

Hadasch2016

Title

The Influence of Directive Explanations on Users' Business Process Compliance Performance (Hadasch, Maedche, and Gregor (2016))

Abstract

Purpose – In organizations, individual user's compliance with business processes is important from a regulatory and efficiency point of view. The restriction of users' choices by implementing a restrictive information system is a typical approach in many organizations. However, restrictions and mandated compliance may affect employees' performance negatively. Especially when users need a certain degree of flexibility in completing their work activity. The purpose of this paper is to introduce the concept of directive explanations (DEs). DEs provide context-dependent feedback to users, but do not force users to comply.

Keywords

Business Process Compliance, Explanations, Organizational Processes, Process, User-system cooperation

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Reference

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Hadasch, Frank, Alexander Maedche, and Shirley Gregor. 2016. "The Influence of Directive Explanations on Users' Business Process Compliance Performance." *Business Process Management Journal* 22 (3): 458–83. <https://doi.org/10.1108/BPMJ-05-2015-0067>.