

KIMBALL, R., REEVES, L., ROSS, M. & THORNTHWAITE, W. 1998. The data warehouse lifecycle toolkit. New York: Wiley.

KLEIN, H.K. & MYERS, M.D. 1999. A set of principles for conducting and evaluating interpretive field studies in information systems. *MIS Quarterly*, 23(1):67-94.

KRAMER, N.J.T.A. & DE SMIT, J. 1977. Systems thinking: Concepts and notions. Leiden: Martinus Nijhoff.

LEE, A.S. 1999. Researching MIS. (*In* Currie, W.L. & Galliers, R., *eds.* Rethinking management information systems. Oxford: Oxford University Press. p.7-27.)

LEWIN, K. 1947. Frontiers in group dynamics. *Human Relations*, 1(1):5-41.

LEWIN, K. 1948. Resolving social conflicts. New York, N.Y.: Harper.

LEWIS, P. 1995. New challenges and directions for data analysis and modeling. (*In* Stowell, F., *ed.* Information systems provision: The contribution of soft systems methodology. London: McGraw-Hill. p.186-206.)

LITTLE, R.G. & GIBSON, M.L. 2003. Perceived influences on implementing data warehousing. *IEEE Transactions on software engineering*, 29(4):290-296, April.

LUBBE, S. 2003. The development of a case study methodology in the information technology field: A step by step approach. *Ubiquity: A Web-based publication of the ACM*, 4(27), September 2-9. [Web:] http://www.acm.org/ubiquity/views/v4i27_ lubbe.pdf [Date of use: 7 October 2003].

MAGEE, B. 1973. Karl Popper. New York: Viking.

MAILVAGANAM, H. 2003. Design methodologies of Kimball and Inmon…plus a third way. [Web:] http://www.dmreview.com/Articles/KimballInmon.html [Date of use: 17 October 2003].

MALLACH, E. 2000. Decision support systems and data warehousing. Boston: McGraw-Hill.

MARKUS, M.L. 2000. Conceptual challenges in contemporary IS research. *Journal of Global IT Management*, 8(3):42-46, July - September.

MARX, K. 1930. Capital. London: Dent.

MAY, T. 1993. Social research: Issues, methods and process. Buckingham: Open University Press.

McCARTHY, T. 1978. The critical theory of Jurgen Habermas. Cambridge: Polity.

MCFADDEN, F. R., HOFFER, J.A. & PRESCOT, M.P. 1999. Modern database management. 5th ed. Reading, Mass.: Addison-Westley.

MIDGLEY, G. 2000. Systemic intervention: Philosophy, methodology and practice (contemporary systems thinking). New York, N.Y.: Kluwer Academic/Plenum.

MINGERS, J. 1995. Using soft systems methodology in the design of information systems. (*In* Stowell, F., *ed*. Information systems provision: The contribution of soft systems methodology. London: McGraw-Hill. p18-50.)

MIMNO, P. 2001. Is your data warehouse business-driven? [Web:] http://www.mimno.com/articles/article3.html [Date of use: 29 October 2003].

MUMBY, D.K. 1987. The political function of narratives in organisations. *Communications Monograph*, 54:113-127.

MUMBY, D.K. 1988. Communications and power in organisations: Discourse, ideology and dominations. Norwood, N.J.: Ablex.

MYERS, M.D. 1997. Qualitative research in information systems. *MIS Quarterly*, 21(2):241-242. [Web:] www.misq.org/misqd961/isworld/ [Date of use: 18 March 2003] http://www.qual.auckland.ac.nz [Date of use: 24 March 2003].

NGWENYAMA, O. & LEE, A. 1997. Communication richness in electronic mail: Critical theory and the contextuality of meaning. *MIS Quaterly*, 21(2):145-167.

ORLIKOWSKI, W.J. 1991. Integrated information environment or matrix of control? The contradictory implications of information technology. *Accounting, Management and Information Technologies*, 1(1):9-42.

ORLIKOWSKI, W.J. 1992. The duality of technology: Rethinking the concept of technology in organisations. *Organisation Science*, 3(3):398-427.

ORLIKOWSKI, W.J. & BAROUDI, J.J. 1991. Studying information technology in organisations: Research approaches and assumptions. *Information Systems Research*, 2(1):1-28.

POE, V., KLAUER, P. & BROBST, S. 1998. Building a data warehouse for decision support. 2nd ed. Upper Saddle River, N.J.: Prentice Hall PTR.

POPPER, K.R. 1957. The poverty of historicism. London: Ark.

POPPER, K.R. 1972. Objective knowledge. Oxford: Claredon Press.

