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Business Process Re-engineering and Organisation Culture: A Case Study of Ministry of Public Service.

The study examined business process re-engineering and organisation culture with specific reference to Ministry of Public Service in Uganda. It was guided by three research objectives which were; the influence of work process redesign, Information Technology (IT) enabled processes and employee empowerment on organisation culture.

The study used a cross sectional survey design with both qualitative and quantitative results. Data was collected using questionnaires and interviews. In data analysis frequencies, percentages and mean, correlations and regressions to show the magnitude of effect the independent variables have on the dependent variable were used. The study findings revealed that work process redesign have a positive significant relationship on organisational culture (r=.220, p < 0.01). Findings also revealed that IT enabled processes significantly affect organisational culture (r=.336, p < 0.01). Also it was found out that there is a positive significant relationship between employee empowerment and organisational culture (r=.503, p < 0.01). It was, therefore, concluded that work process redesign has improved work flow bringing about realignment of roles, IT enabled processes have changed the way of doing things in the organisation due to the ease with which information can be accessed and employee empowerment that comes with business process reengineering makes employees feel valued. It was, therefore, recommended that employees should be involved in the re-engineering process so as to ensure their buy-in right from the start, hire a consultant to offer further training in the new work processes to adopt more easily, ensure that IT enabled processes are more interactive in a way that allows easy usability.

Key Words: Business Process Re-engineering, Organisation Culture, Ministry of Public Service