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TO USE OR NOT TO USE: MODELLING END USER GRUMBLING  
AS USER RESISTANCE IN PRE-IMPLEMENTATION STAGE OF  
ENTERPRISE RESOURCE PLANNING SYSTEM

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**Highlights**

- This study extends status-quo bias theory by integrating technostress.
- Survey was conducted on 221 users in pre-implementation phase of SAP ERP system.
- Significant impact of status quo bias observed on end user grumbling.
- Technology induced stressors are strong predictors of end user grumbling.
- End-user grumbling influences symbolic adoption significantly.

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