Approach towards BPM Adoption under Hierarchy Culture: A Case Study

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Abstract

Organizational culture affects the success of business process management (BPM) adoption. A significant negative correlation has been found between Hierarchy culture type and BPM adoption success, identifying the Hierarchy culture as the least favourable for adopting BPM. Since organizational culture is very difficult to change, organizations should adapt their approach towards BPM adoption to suit the existing organizational culture. The aim of this paper is to find out what approach towards BPM adoption is appropriate in an organization with Hierarchy culture. For this, we conducted a case study of a Slovenian public organization using both quantitative and qualitative methods.