

# **A MODEL OF FACTORS INFLUENCING THE BUSINESS PROCESS MANAGEMENT SUCCESS**

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## **SUMMARY**

79 pages, 2 tables, 29 figures, 42 references of literature.

The main purpose of this Master's thesis is to develop a model of factors influencing the business process management success.

The following methods have been used in the work: the scientific literature analysis were carried out in Lithuanian and foreign authors of scientific publications on the topic of business process management; the questionnaire - based survey „The investigation of factors influencing business process management success“ was carried out of the Lithuania organisations employees survey; at the time of statistical analysis the internal consistency of the questionnaire was determined the Cronbach's alpha ( $\alpha$ ), using the statistical programme PSPPIRE; using the fusion method, on the basis of a general analysis of the scientific literature and the results of the analysis of the survey data, was developed a model of factors influencing the business process management success.

The analysis of the scientific literature found that business process management research is sketchy and not enough to analyze business processes and management processes of the organizations interaction mechanisms, however, many authors agree that business process management success may vary depending on various factors. As well as the scientific literature to identify the most pressing issues in the analysis of the factors affecting the success of business process management: a clear set of business process management objectives; the support of the leaders of the organisation; the integration of business process management to the strategic objectives of the organization; the management structure of the organisation; positive and flexible organization culture; organization's ability to adapt for changing; advanced internal communication of the organization; an effective system of motivation of employees of the

organization; information technology; the management of business processes in the size of the investment.

After the survey of factors influencing business process management success it was found that all of the exploration of the factors having a positive impact on the success of business process management. Also, on the basis of the replies to the questionnaire submitted by the respondents to the question, where was asked to select the three most important factors that make the greatest positive impact on the success of the management of business processes, was identified the three most important factors that make the greatest positive impact on the success of business process management: a clear set of business process management objectives; the support of leaders of the organisation; an effective system of motivation of employees of the organization.

In conclusion the analysis of scientific literature and the results of the analysis of the survey data, was developed a model of factors influencing the business process management success (fig. 29, page 52), which integrates the key results of the study, and shows the influence of the factors for the success of business process management.

According to the author of the work, in order to improve business process management in organization can be applied the author of the work developed a model of factors influencing the business process management success. The author of the work provides a model of factors influencing the business process management success the implementation phases.

The results of the work, insights and recommendations on 21 March 2016 have been delivered to JSC „Lietuvos geležinkeliai" managers and professionals of business process management. It was also prepared and published JSC „Lietuvos geležinkeliai" newspaper „Geležinkelininkas“ article „What determines the success of a business process management?"

**Key words:** business process management, business process management success, factors, influence.