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Getachew Berhan
Addis Ababa University

Solomon Negash
Addis Ababa University

Donald Amoroso
Kennesaw State University

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Determinants of Business Process Management for Successful Project Implementation in Low-Income Countries

Getachew Berhan, Solomon Negash, Donald Amoroso

Information Systems, Addis Ababa University, Addis Ababa, Ethiopia. 2. IT PhD Program, Addis Ababa University, Addis Ababa, Ethiopia. 3. Computer Science and Information Systems, Kennesaw State University, Kennesaw, GA, USA.

Abstract:

Governmental organizations in Ethiopia are implementing Business Process Management (BPM). As in other countries most of these projects are facing implementation challenges, some are even reported as failed. The objective of this work in progress paper is to identify the determinants of BPM project implementation success/failure factors. This study investigates the research question: What are the determinants for BPM project implementation and how are these factors influencing the successful implementation of BPM? From the extant literature we found two crucial factors for the success/failure of BPM project implementation: political risk and functional risk. This study proposes and empirically tests a model to observe the effect of these determinants factors on BPM project implementation. To meet the objective of the study, structured questionnaire, interview guides as well as focus group discussion will be used to gather data from respondents. The lessons from this study will serve both academic and policy purposes. Academically, it would help in the identification of factors affecting BPM change implementation in federal civil service institutions. Policy wise, it will serve as an input in taking practical solution to the existing problems. Furthermore, the study may serve as a springboard for further study in other low-income countries.