An Integrative Model of IT-Enabled Business Process Change: Causal Structures in Theory, Research and Practice

Abstract:
Although various researchers have addressed the topic of BPC success, BPC still suffers from a lack of knowledge on adequate theories and methods. This lack of knowledge is also evident in prominent BPC models. Research outcomes produced to some extent conflicting results and few reliable generalizations. The development of a theory that is falsifiable, generalizable, criticizable and useful is indispensable for future BPC research. The purpose of this research is to provide an understanding for successful BPC that is grounded in relevant theories, prior work on BPC and case-based evidence. The outcome is an integrative model for IT-enabled BPC, which proposes causal structures between different impact factors. The proposed model presents a first step toward a theory for BPC success and prepares the ground for further research in this field.