

ABPMP International (2013). Business Process Management Common Body of Knowledge. Association of Business Process Management Professionals.

Accenture (2016). European Financial Services Digital Readiness Report 2016, Accenture 2016, https://www.accenture.com/t20160504t135912_w_ro-en_acnmedia/pdf-16/accenture-european-financial-services-digital-readiness-report.pdf (dostęp: 10.06.2020).

Ajzen, I. (1991). The theory of planned behavior. *Organizational behavior and human decision processes*, 50(2).

Ajzen, I. (2020). The theory of planned behavior: Frequently asked questions. *Human Behavior and Emerging Technologies*, 2.

Ajzen, I. (2019). Theory of Planned Behaviors with Background Factors. University of Massachusetts, <https://people.umass.edu/aizen/tpb.background.html> (dostęp: 1.09.2022).

Alshamaila, Y., Papagiannidis, S. (2013). Cloud computing adoption by SMEs in the north east of England. *Journal of Enterprise Information Management*, 26(3).

Armstrong, C., Sambamurthy, V. (1999). Information Technology Assimilation in Firms: The Influence of Senior Leadership and IT Infrastructures. *Information Systems Research*, 10(4).

Arthur D. Little (2016). Digital Transformation – How to Become Digital Leader, <https://www.adlittle.com/en/insights/viewpoints/digital-transformation> (dostęp: 10.06.2020).

Avolio, B., Gardner, W. (2005). Authentic leadership development: Getting to the root of positive forms of leadership. *The Leadership Quarterly*, 16(3).

Baig, M., Shuib, L., Yadegaridehkordi, E. (2019). Big data adoption: State of the art and research challenges. *Information Processing and Management*, 56.

Bajwa, D., Floyd, L., Pervan, G., Lai, V., Munkvold, B., Schwabe, G. (2007). Organizational assimilation of collaborative information technologies: Global Comparisons. *Hawaii International Conference on System Sciences*, Hawaii.

Bala, H., Venkatesh, V. (2016). Adaptation to information technology: A holistic nomological network from implementation to job outcomes. *Management Science*, 62(1).

Becker, J., Knackstedt, R., Pöppelbuß, J. (2009). Developing Maturity Models for IT Management – A Procedure Model and its Application. *Business & Information Systems Engineering*, 3.

Bélanger, F., Cefaratti, M., Carte, T., Markham, S. (2014). Multilevel Research in Information Systems: Concepts, Strategies, Problems, and Pitfalls. *Journal of the Association for Information Systems*, 15(9).

Benjamin, R., Levinson, E. (1993). A Framework for Managing IT-Enabled Change. *Sloan Management Review*, 34(4).

Berghaus, S., Back, A. (2016). Stages in Digital Business Transformation: Results of an Empirical Maturity Study, Tenth Mediterranean Conference on Information Systems (MCIS) Cyprus 2016, MCIS 2016 Proceedings.

Besson, P., Rowe, F. (2012). Strategizing information systems-enabled organizational transformation: A transdisciplinary review and new directions. *Journal of Strategic Information Systems*, 21(2).

Bharadwaj, A. (2000). A resource-based perspective on information technology capability and firm performance: an empirical investigation. *MIS Quarterly*.

Bharadwaj, A., El Sawy, O., Pavlou, P., Venkatraman, N. (2013). Digital business strategy: Toward a next generation of insights. *MIS Quarterly*, 37(2).

Bharadwaj, A., Sambamurthy, V., Zmud, R. (1999). IT Capabilities: Theoretical Perspectives and Empirical Operationalization, Proceeding of the 20th International Conference Information Systems.

Bloch, M., Blumberg, S., Laartz, J. (2012). Delivering large-scale IT projects on time, on budget, and on value, McKinsey 1.10.2012, <https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/delivering-large-scale-it-projectson-time-on-budget-and-on-value> (dostęp: 9.10.2021).

Bourdon, I., Sundrine, O. (2009). Towards an Understanding of knowledge management systems: UTAUT revisited, Proceedings of the 15th Americas Conference on Information Systems, San Francisco.