POPPER, K.R. 1982. The open universe: An argument for indeterminism. London: Hutchinson.

POTHAS, A-M., DE WET, A.G. & STRIJBOS, S. 2002. Towards the practising of disclosive systems thinking. (*In* Bijkerk, J.D., Van der Stoep, J. & Strijbos, S., *eds*. On

the connections between philosophy, technology and systems sciences (Proceedings of the 8th Annual Working Conference of CPTS). Amersfoort: CPTS. p.157-176.)

REDMAN, T.C. 1996. Data Quality for the information age. Boston, Mass.: Artech House.

ROYCE, W.W. 1970. Managing the development of large software systems. (*In* Proceedings of the Westcon conference. Califonia: Westcon).

SAHAKIAN, W.S. 1968. History of philosophy: From the earliest times to the present. New York, N.Y.: Barnes & Noble Books.

SCHUTZ, A. 1962. Collected papers I: The problem of social reality. The Hague: Martinus Nijhoff.

SHANNON, C.E. & WEAVER, W. 1949. The mathematical theory of communication. Urbana, Ill.: University of Illinois Press

SHIN, B. 2003. An exploratory investigation of system success factors in data warehousing. *Journal of the Association for Information Systems*, 4:141-170.

SMIT, J. 1999. Grounded theory methodology in IS research: Glaser vs. Strauss. *South African Computer Journal*, 24:219-222.

SOMMERVILLE, I. 1989. Software engineering. 3rd ed. Wokingham: Addison-Westley.

STOKES, G. 1998. Popper: Philosophy, politics and scientific method. Cambridge: Polity Press.

STÖRIG, H.J. 1959. Geschiedenis van de filosofie (2). Utrecht: Prisma.

STOWELL, F., *ed*. 1995. Information systems provision: The contribution of soft systems methodology. London: McGraw-Hill.

STRANGE, K. 2001. Data warehouse: Essential infrastructure for BI. [Web:] http://www.gl.iit.edu.gartner2/research/102400/102466/102466.html [Date of use: 29 October 2003].

STRAUSS, A.L. & CORBIN, J. 1990. Basics of qualitative research: Techniques and procedures for developing grounded theory. Newbury Park, Calif.: Sage.

STRAUSS, A.L. & CORBIN, J. 1998. Basics of qualitative research: Techniques and procedures for developing grounded theory. 2nd ed. Thousand Oaks, California: Sage.

STRIJBOS, S. 2000. Systems methodologies for managing our technological society: Towards a "disclosive thinking". *Journal of Applied Systems Studies*, 1(2):159-181.

TRIST, E. & BAMFORTH, K.W. 1951. Some social and psychological consequences of the longwall method of coal getting. *Human relations*, 4:3-38.

TURNER, J.H. 1987. Analytical theorizing. (*In* Giddens, A. & Turner, J.H., *eds*. Social theory today. Cambridge: Polity Press. p.116-194.)

ULRICH, W. 1983. Critical heuristics of social planning: A new approach to practical philosophy. Bern: Haupt.

ULRICH, W. 1987. Critical heuristics of social systems design. (*In* Flood, R.L. & Jackson, M.C., *eds*. Critical systems thinking: Directed readings. Chichester: Wiley. p.103-.116)

VON BERTALNFFY, L. 1968. General system theory: Foundations, development, applications. Revised ed. New York, N.Y.: George Braziller.

WALSHAM, G. 1995a. The emergence of interpretivism in IS research. *Information Systems Research,* 6(4):376-394.

WALSHAM, G. 1995b. Interpretive case studies in IS research: Nature and method. *European Journal of Information Systems*, 4:74-31.

WEINBERG, G.M. 1975. An introduction to general systems thinking. New York, N.Y.: Wiley.

WEST, D. 1995. The appreciate inquiry method: A systemic approach to information systems requirements analysis. (*In* Stowell, F., *ed*. Information systems provision: The contribution of soft systems methodology. London: McGraw-Hill. p.140-158.)

WHITTEN, J.L., BENTLEY, L.D. & DITTMAN, K.C. 2004. Systems analysis and design methods. 6th ed. Boston, Mass.: McGraw-Hill.

WIENER, N. 1948. Cybernetics. New York, N.Y.: John Wiley.

WIXOM, B.H. & WATSON, H.J. 2001. An empirical investigation of the factors affecting data warehousing success. *MIS Quarterly*, 25(1):17-41, March.

YIN, R.K. 1994. Case study research: Design and methods. 2nd ed. Thousand Oaks, Calif.: Sage.