

## REFERENCES

- Alam, M. S., & Hassan, M. S. (2011). *Problems when implementing e-governance systems in developing countries: a quantitative investigation of implementation problems in Bangladesh*. University of Boras.
- Al-Rjoub, H., Zabian, 2., & Qawasmeh, S. (2008). Electronic monitoring: The employees point of view. *Journal of Social Sciences*, 4(3), 189-195.
- Amare, G. (2012). Reviewing the values of a standard operating procedure. *Ethiopian Journal of Health Sciences*, 22(3). Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3511899/>
- Armstrong, M., & Taylor, S. (2014). *Human Resource Management Handbook* (14 ed.). Koganpage.
- Arslan, A., & Li, Z. (2011). *Improving product development process & quality using electronic checklists - a case study*. Göteborg, Sweden: Chalmers University of Technology.
- Bano, M. Z. (2014, June 18). A systematic review on the relationship between user involvement.
- Bokhari, R. H. (2005). The relationship between system usage and user satisfaction: a meta-analysis. *Journal of Enterprise Information Management*, 18(2), 211-234.
- Boonyarat Phadermroda, Crowder, R. M., & Wills, G. B. (2017). Importance-performance analysis based SWOT analysis. *International Journal of Information Management*, 44(0), 194-203.
- Chen, A., Feamster, N., & Calandro, E. (2017). Exploring the walled garden theory: An empirical framework to assess pricing effects on mobile data usage. *Telecommunications Policy*, 41(7), 587-599. doi:<https://doi.org/10.1016/j.telpol.2017.07.002>
- Chopra, K. (2017). Innovative and interactive training techniques in contemporary competitive era. *Amity Journal of Training and Development*, 2(1), 26-33. Retrieved from <https://amity.edu/UserFiles/admaa/9dc1dPaper%203.pdf>
- Clemente-Suárez, V. J., Ramos-Campo, D. J., Tornero-Aguilera, J. F., Parraca, J. A., & Batalha, N. (2021). The effect of periodization on training program adherence. *International Journal of Environmental Research and Public Health*, 18(24). doi:<https://doi.org/10.3390%2Fijerph182412973>
- Curristine, T., Lonti, Z., & Joumard, I. (2007). Improving public sector efficiency: challenges and opportunities. *OECD Journal on Budgeting*, 7(1), 161-194.
- Dergisi, U. S. (2017, August). SWOT analysis: a theoretical review. *The Journal of International Social Research*, 10(51), 994-1006.
- Final Repor for ADDIS ABABA e-office system- Feasibility Report. (2013).
- George, J. F. (1996). Computer-based monitoring: common perceptions and empirical results. *MIS Quarterly*, 459-480. Retrieved from <http://www.jstor.org/stable/249564>

- George, J. F. (2015). Computer-based monitoring: common perceptions and empirical results. *Management Information Systems Quarterly*, 20(4).
- Harris, M. A., & Weistroffer, H. R. (2009). A new look at the relationship between user involvement in systems development and system. *Communications of the association for Information systems*, 24(42).
- Heeks, R. (2005). *Foundations of ICTs in development: The Onion-Ring model*. Retrieved from eDevelopment Briefing:  
[http://hummedia.manchester.ac.uk/institutes/gdi/publications/workingpapers/di/dig\\_briefing/DIGBriefing4Onion.pdf](http://hummedia.manchester.ac.uk/institutes/gdi/publications/workingpapers/di/dig_briefing/DIGBriefing4Onion.pdf)
- Jehanzeb, K., & Bashir, N. A. (2013). Training and development program and its benefits to employee. *European Journal of Business and Management and Organization: A Conceptual Study*, 5(2). doi:3941856245ef74f69621f8946b2d21a329f11782
- Kalankesh, L. R., Nasiry, Z., Fein, R. A., & Damanabi, S. (2020). Factors influencing user satisfaction with information systems: A Systematic Review.
- Kaupins, G. (2021). Effects of employee monitoring notification policies on HR manager opinions. *Online Journal of Applied Knowledge Management*, 9(1), 62-81. Retrieved from [https://scholarworks.boisestate.edu/cgi/viewcontent.cgi?article=1113&context=manage\\_facpubs](https://scholarworks.boisestate.edu/cgi/viewcontent.cgi?article=1113&context=manage_facpubs)
- Kramer, H. S., & Drews, F. A. (2016). Checking the lists: A systematic review of electronic checklist use in health care. *Journal of Biomedical Informatics*, 71, S6-S12.
- Kramer, H., & Drews, F. (2017). Checking the lists: A systematic review of electronic checklist use in health care. *Journal of Biomedical Informatics*, 71, S6–S12.
- LeBlanc, L. A., & Nosik, M. R. (2019). Planning and leading effective meetings. *Behaviour Analysis in Practice*, 12(3), 696-708. doi:<https://doi.org/10.1007%2Fs40617-019-00330-z>
- Mahmud, K. T., & Wahid, I. S. (2019). Impact of training needs assessment on the performance of employees: Evidence from Bangladesh. *Cogent Social Sciences*. doi:10.1080/23311886.2019.1705627
- Manghani, K. (2011). Quality assurance: Importance of systems and standard operating procedures. *Perspectives in Clinical Research*, 34-37. doi:<https://doi.org/10.4103%2F2229-3485.76288>
- Mannan1, E. F., Dyah, S. P., & Nove, E. V. (2018). E-office users experience, drivers and obstacles. *International Journal of Engineering & Technology*, 283-286.
- McLeod, E. (2021, September 14). 7 Effective management techniques to boost employee performance.
- Miller, J., Saldanha, J. P., Rungtusanatham, M., Knemeyer, A. M., & Goldsby, T. J. (2018). How does electronic monitoring affect hours-of-service compliance? *Transportation Journal*, 329-364. doi:<https://doi.org/10.5325/transportationj.57.4.0329>