Boynton, A., Zmud, R. (1987). Information Technology Planning in the 1990's: Directions for Practice and Research. *MIS Quarterly*, 11(1).

Brennan, K. (red.) (2009). A Guide to the Business Analysis Body of Knowledge, IIBA.

Brown, S., Venkatesh, V. (2005). Model of adoption of Technology in Households: a Baseline Model Test and Extension Incorporating Household Use Cycle. *MIS Quarterly*, 29(3).

Burton-Jones, A., & Gallivan, M. (2007). Toward a Deeper Understanding of System Usage in Organizations: A Multilevel Perspective. *MIS Quarterly*, 31(4).

Chanias, S., Hess, T. (2016). How digital are we? Maturity models for the assessment of a company's status in the digital transformation. Management Report/Institut für Wirtschaftsinformatik und Neue Medien, 2.

Chin, W.W. (1998). The partial least squares approach to structural equation modeling. W: G.A. Marcoulides (red.), Modern Methods for Business Research. Lawrence Erlbaum Associates, Mahwah NJ.

Chmielarz, W. (2013). Zarządzanie projektami @ rozwój systemów informatycznych zarządzania. Warszawa: Wydawnictwo Naukowe Wydziału Zarządzania Uniwersytetu Warszawskiego.

Christensen, C., Donovan, T. (1999). Putting Your Finger on Capability. *Harvard Business Review*, 77(3).

Cooper, R., Zmud, R. (1990). Information technology implementation research: a technological diffusion approach. *Management Science*, 36(2).

Crosby, P. (1979). Quality is free: The art of making quality certain. New York: McGraw Hill.

Damanpour, F. (2014). Footnotes to research on management innovation. *Organization Studies*, 35(9).

Dasgupta, S., Gupta, B. (2011). Impact of organizational culture on technology use in a developing country, Proceedings of the 17th Americas Conference on Information Systems, Detroit.

Davis, F. (1985) A technology acceptance model for empirically testing new end-user information systems: theory and results, praca doktorska, Massachusetts Institute of Technology, Sloan School of Management.

- Davis, F., Bagozzi, R., Warshaw, P. (1989). User Acceptance of Computer Technology: A Comparison of Two Theoretical Models. *Management Science*, 35(8).
- DeLone, W.H., McLean, E.R. (1992). Information systems success: The quest for the dependent variable. *Information Systems Journal*, 3(1).
- DeLone, W.H., McLean, E.R. (2003). The DeLone and McLean Model of Information Systems I: A Ten-Year Update. *Journal of Management Information Systems*, 9(14).
- Devaraj, S., Kohli, T. (2003). Performance Impacts of Information Technology: Is Actual Usage the Missing Link? *Management Science*, 49(3).
- Downs, C., Hanzen, M. (1997). A Factor Analytic Study of Communication Satisfaction. *The Journal of Business Communication*, 14(3).
- dStrategy (2016). Introducing the Six Dimensions of Digital Maturity – the dStrategy Digital Maturity Model, On-line Authority Blog 2016, <https://www.onlineauthority.com/blog/introducing-dstrategy-digital-maturity-model> (dostęp: 10.06.2020).
- Duerr, S., Holotiuk, F., Beimborn, D. (2018). What is Digital Organizational Culture. Insights from Exploratory Case Studies, Proceedings of the 51st Hawaii International Conference on System Sciences 2018.
- Fichman, R. (1999). The Illusory Diffusion of Innovation: An Examination of Assimilation Gaps. *Information Systems Research*, 10(3).
- Fischbein, M., Ajzen, I. (1975). Belief, attitude, intention and behavior: An introduction to theory and research. Addison-Wesley Pub. Co., Mass.
- Frambach, R., Schillewaert, N. (2002). Organizational innovation adoption A multilevel framework of determinants and opportunities for future research. *Journal of Business Research*, 55(2).
- Franke, G., Sarstedt, M. (2019). Heuristics versus statistics in discriminant validity testing: a comparison of four procedures. *Internet Research*, 29(3).
- Friedrich, R., Le Merle, M., Gröne, F., Koster, A. (2011). Measuring Industry Digitization, Strategyand, <https://www.strategyand.pwc.com/gx/en/insights/2011-2014/measuring-industry-digitization-leaders-laggards.html> (dostęp: 12.06.2020).
- Gabryelczyk, R. (2018). An Exploration of BPM Adoption Factors: Initial Steps for Model Development, Proceedings of the Federated Conference on Computer Science and Information Systems.
- Gabryelczyk, R. (2016). Does Grade Level Matter for the Assessment of Business Process Maturity. *Our Economy*, 62(2).
- Gallivan, M. (2001). Adoption and Assimilation of Complex Technological Innovations: Development and Application of a New Framework. *Database for Advances in Information Systems*, 32(3).
- Gartner Forecasts Worldwide IT Spending to Grow 5.5% in 2023, Gartner.com, <https://www.gartner.com/en/newsroom/press-releases/2023-04-06-gartner-forecasts-worldwide-it-spending-to-grow-5-percent-in-2023#:~:text=Worldwide%20IT%20spending,growth%20in%202023> (dostęp: 9.08.2023).

