

# THE RELATIONSHIP OF PEOPLE CHANGE MANAGEMENT TO BUSINESS PROCESS MANAGEMENT

by student's Name

---

Course Code + Name

Professor's Name

University Name

City, State

Date of submission



# The Relationship of People Change Management to Business Process Management

The business environment is highly dynamic and competitive. As a consequence, organizations have been forced to come up with and implement new strategies and approaches to enable then increase their effectiveness, efficiency and competitive advantage. Some of these approaches include People Change Management, Business Process Management (BPM) And Total Quality Management (TQM). This paper reviews the relationship between people change management and business process management.

## Definitions

---

People change management refers to the process of transitioning individuals and teams within an organization to a desired future state. It involves transitioning organizational members towards a desired future state by formally introducing and familiarizing them with the desired future state and its potential challenges and benefits. People change management enables a smooth transition from the current state to a desired future state. It limits the resistance to change that is likely to be experienced when new processes are introduced in the organization. People change management entails providing direction, guidance and support for the people involved in implementation of change in the organization. It also entails dealing with those involved in the transition process. According to Bobrek, Majstorovic and Sokovic (2006), people change management helps in ensuring that changes in an organization are smoothly and successfully introduced and implemented in the organization in order to facilitate the attainment of organizational goals and objectives and to achieve long-term or durable benefits.

On the other hand, business process management refers to management approach that aim at aligning the business processes of an organization with the wants and needs of clients. Bosilj-Vuksic, Indihar and Kovacic (2008) define business process management as a holistic management approach that aligns and integrates business processes of an organization with the wants and needs of key stakeholders such as employees, customers, suppliers, contractors and the government. Business process management is a company performance management approach that involves process governance and process management with the aim of improving the performance of an organization in the ever-changing, dynamic and highly competitive business environment. Moreover, Trkman (2010) elucidates that business process management is a systematic approach that aim at making the workflow of an organization more effective, efficient and more capable of adapting to the ever-changing environment. According to Trkman (2010), business process management is also referred to as Management by Business Processes.

## The Relationship between People Change Management and Business Process Management

---

People change management is related to business process management in a number of ways. Firstly, people change management and business process management aim at continuously improving the effectiveness and efficiency in an organization while at the same striving to attain and maintain high levels of innovation, flexibility and integration of processes and technology in the organization. Bobrek, Majstorovic and Sokovic (2006) also affirm that effective people change management and business process management are essential organizational processes that promote efficiency and effectiveness in organizations.

Secondly, people change management and business process management strive to improve organizational processes and success by shifting focus to changes and new advancements in the business environment. Both processes strive to improve traditional business processes by adapting to new changes and advancements in the business environment. Moreover, the processes aim at increasing the likelihood of meeting or attaining goals and objectives of the organization hence increasing its success.

Thirdly, people change management and business process management requires the deployment of appropriate trainings to ensure that workers have the prerequisite knowledge, skills and abilities to perform the roles requires for change in the organization to be successful. Both processes require proper identification factors that would lead to resistance to change and the development of countermeasures to those factors. Skrinjar and Trkman (2013) also affirm that both people change management and business process management strive to increase the capability of an organization to change. Both processes strive at increasing the ability of an organization to adapt to changes in the business environment.

Fourthly, both People change management and business process management focus on technology advancements in organizations. Trkman (2010) explains that people change management strives to reduce or eliminate resistance to change brought by introduction of new technologies in the organization while business process management facilitates organizational success through adoption of new technologies in the organization.

Fifthly, both people change management and business process management aim at reducing human error among workers in an organization. The processes strive to reduce or eliminate factors or activities such as miscommunication that are likely to impede effectiveness, efficiency and success in an organization. In both

processes, communication plays a critical role. Communication facilitates the exchange of information, ideas and experiences between organizational members as both processes are implemented in the company. For example, communication enabled the senior management to communicate change to the junior employees through people change management processes while in business process management, communication facilitates the exchange of information between the information technology (IT) department and other departments of the company.

Moreover, both processes require restructuring and reorganization of the company. Implementation of People change management and business process management in organization involves detailed examination of the current organizational processes and the determination of how the current processes can be improved in order to create a better and more cost-effective and cost-efficient organization. Skrinjar and Trkman (2013) also affirms that people change management and business process management approaches involve the analysis, redesigning and remodeling, monitoring and proper management of change within the organization. People change management is critical for successful implementation of business process management by enabling an organization to respond and adapt to rapid changes in the highly dynamic business environment. Last but not least, both processes require gaining a deeper understanding and proper management of organizational processes and business activities in order to facilitate the production of value-added goods and services to clients.

However, it is important to note that people change management mainly focuses on people whereas business process management focuses on both people and technology. People change management focuses on organizational members or employees while business process management focuses on both employees and clients who are the key stakeholders in an organization.

# Conclusion

---

I would finish off by asserting that good leadership is essential for successful implementation of people change management and business process management in an organization because it would facilitate the understanding of organizational members, the development and implementation of change processes, and the realization of value and importance of change in the organization. In my view, proper integration of people change management with business process management would enable an organization to attain and maintain a sustainable performance hence achieving success and competitive advantage in the industry. The processes also have significant impacts on cost reduction and the generation of revenues in an organization.

# Reference List

---

- Bobrek, M., Majstorovic, V., & Sokovic, M., 2006, Design approach in management toward to business excellence, *Journal of Achievements in Materials and Manufacturing Engineering*, vol. 16, pp. 184-189.
- Bosilj-Vuksic, V., Indihar, S. M., & Kovacic, A., 2008, Business process management and business intelligence as performance measurement drivers, *The Business Review, Cambridge*, vol. 10, no. 1, pp. 338-343.
- Skrinjar, R., & Trkman, P., 2013, Increasing process orientation with business process management: Critical practices, *International Journal of Information Management*, vol. 33, no. 1, pp. 48-60.
- Trkman, P., 2010, The critical success factors of business process management, *International Journal of Information Management*, vol. 30, no. 2, pp. 125-134.