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Business_process_modeling

Subject: Cognitive complexity in business process modelling

Source: Google scholar

Kathrin Figl and Ralf Laue research gives a more profound view of the problems that an individual faces while dealing with business process models (BPMs). Though BPMs have been commonly used to label and refine complex business tasks, most people seem to be overwhelmed by the mental load caused by understanding such models and their processing ability cannot match these models. This paradox underscores a critical challenge: BPMs, despite being created to make things clearer and simpler, may complicate matters too if their complexity is mistaken for a barrier to comprehension.
Figl and Laue's study, which incorporated emprirical analysis of 199 individuals (mainly students) is aimed to identification of the exact cognitive difficulities, individuals have interpreting the complex relationships among the elements within BPMs. The results of this study show that different categories of cognitive difficulty are involved in process management based on the types of relational dynamics. In particular, the study suggests that the directions and concurrency relations were more easily understood than the repetitive and exclusive relationships that are more complicated. The duality highlights that some relational structures in BPMs may necessitate a higher cognitive load, and as a result, models' overall interpretability.
The crucial feature that Figl and Laue rely upon is their adopting of the Cognitive Load Theory as their framework. This theory that draws the boundaries of working memory, therefore, contributes to the comprehension of the universal nature of the cognitive processing of BPMs. A thorough analysis of the factors affecting the cognitive load as reflected by the nature of relationships between model elements, element interactivity, and element separability is carried out in Figl and Laue’s work. This analysis uncovers the cognitive processes behind the comprehension of BPM. The analysis done not only enhances our comprehension of how people relate with BPMs but also gives us knowledge about the potential areas for improving the design of models intended to enhance understandability.

By implementing a wide range of methodologies, the authors sought to find both robust and generalizable findings in their selection and representation of model. The researchers’ main objective was to combine these BPMs from all domains and to graphically represent them using different styles of graphics to avoid deviating from insights in different BPM applications. Moreover, this methodological diversity not only strengthens the external validity of the findings but also brings to light the role of design as well as graphical representation in facilitating or hindering the cognitive processing of BPMs.
The practical implications of research by Figl and Laue go beyond the academic domain and represent a valuable source of information for practitioners and researchers dealing with business process modeling. The study demonstrates that by defining concrete relational

constructions and element interactions that are cognitively challenging, this work has a significant potential for designing and presenting BPM models that could reduce cognitive load and enhance model comprehensibility. Methods such as simplification of complex nesting, shrinking of model structures, and employment of visual add-ons like syntax highlighting were conceived as ways that make BPMs more approachable and understandable.

To sum it all, Kathrin Figl and Ralf Laue's research into the cognitive complexity of business process modeling has greatly improved our knowledge about how CPs work cognitively. Essentially, their efforts bring to light the difficulties that people encountered when handling BPMS and lay out a good groundwork for further efforts to make BPMs more transparent and efficient in tasks of communication, analysis, and process improvement.