

REFERENCES

- Aladwani, A. M. (2001). Change management strategies for successful ERP implementation. *Business Process management journal*, 7(3), 266-275.
- Allen, D., Kern, T., & Havenhand, M. (2002, January). ERP critical success factors: an exploration of the contextual factors in public sector institutions. In *System Sciences, 2002.HICSS. Proceedings of the 35th Annual Hawaii International Conference on* (pp. 3062-3071). IEEE.
- Barker, T., & Frolick, M. N. (2003). ERP implementation failure: A case study. *Information Systems Management*, 20(4), 43-49.
- Beheshti, H. M. (2006). What managers should know about ERP/ERP II. *Management Research News*, 29(4), 184-193.
- Bingi, P., Sharma, M. K., & Godla, J. K. (1999). Critical issues affecting an ERP implementation. *IS Management*, 16(3), 7-14.
- Blick, G., Gullidge, T., & Sommer, R. (2000). Defining business process requirements for large scale public sector ERP implementations: A case study. *ECIS 2000 Proceedings*, 157.
- Chang, She-I; Guy Gable; Errol Smythe; Greg Timbrell. (2001). "A Delphi Examination of Public Sector ERP Implementation Issues, Proceedings of the International Computer Information Systems, Brisbane, Australia, 2001.
- Coetsee, L. (1999). From resistance to commitment. *Public Administration Quarterly*, 204-222.
- Dent, E. B., & Goldberg, S. G. (1999). Challenging "resistance to change". *The Journal of Applied Behavioral Science*, 35(1), 25-41.
- DeSanctis, G., & Courtney, J. F. (1983). Toward friendly user MIS implementation. *Communications of the ACM*, 26(10), 732-738.
- Helo, P., Anussornnitisarn, P., & Phusavat, K. (2008). Expectation and reality in ERP implementation: consultant and solution provider perspective. *Industrial Management & Data Systems*, 108(8), 1045-1059.
- Hirschheim, R., & Newman, M. (1988). Information systems and user resistance: theory and practice. *The Computer Journal*, 31(5), 398-408.
- Hong, K. K., & Kim, Y. G. (2002). The critical success factors for ERP implementation: an organizational fit perspective. *Information & Management*, 40(1), 25-40.
- Irimia R, Gottschling M (2016) Taxonomic revision of *Rochefortia* Sw. (Ehretiaceae, Boraginales). *Biodiversity Data Journal* 4: e7720. <https://doi.org/10.3897/BDJ.4.e7720>

- Janson, M. A., Woo, C. C., & Smith, L. D. (1993). Information systems development and communicative action theory. *Information & Management*, 25(2), 59-72.
- Jiang, J. J., Muhanna, W. A., & Klein, G. (2000). User resistance and strategies for promoting acceptance across system types. *Information & Management*, 37(1), 25-36.
- Kim, H. W., & Kankanhalli, A. (2009). Investigating user resistance to information systems implementation: A status quo bias perspective. *MIS quarterly*, 567-582.
- Klaus, T., Wingreen, S., & Blanton, J. E. (2007, April). Examining user resistance and management strategies in enterprise system implementations. In *Proceedings of the 2007 ACM SIGMIS CPR conference on Computer personnel research: The global information technology workforce* (pp. 55-62). ACM.
- Krovi, R. (1993). Identifying the causes of resistance to IS implementation: A change theory perspective. *Information & Management*, 25(6), 327-335.
- Lapointe, L., & Rivard, S. (2005). A multilevel model of resistance to information technology implementation. *MIS quarterly*, 461-491.
- Laumer, S., & Eckhardt, A. (2012). Why do people reject technologies: a review of user resistance theories. In *Information systems theory* (pp. 63-86). Springer New York.
- Marakas, G. M., & Hornik, S. (1996). Passive resistance misuse: overt support and covert recalcitrance in IS implementation. *European Journal of Information Systems*, 5(3), 208-219.
- Martinko, M. J., Zmud, R. W., & Henry, J. W. (1996). An attributional explanation of individual resistance to the introduction of information technologies in the workplace. *Behaviour & Information Technology*, 15(5), 313-330.
- Mohan, Shane. (2003). "Successful Systems Implementation", White Paper Deloitte and Touche, Public Sector. http://www.deloitte.com/dtt/cda/doc/content/sys_imp_ps2.pdf
- O'Leary, Daniel. (2000). Enterprise Resource Planning Systems, Cambridge University Press, UK.
- Rivard, S., & Lapointe, L. (2012). Information technology implementers' responses to user resistance: nature and effects. *MIS quarterly*, 36(3), 897-920.
- Shang, S., & Su, T. (2004). Managing user resistance in enterprise systems implementation. *AMCIS 2004 Proceedings*, 23.
- Smith, H. A., & McKeen, J. D. (1992). Computerization and management: A study of conflict and change. *Information & Management*, 22(1), 53-64.
- Wagner, W., & Antonucci, Y. L. (2004, January). An analysis of the imagine PA public sector ERP project. In *System Sciences, 2004. Proceedings of the 37th Annual Hawaii International Conference on* (pp. 8-pp). IEEE.

Watson, E., Vaught, S., Gutierrez, D., & Rinks, D. (2003).ERP implementation in state government.*Annals of cases on Information Technology applications and management in organizations*, 5, 302-318.

Watson, Ed; Sylvia Vaught; Dan Gutierrez; Dan Rinks.(2003). “ERP Implementation in State Government”, *Annals of IT Case Studies*, Idea Group Inc. 2003.

Wieder, B., Booth, P., Matolcsy, Z. P., &Ossimitz, M. L. (2006).The impact of ERP systems on firm and business process performance.*Journal of Enterprise Information Management*, 19(1), 13-29.

Xue, Y., Liang, H., Boulton, W. R., & Snyder, C. A. (2005). ERP implementation failures in China: Case studies with implications for ERP vendors. *International journal of production economics*, 97(3), 279-295.

Yin, R. K. (2013).*Case study research: Design and methods*. Sage publications.