

Description for the general public

The main objective of the project is to examine factors that may encourage or discourage the organization's successful adoption of Business Process Management (BPM). We will develop a theoretical model of Business Process Management adoption. A BPM adoption model will be proposed based on the TOE (Technology-Organization-Environment) framework, and according to which adoption of innovative solutions in the organization may be affected by the technological, organizational and environmental context. In addition, factors affecting the adoption of BPM in public and private sector organizations will be compared and the motivations for organizations to adopt BPM examined.

BPM is a recognized management concept that includes a combination of identifying, modeling, automating, implementing, controlling, measuring and improving business processes for the purpose of supporting an organization's goals and increasing the efficiency and effectiveness of organizational processes. The process approach with the use of BPM assumptions is also the basis for preparing the organization for the implementation of information systems that support management. Organizations use BPM methods and IT tools, however, not all projects of organizational changes aiming at BPM introducing are successful or the obtained effects of changes are not permanent.

Studies that searches for the causes of such situation are usually related to BPM critical success factors, methods of process maturity measurement, organizational restrictions that occur after making the decision to implement BPM or BPM elements. There is still a lack of research on the factors affecting the adoption of BPM before the decision on BPM adoption.

In the project, we use the name of the concept 'Business Process Management' and the 'BPM' abbreviation to use the theoretical background of this concept, which in research carried out in Poland is generally referred to as process management or process approach. We also use the term 'adoption' in relation to the adoption models of new technologies and innovations recognized in the world of scientific research.

The data to achieve the project's aims will be collected in Poland, in public and private sector organizations that are undertaking the so-called "*process initiatives*", i.e., change projects aimed at implementing BPM or elements of this concept. Research will be of a qualitative character, in part identifying technological, organizational and environmental factors affecting the adoption of BPM and the quantitative nature in the part that verifies research hypotheses regarding adoption factors.

The expected result of this project is the theoretical model of BPM adoption that has the potential to fill the research gap and to contribute to the development of research in the BPM field. The proposed model could influence the understanding of the factors predicting the successful adoption of BPM by an organization.

In addition, as the research results we will identify the differences between factors affecting the BPM adoption in the public and private sectors, as well as motivations for BPM adoption. These results may be particularly important for public sector institutions, that so far are less mature in the implementation of BPM. Understanding the factors affecting the successful implementation of BPM will contribute to better planning of organizational changes and necessary organizational resources to these changes. This may also increase the efficiency and effectiveness of implementation projects aiming organizational change.