

Influence Factors of Understanding Business Process Models

Process modeling is widely used, but little is known about what constitutes a "good" model in terms of human comprehensibility. A recent study suggests that larger models have more formal defects than smaller models, due to the limited cognitive abilities of human modellers.

Empirical validation of such hypotheses would be a major step forward in defining general guidelines for process modeling. A current study focuses on the comprehensibility of models, via an online questionnaire, to examine the links between personal characteristics and the ability to understand a model.

This study identifies three categories of factors - personal, structural and textual - that influence the comprehensibility of the model. The results of an experiment confirm the importance of these factors. Related work focuses on top-down quality frameworks, bottom-up quality measures, and empirical investigations of modelling techniques.

Related work focuses on top-down quality frameworks, such as SEQUAL, and modelling guidelines (GoM), which provide quality frameworks based on general accounting principles. This work offers important perspectives for evaluating and improving the quality of process models.