

Denise Lakay and Nontobeko Mlambo

- Willcocks, L., Lacity, M., & Craig, A. (2017) Robotic process automation: strategic transformation lever for global business services? *Journal of Information Technology Teaching Cases*, Vol 7, No. 1, pp 17-28.
- Wilson, T.D., (2008) Activity theory and information seeking. *Annual Review of Information Science and Technology*, Vol 42, No. 1, pp.119-161.
- Yatskiv, S., Voytyuk, I., Yatskiv, N., Kushnir, O., Trufanova, Y. & Panasyuk, V., (2019) Improved method of software automation testing based on the robotic process automation technology. In 2019 9th International Conference on Advanced Computer Information Technologies (ACIT), Ceske Budejovice, Czech Republic, 5-7 June. IEEE. pp 293-296.
- Yamagata-Lynch, L. C. (2010). Understanding cultural historical activity theory. In *Activity systems analysis methods*. Springer, Boston, MA. pp. 13-26.
- Zhang, N. & Liu, B. (2018) The key factors affecting RPA-business alignment. In *Proceedings of the 3rd International Conference on Crowd Science and Engineering. ICCSE July 2018*. Singapore. Vol 1, No. 10, pp 1-6.
- Zhang, N. & Liu, B. (2019) Alignment of business in robotic process automation. *International Journal of Crowd Science*, Vol 3, No. 1, pp 26-35.