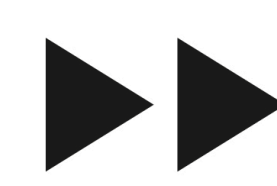


EVALUATION OF MODERN TOOLS FOR BUSINESS PROCESS MODELERS



UHASSELT

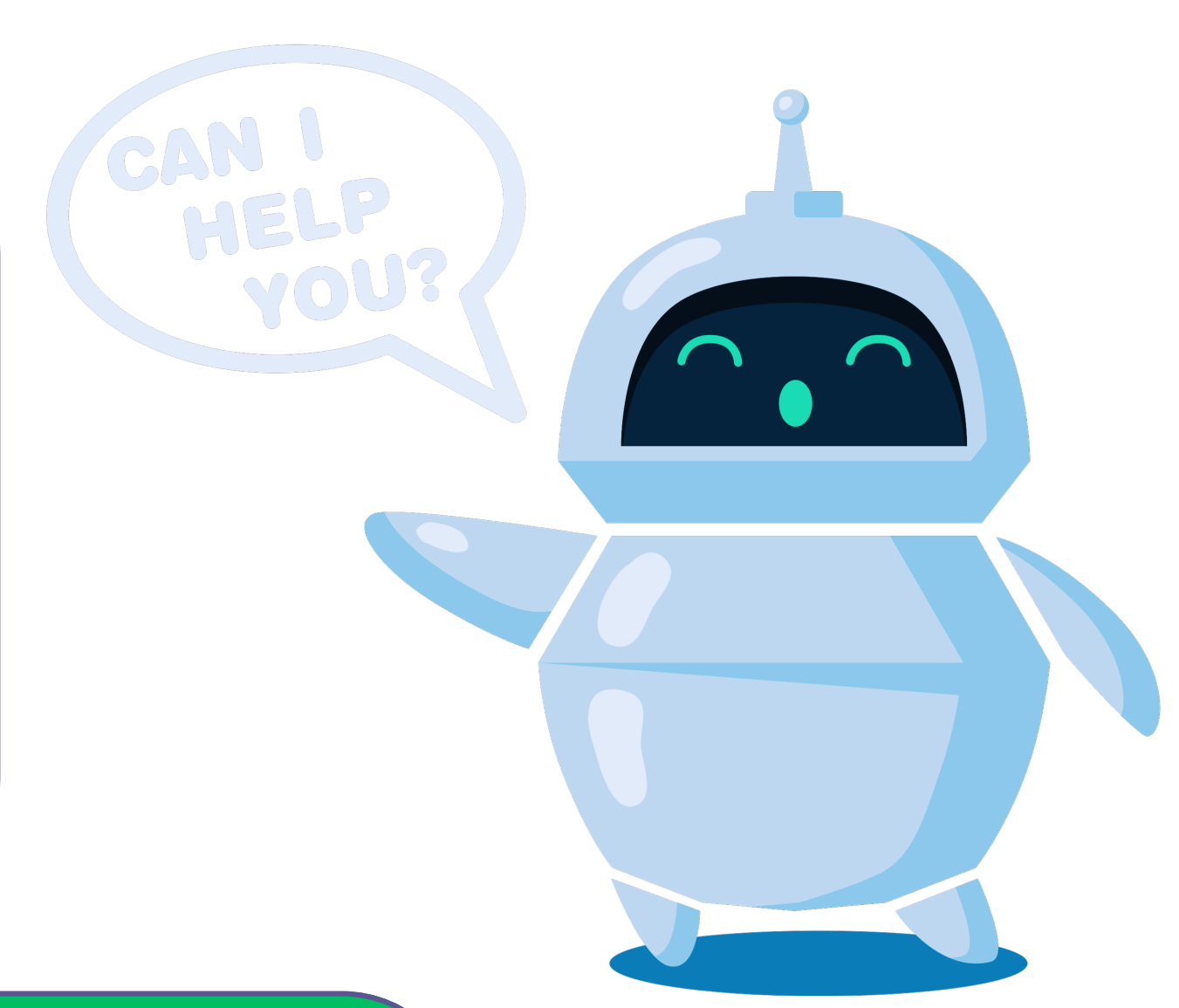
KNOWLEDGE IN ACTION

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Master dissertation MoM 2023-2024

Promoter: Dr. Gerard VAN HULZEN

INTRODUCTION

This research explores the dynamic landscape of business process management (BPM) tools, especially focusing on the role and influence of modern conversational interfaces such as ChatGPT in conversational process modeling (CPM) and BPM processes.