Geissbauer, R., Lübben, E., Schrauf, S., Pillsbury, S. (2011). Digital Champions. How industry leaders build integrated operations ecosystems to deliver end-to-end customer solutions, PWC 2011, <https://www.strategyand.pwc.com/gx/en/insights/industry4-0/global-digital-operations-study-digital-champions.pdf> (dostęp: 11.06.2020).

Geissbauer, R., Vedso, J., Schrauf, S. (2016). Industry 4.0: Building the Digital Enterprise, PWC, <https://www.pwc.com/gx/en/industries/industries-4.0/landing-page/industry-4.0-building-your-digital-enterprise-april-2016.pdf> (dostęp: 11.06.2020).

Gil, M., VanBoskirk, S. (2016). The Digital Maturity Model 4.0, Forrester 2016, <http://forrester.nitro-digital.com/pdf/Forrester-s%20Digital%20Maturity%20Model%204.0.pdf> (dostęp: 10.06.2020).

Goodhue, D., Thomson, R. (1995). Task-Technology Fit and Individual Performance. MIS Quarterly, 19(2).

Grebe, M., Russmann, M., Leyh, M., Franke, R. (2018). Digital Maturity is Paying Off, BCG, <https://www.bcg.com/publications/2018/digital-maturity-is-paying-off> (dostęp: 10.06.2020).

Grover, V., Goslar, M. (1993). The Initiation, Adoption, and Implementation of Telecommunications Technologies in U.S. Organizations. Journal of Management Information Systems, 10(1).

Hair, J.F., Ringle, C.M., Sarstedt, M. (2011). PLS-SEM: Indeed a Silver Bullet. Journal of Marketing Theory and Practice, 19(2).

Hair, J.F., Risher, J.J., Sarstedt, M., Ringle, C.M. (2019). When to use and how to report the results of PLS-SEM. European Business Review, 31(1).

Hameed, M., Counsell, S., Swift, S. (2012). A meta-analysis of relationships between organizational characteristics and IT innovation adoption in organizations. Information & Management, 49(5).

Hass, K. (2018). Professionalizing Business Analysis: Breaking the Cycle of Challenged Projects. Management Concepts.

Henderson, C., Venkatraman, N. (1999). Strategic Alignment: Leveraging Information Technology for Transforming Organizations. IBM System Journal, 32(1).

Henseler, J., Ringle, C.M., Sinkovics, R.R. (2009). The use of partial least squares path modeling in international marketing. Advances in International Marketing, 20.

Herman, A. (2016). Nowy pragmatyzm. Kwartalnik Nauk o Przedsiębiorstwie, 38(1).

Hiatt, J. (2006). ADKAR: a model for change in business, government, and our community, Prosci Learning Center Publications, Loveland.

Houy, C., Fettke, P., Loos, P. (2010). Empirical research in business process management – analysis of an emerging field of research. Business Process Management Journal, 16(4).

