

Cross Country Comparison: Business Process Management Maturity, Social Business Process Management and Organizational Culture

Authors : Dalia Suša Vugec

Abstract : In recent few decades, business process management (BPM) has been in focus of a great number of researchers and organizations. There are many benefits derived from the implementation of BPM in organizations. However, there has been also noticed that lately traditional BPM faces some difficulties in terms of the divide between models and their execution, lost innovations, lack of information fusioning and so on. As a result, there has been a new discipline, called social BPM, which incorporates principles of social software into the BPM. On the other hand, many researchers indicate organizational culture as a vital part of the BPM success and maturity. Therefore, the goal of this study is to investigate the current state of BPM maturity and the usage of social BPM among the organizations from Croatia, Slovenia and Austria, with the regards to the organizational culture as well. The paper presents the results of a survey conducted as part of the PROSPER project (IP-2014-09-3729), financed by Croatian Science Foundation. The results indicate differences in the level of BPM maturity, the usage of social BPM and the dominant organizational culture in the observed organizations from different countries. These differences are further discussed in the paper.

Keywords : business process management, BPM maturity, organizational culture, social BPM

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