RESEARCH QUESTION

To what degree do modern tools, especially ChatGPT, effectively contribute to conversational process modeling in business process management (BPM) tools?

RESEARCH OBJECTIVES

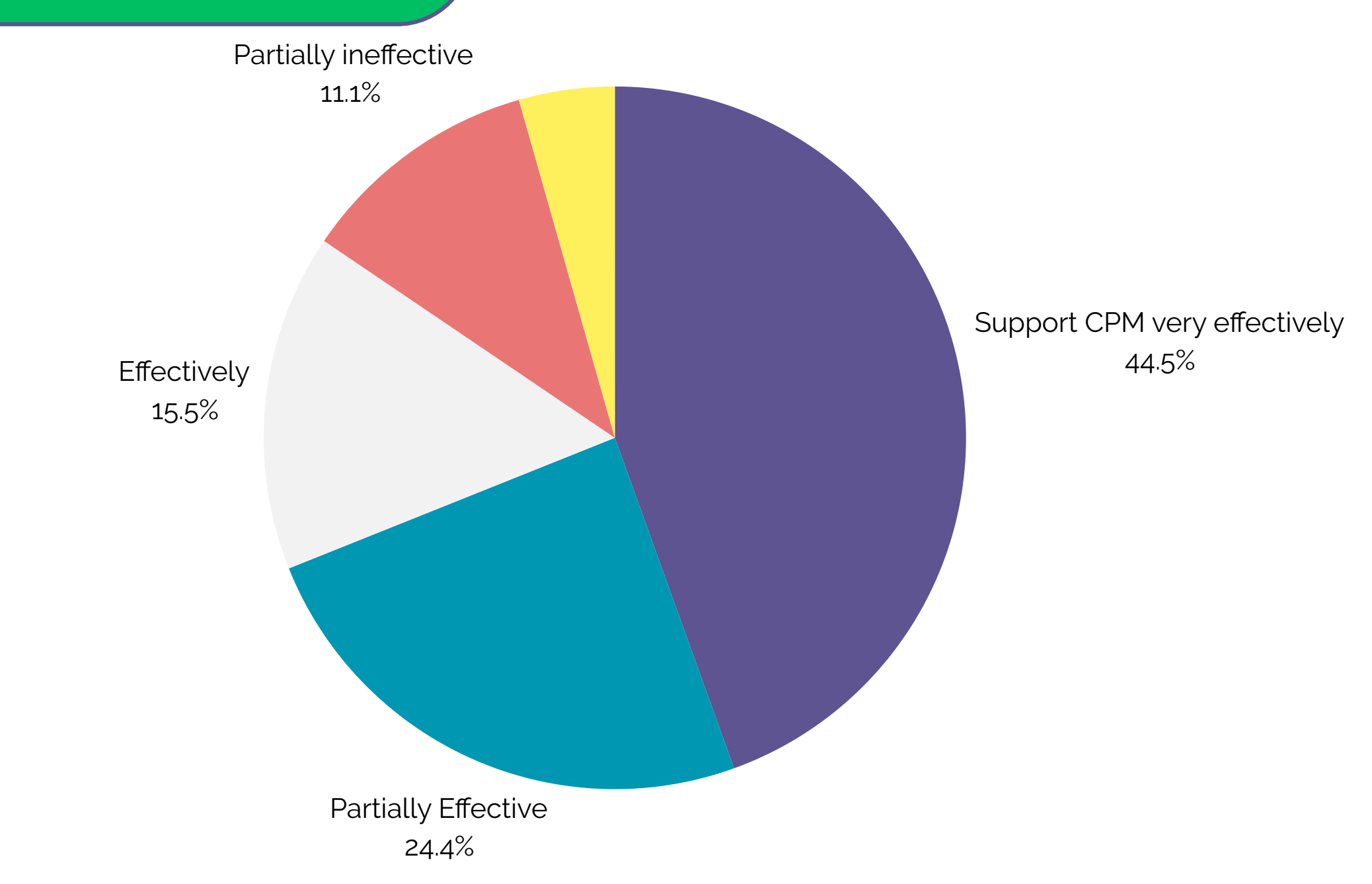
- 1.To investigate the role and influence of ChatGPT on BPM.
- 2.To determine whether ChatGPT can be utilized to deliver good business processes, such as logistics and marketing.
- 3.To outline the problems experienced during the implementation of BPM tools and the likely advantages of incorporating conversational interfaces

