

ABSTRACT

Employee Trust Fund (ETF) Board has an application called Member Administration Software System (MASS). Presently the MASS system is inadequate for day to day operation of the ETF board. Therefore application of business process re engineering is required for the board. The methodology that focuses on design and analysis of functions/workflows and business process within the organization is called Business Process Re-engineering (BPR). This study has examined the Critical Success Factors (CSFs) of Business Process Reengineering implementation (BPR). The study was conducted to achieve four objectives regarding significance of Critical Success Factors. The first objective of the research study is to identify the failures and efficiency of the existing system. Through informal discussions, concerns on data duplication, lack of automation processes and database problems were identified. The second objective of the study is to identify the Critical Success Factors for Business Process reengineering. The CSFs were derived through the literature review. The third objective of the research study is to study the Critical Success Factors' significance on BPR implementation in the ETF Board. For the achievement of this objective, a basic questionnaire was conducted and elaborated on the results in illustrations and as well as using the factor analysis. According to the factor analysis, three major influential factors were identified as "Top Management Commitment and Support", "IT infrastructure" and "Collaborative working Environment". The final objective of the research is to identify the Causal Relationship among Critical Success Factors to make insight into management focused on Business Process Re-engineering. According to the Decision Making Trial and Evaluation Laboratory (DEMATEL) analysis conducted to identify the causal relationship three factors as "Top Management commitment and support", "IT infrastructure" and "training" are identified as driver factors, while "Collaborative working environment" and "Culture and Company Structure" are identified as dependent factors.

Key Words: Business Process Reengineering, Critical Success Factors, Employees' Trust Fund, Factors, Decision Making Trial and Evaluation Laboratory