Iacovou, C., Benbasat, I., Dexter, A. (1995). Electronic Data Interchange and Small Businesses: Adoption and Impact of Technology. MIS Quarterly, 19(4).

Jabareen, Y. (2009). Building a Conceptual Framework: Philosophy, Definitions, and Procedure. International Journal of Qualitative Methods, 8(4).

Jasperson, J., Carter, P., Zmud, R. (2005). A Comprehensive Conceptualization of Post-Adoptive Behaviors Associated with Information Technology Enabled Work Systems. MIS Quarterly, 29(3).

Kane, G., Palmer, D., Philips, A., Kiron, D., Buckley, N. (2017). Achieving Digital Maturity. MIT Sloan Management Review, 59(11).

Kane, G., Palmer, D., Philips, A., Kiron, D., Buckley, N. (2016). Aligning Organization for Its Digital Future, Deloitte 2016, <https://www2.deloitte.com/ie/en/pages/public-sector/articles/Allinging-the-organisation-for-digital-future.html> (dostęp: 20.06.2020).

Kast, F., Rosenzweig, J. (1972). General Systems Theory: Application for Organizations and Management. Academy of Management Journal, 15(4).

Khallaf, A., Omran, M., Zakaria, T. (2017). Explaining the inconsistent results of the impact of information technology investments on firm performance. A longitudinal analysis. Journal of Accounting & Organizational Change, 13(3).

Klein, K., Kozlowski, S. (2000). From Micro to Meso: Critical Steps in Conceptualizing and Conducting Multilevel Research. Organization Research Methods, 3(3).

Kock, N., Hadaya, P. (2018). Minimum sample size estimation in PLS-SEM: The inverse square root and gamma-exponential methods. Information Systems Journal, 28(1).

Koontz, H. (1961). The Management Theory Jungle. The Journal of the Academy of Management, 4(3).

Kostera, M. (2001). Podstawy organizacji i zarządzania. Warszawa: Wydawnictwo Wyższej Szkoły Przedsiębiorczości i Zarządzania im. L. Koźmińskiego.

Kotter, J. (2012). Accelerate! Harvard Business Review, <https://www.hbr.org/>, <https://hbr.org/2012/11/accelerate> (dostęp: 4.02.2020).

KPMG (2016). Digital Readiness Assessment, KPMG.com 2016, <https://atlas.kpmg.com/de/en/>

Kroeber, A., Kluckhohn, C. (1952). Culture: A critical review of concepts and definitions. Papers. Peabody Museum of Archaeology & Ethnology, Harvard University.

Kuan, K., Chau, P. (2001). A perception-based model for EDI adoption in small businesses using a technology-organization-environment framework. Information and Management, 38(8).

Kukafka, R., Johnson, S., Linfante, A., Allegrantec, J. (2003). Grounding a new information technology implementation framework in behavioral science: a systematic analysis of the literature on IT use. Journal of Biomedical Informatics, 36(3).

Landauer, T.K. (1995). The trouble with computers: Usefulness, usability, and productivity. Cambridge: MIT Press.

Leavitt, H. (1965). Applied organizational change in industry: structural, technological and humanistic approaches. W: J.G. March, Handbook of organizations. Chicago: Rand McNally & Co.

Lewin, K. (1947). Change Management Model. New York: McGraw Hill.

Liao, C., Palvia, P., Chen, J. (2009). Information Technology Adoption Behavior Life Cycle: Toward a Technology Continuance Theory (TCT). International Journal of Information Management, 29(4).

Likert, R. (1967). The human organization: its management and values. New York: McGraw Hill.

Lim, M., Griffiths, G., Sambrook, S. (2010). Organizational structure for the twentyfirst century. W: Annual meeting of The Institute for Operations Research and The Management Sciences. Austin.