METHODOLOGY

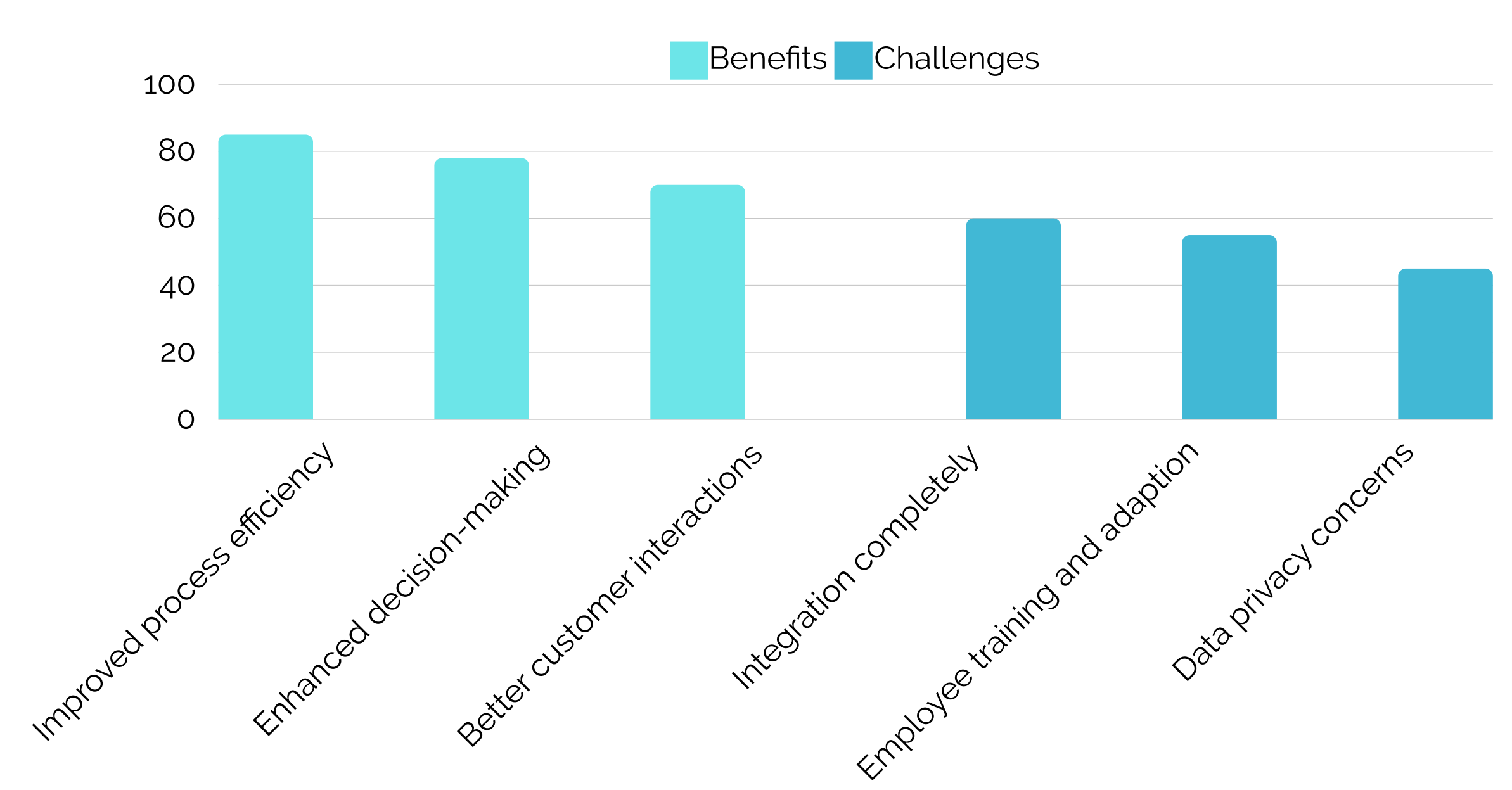
QUALITATIVE APPROACH
THEMATIC ANALYSIS

QUANTITATIVE APPROACH
SPSS

FINDINGS



Percentage of perceived ChatGPT effectiveness



Above displays the benefits as reported by participants

CONCLUSION

As per the findings of this current study, ChatGPT and comparable conversational AI technologies offer unique benefits in BPM with a majority of the participants reporting that ChatGPT supports CPM very effectively in their BPM tools

RECOMMENDATION

Future research should employ longitudinal approaches to assess the long-term influence of ChatGPT on BPM processes. Additionally, collaborative research initiatives between technology developers, academic institutions, and industry stakeholders can contribute to a shared knowledge pool and best practices for effective ChatGPT integration.

Related Literatures

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