

FACTORS THAT HINDER BUSINESS PROCESSES: A CASE STUDY OF DAYSTAR UNIVERSITY

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ABSTRACT

Background, business process has as many definitions as there are scholars. It's the activities/event existing in the system value chain. Information flow, aids the movement of individual activities in the system. A system is part of an interacting or interdependent entities forming an integrated whole, a set of relationships, or a set of rules that governing behavior or structure. Factors that hinder processes, as the topic, highlights the fact that without standardization of activities, create none existence of standardized documentation, which leads to in availability of clear roles in the system thereby causing value chain suffer with traces of bureaucracy in various processes.

Results questions in form of questionnaires were employed to help; identify whether business processes are integrated into the strategic plan at Daystar, and highlight how information flow factors in enhanced could eliminate bottlenecks in the system. Various literature highlighted, the main gap to this study beings; that business processes as a fundamental building block of organizations success are not clear at Daystar, that it is not easy to measure effectiveness and efficiency of performances within the system due to lack of standardized documentation, and that lack of sound knowledge about business processes at Daystar is in itself a stumbling block to success and profitability of the venture.

Quantitative results helped to show whether; standardization of documentation if improved could create high productivity, eliminate bureaucracy and improve clarity of roles in the system. Various theories used ranged from those workflow concepts, (Adam Smith) to value chain (Porter). Questionnaire both closed and open ended, help reach target population sampled and picked randomly. These where distributed randomly targeted cases. The study used document checks, policy and the strategic plan document.

The study discovered that the main group that manage business processes were the lower and therefore the need to empower them. Investment to these group to helps attain the mission and vision. There is need for them to understand the need for documentation.

Conclusions, the findings concluded that, the concept of business recommended consideration of re-engineering. Computerization was also advanced to critical routs. Meetings were also critical and the dissemination of deliberation was criticized. The need for a lean management teams were highlighted, and suggestion given an alternative.

Two main emerging issues came out as communication and system Bing areas that need improvement. And the entire scenario can be summarized by the scripture from Isaiah 41:6-7