- Myburgh, H., J. P., Huyssteen, M. v., Foster, N., Grobbelaar, C. J., Struthers, H. E., Peters, R. P. (2015). Implementation of an electronic monitoring and evaluation system for the antiretroviral treatment programme in the cape winelands district, south africa: a qualitative evaluation. *Plos one*, 10(5). doi:<https://doi.org/10.1371/journal.pone.0127223>
- Ndou, V. (2004). E-Government for developing countries: opportunities and challenges. *Electronic Journal of Information Systems in Developing Countries*, 18(1), 1-24. doi: <https://doi.org/10.1002/j.1681-4835.2004.tb00117.x>
- Nyarku, K., & Agyapong, G. (2011). Rediscovering SWOT analysis: the extended version. *Academic Leadership Journal*, 9(2).
- Omidinia, S., Masrom, M., & Selamat, H. (2011). Review of e-learning and ict infrastructure in developing countries (case study of Iran). *American Journal of Economics and Business Administration*, 3(1), 120-125. Retrieved from <https://thescipub.com/pdf/ajebasp.2011.120.125.pdf>
- Paul, S. (2007). A case study of E-governance initiatives in India. *The International Informatin & Library Review*, 39(3), 176-181.
- Ponce, J. (2005). Good administration and administrative procedures. *Indiana Journal of Global Studeies*, 12(2).
- Ravid, D. M., White, J. C., Tomczak, D. L., Miles, A. F., & Behrend, T. S. (2022). A meta-analysis of the effects of electronic performance monitoring on work outcomes. *Personnel Psychology*, 76(1), 5-40. doi:<https://doi.org/10.1111/peps.12514>
- Roddy, C., Amiet, D. L., Chung, J., Holt, C., Shaw, L., McKenzie, S., . . . Mundy, M. E. (2017). Applying best practice online learning, teaching, and support to intensive online environments: An Integrative Review. *Frontiers in Education*, 2. doi:<https://doi.org/10.3389/feduc.2017.00059>
- Rodriguez, J., & Walters, K. (2019). The importance of training and development in employee performance and evaluation. *World Wide Journal of Multidisciplinary Research and Development*, 3(10).206-212.
- Samih, H. (2019). Smart cities and internet of things. *Journal of Information Technology Case and Application Research*, 21(1), 3-12. doi:<https://doi.org/10.1080/15228053.2019.1587572>
- Sedera, D., & Lokuge, S. (2020, September 17). Does it get better over time? A longitudinal assessment of enterprise system user performance. *Information Technology and People*, 33(4). 1098-1123.
- Sendawula, K., Kimuli, S. N., Bananuka, J., & Muganga, G. N. (2018). Training, employee engagement and employee performance: Evidence from Uganda's health sector. *Cogent Business and Management*. 5(1). doi:<https://doi.org/10.1080/23311975.2018.1470891>
- Siegel, R., K'Onig, C. J., & Lazar, V. (2022). The impact of electronic monitoring on employees' job satisfaction, stress, performance, and counterproductive work behavior: A meta-analysis. *Computers in Human Behavior Reports*. 8 (100227). doi:<https://doi.org/10.1016/j.chbr.2022.100227>

- Singh, S., & Sagar, R. (2021). A critical look at online survey or questionnaire-based research studies during COVID-19. *Asian Journal of Psychiatry*, 65. 102850.  
doi:<https://doi.org/10.1016/j.ajp.2021.102850>
- Subari, A., Manan , S., & Ariyanto, E. (2019). Design of e-office system in vocational school Diponegoro University using code igniter framework. IOP Publishing. 801.012141.
- Supriadi, A., Purnomo, A. C., & Fadilah, W. (2020, September). Prototype of e-office administration letter system In. *ADI Journal on Recent Innovation*, 2(1), 212-221.
- Tait, P., & Vessey, I. (2014). The effet of user involvement on system success: A contingency approach. *Management Information Systems Quarterly*, 12(1), 91-108.
- Team, I. E. (2022). *Career Guide*. Retrieved from Indeed.
- Truitt, D. L. (2011). The effect of training and development on employee attitude as it relates to training and work proficiency. *SAGE Open*. 1(3) doi:10.1177/2158244011433338
- Tuzcuoğlu, D., Vries, B. d., Yang, D., & Sungur, A. (2022). What is a smart office environment? An exploratory study from a user perspective. *Journal of Corporate Real Estate*. 25(2), 118-138.  
doi:<https://doi.org/10.1108/JCRE-12-2021-0041>
- Wayne F, C., & Montealegre, R. (2016). How Technology is changing work and organization. *The annual review of organizational psychological and organizational behaviour*. 3(3).49-75.
- Wong, K. C. (2011). Using an Ishikawa diagram as a tool to assist memory and retrieval of relevant medical cases from the medical literature. *Journal of Medical Case Reports*. 5(1), 120.  
doi:<https://doi.org/10.1186/1752-1947-5-120>