- Luo, W., Strong, D.M. (2004). A framework for evaluating ERP implementation choices. *IEEE Transactions on Engineering Management*, 51(3).
- Madden, T., Ellen, P., Ajzen, I. (1992). A Comparison of the Theory of Planned Behavior and the Theory of Reasoned Action. *Personality and Social Psychology Bulletin*, 18(1).
- March, J. (1981). Footnotes on Organizational Change. *Administrative Science Quarterly*, 26(4).
- Markus, L., Tanis, C. (2000). The enterprise systems experience-from adoption to success. W: *Framing the domains of IT research: Glimpsing the future through the past*, Pinnaflex Educational Resources, Cincinnati.
- Masadeh, R., Obeidat, B., Tarhini, A. (2016). Jordanian empirical study of the associations among transformational leadership, transactional leadership, knowledge sharing, job performance, and firm performance: A structural equation modelling approach. *Journal of Management Development*, 35(5).
- Matt, C., Hess, T., Benlian, A. (2015). Digital Transformation Strategies. *Business Information Systems Engineering*, 57(5).
- McGrath, C., Zell, D. (2001). The future of Innovation Diffusion Research and Its Implications for Management. A Conversation with Everett Rogers. *Journal of Management Inquiry*, 10(4).
- Mintzberg, H. (1973). *The Nature of Managerial Work*. New York: Harper & Row.
- Moore, G., Benbast, I. (1996). Integrating Diffusion of Innovations and Theory of Reasoned Action models to predict utilization of information technology by end-users. W: K. Kautz (red.), *Diffusion and Adoption of Information Technology*. Boston: Springer Science+Business.
- Morais de i in. (2014). An analysis of BPM lifecycles: from a literature review to a framework proposal. *Business Process Management Journal*, 20(3), 412–432.
- Muehlen, M., Ho, D.-Y. (2006). Risk management in the BPM Life Cycle, International Conference on Business Process Management. Berlin: Springer.
- Netjes, M., Reijers, H., van der Aalst, W. (2006). Supporting the BPM life cycle with FileNet, Proceedings of the Workshop on Exploring Modeling Methods for Systems Analysis and Design (EMMSAD), Namur.
- Newman, M. (2017). Digital Maturity Model: a blueprint for digital transformation, TMForum, <https://www.tmforum.org/wp-content/uploads/2017/05/DMM-WP-2017-Web.pdf> (dostęp: 12.06.2020).
- Odumeru, J., Ifeanyi, G. (2013). Transformational vs transactional leadership theories: evidence in literature. *International Review of Management and Business Research*, 2(2).
- Oliveira, T., Martins, M. (2010). Understanding e-business adoption across industries in European countries. *Industrial Management and Data Systems*, 110(9).
- Pan, M.-J., Jang, W.-Y. (2008). Determinants of the Adoption of Enterprise Resource Planning with Technology-Organization-Environment Framework. *The Journal of Computer Information Systems*, 48(3).
- Paulk, M., Curtis, B., Chrissis, M. (1993). Capability Maturity Model Version 1.1. *IEEE Software*, 10(4).

- Pavlou, P., El Sawy, O. (2006). From IT Leveraging Competence to Competitive Advantage in Turbulent Environments: The Case of New Product Development. *Information Systems Research*, 17(3).
- Petter, S., DeLone, W., McLean, E. (2013). Information Systems Success: the Quest for the Independent Variables. *Journal of Management Information Systems*, 29(4).
- Petter, S., DeLone, W., McLean, E. (2008). Measuring information systems success: models, dimensions, measures, and interrelationships. *European Journal of Information Systems*, 17(3).
- Potman, H. (2021). Review Standish Group – Chaos 2020: Beyond Infinity Project Success. Quick Reference Card, <https://hennypotman.files.wordpress.com/2021/01/project-success-qrc-standish-group-chaos-report-2020.pdf> (dostęp: 10.11.2021).
- Prahalad, C., Hamel, G. (1990). The core competence of the organization. *Harvard Business Review*, 68(3).
- Premkumar, G. (2003). A Meta-Analysis of Research on Information Technology Implementation in Small Business. *Journal of Organizational Computing and Electronic Commerce*, 13(2).
- Purvis, R., Sambamurthy, V., Zmud, R. (2001). Assimilation of Knowledge Platforms in Organizations: An Empirical Investigation. *Organization Science*, 2.
- Ramdani, B., Kawalek, P., Lorenzo, O. (2009). Enterprise Systems Adoption by SMEs. Predicting SMEs' adoption of enterprise systems. *Journal of Enterprise Information Management*, 22(12).
- Reis, J., Amorim, M., Melão, N., Matos, P. (2018). Digital Transformation: A Literature Review and Guidelines for Future Research, World Conference on Information Systems and Technologies, Springer International Publishing, Cyprus.
- Remane, G., Hanelt, A., Wiesboeck, F., Kolbe, L. (2017). Digital Maturity in Traditional Industries – an Exploratory Analysis, Twenty-Fifth European Conference on Information Systems (ECIS). Guimarães, Portugal.
- Rogers, E. (1983). Diffusion of Innovations. New York: The Free Press Inc.
- Roland Berger Strategy Consultants, The Digital Transformation of Industry, RolandBerger, https://www.rolandberger.com/publications/publication_pdf/roland_berger_digital_transformation_of_industry_20150315.pdf (dostęp: 11.06.2020).
- Rosemann, M., de Bruin, T., Kulkarni, U., Freeze, R. (2005). Understanding the Main Phases of Developing a Maturity Assessment Model Assessment, 16th Australasian Conference on Information Systems, Sydney.
- Rossmann, A. (2018). Digital Maturity: Conceptualization and Measurement Model, Thirty Ninth International Conference on Information Systems, San Francisco.
- Saldana, J. (2013). The Coding Manual for Qualitative Researchers. London: Sage.
- Santos-Neto, J., Costa, A. (2019). Enterprise maturity models: a systematic literature review. *Enterprise Information Systems*, 13(5).
- Schein, E. (2010). Organizational Culture and Leadership. Jossey-Bass: Wiley.
- Schumacker, R., Lomax, R. (2004). A beginner's guide to structural equation modeling. New York: Psychology Press.

Shao, Z., Feng, Y., Hu, Q. (2016). Effectiveness of top management support in enterprise systems success: a contingency perspective of fit between leadership style and system life cycle. European Journal of Information Systems, 25(2).

Smircich, L. (1985). Concepts of Culture and Organizational Analysis. Administrative Science Quarterly, 28(3).

Smircich, L., Morgan, G. (1982). Leadership: The Management of Meaning. Journal of Applied Behavioral Science, 18(3).

Staniec, I. (2018). Modelowanie równań strukturalnych w zarządzaniu. Organizacja i Kierowanie, 2(181).

Strauss, A., Corbin, J. (1990). Basics of qualitative research: Grounded theory procedures and techniques. Newbury Park: Sage.

Sun, S., Cegielski, C., Jia, L., Hall, D. (2018). Understanding the Factors Affecting the Organizational Adoption of Big Data. Journal of Computer Information Systems, 58(3).

Swanson, E.B., Ramiller, N.C. (2004). Innovating Mindfully with Information Systems. MIS Quarterly, 28(4), 553–583.

Szymańska, A. (2016). Założenia formalne modeli weryfikowanych za pomocą układów równań strukturalnych. Studia Psychologica UKSW, 16(2).

Tanguy, C., Scanlan, J., Willmott, P. (2015). Raising Your Digital Quotient. McKinsey Quarterly, <https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/raising-your-digital-quotient> (dostęp: 11.06.2020).

Teichert, R. (2019). Digital Transformation Maturity: A Systematic Review of Literature. Acta universitatis agriculturae et silviculturae mendelianae brunensis, 61(6).

Thong, J. (1999). An integrated model of information systems adoption in small businesses. Journal of Management Information Systems, 15(4).

Thordsen, T., Murawski, M., Bick, M. (2020). How to Measure Digitalization? A Critical Evaluation of Digital Maturity Models. W: Responsible Design, Implementation and Use of Information and Communication Technology, Conference on e-Business, e-Services and e-Society 2020.

Tomatzky, L., Fleicher M., Chakrabarti A. (1990). The Process of Technological Innovation. Lexington.

Tsouskas, H. (1994). What is Management? An Outline of a Metatheory. British Journal of Management, 5(4).

Tushman, M., Nadler, D. (1986). Organizing for Innovation. California Management Review, 3(28).

van der Alst, W.N.P. (2004). Business process management: a personal view. Business Process Management Journal, 2, 248–253.

Venkatesh, V. (2000a). Determinants of Perceived Ease of Use: Integrating Control, Intrinsic Motivation and Emotion into Technology Acceptance Model. Information Systems Research, 11(4).

Venkatesh, V. (2000b). Theoretical extension of the technology acceptance model: four longitudinal field studies. Management Science, 46(2).

- Venkatesh, V., Bala, H. (2008). Technology Acceptance Model 3 and a Research Agenda on Interventions. *Decision Sciences*, 39(2).
- Venkatesh, V., Davis, F., Morris, M. (2007). Dead Or Alive? The Development, Trajectory and Future of Technology. *Journal of the Association for Information Systems*, 8(4).
- Venkatesh, V., Morris, N., Davis, G., Davis, F. (2003). User Acceptance of Information Technology: Toward a Unified View. *MIS Quarterly*, 27(3).
- Venkatesh, V., Thong, J., Xu, X. (2012). Consumer Acceptance and Use of Information Technology: Extending the Unified Theory of Acceptance and Use of Technology. *MIS Quarterly*, 36(1).
- Venkatesh, V., Thong, J., Xu, X. (2016). Unified Theory of Acceptance and Use of Technology: A Synthesis and the Road Ahead. *Journal of the Associations for the Information Systems*, 17(5).
- Verma, N. (2009). Business Process Management: Profiting from Process. New Delhi: Global Inia Publications.
- Vieru, D. (2015). Towards a Multi-Dimensional Model of Digital Competence in Small and Medium-sized Enterprises. W: M. Khosrow-Pour (red.), Encyclopedia of information science and technology. Information Science and Technology. IDI Global.
- Webster, J., Watson, R. (2002). Analyzing the Past to Prepare for the Future: Writing a Literature Review. *MIS Quarterly*, 26(2).
- Weske, M. (2007). Business Process Management: Concepts, Languages, Architectures. Berlin: Springer.
- Westerman, G., Tannou, M., Bonnet, D., Ferraris, P., McAfee, A. (2017). The Digital Advantage: how digital leaders outperform their peers in every industry, CapGemini, https://www.capgemini.com/wp-content/uploads/2017/07/Digital_Transformation_A_Road-Map_for_Billion-Dollar_Organizations.pdf (dostęp: 11.06.2020).
- Williams, M., Rana, N., Dwivedi, Y. (2015). The Unified Theory of Acceptance and Use of Technology UTAUT: a Literature Review. *Journal of Enterprise Information Management*, 28(3).
- Wischnevsky, D., Damanpour, F. (2006). Organizational Transformation and Performance: An Examination of Three Perspectives. *Journal of Managerial Issues*, 18(1), 104–128.
- Wold, H.O.A (1985). Partial least squares. W: Kotz S. (red.), Johnson N.L., Encyclopedia of Statistical Sciences. New York: Wiley.
- Young, G., Chams, M., Shortell, S. (2001). Top manager and network effects on the adoption of innovative management practices: A study of TQM in a public hospital system. *Strategic Management Journal*, 22(10).
- Zhu, K., Kraemer, K., Xu, S. (2006). The Process of Innovation Assimilation by Firms in Different Countries: A Technology Diffusion Perspective on E-Business. *Management Science*, 10(52).
- Ziembra, E., Eisenhardt, T. (2012). Technologie informacyjno-komunikacyjne determinantą przemiany kulturowej człowieka oraz transformacji społecznych, biznesowych i gospodarczych. W: C. Olszak, E. Ziembra (red.), Technologie informacyjne w transformacji współczesnej gospodarki. Wydawnictwo Uniwersytetu Ekonomicznego w Katowicach.