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BUSINESS PROCESS AND EMPLOYEE QUANTITY OUTPUT IN MANUFACTURING FIRMS IN RIVERS STATE

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ABSTRACT

The study focused on business process and employee quantity output in manufacturing firms in Rivers State of Nigeria. Findings revealed that business process correlate with employee quantity output. Therefore, the study concluded that business process enhances employee quantity output. Thus, the researcher recommended that management should train employees on ICT in order to be more productive. More so, organizations should adopt a favourable business process with less stress in introducing and implementing needed transformation.

Keywords: Business Process, Employee, Quantity Output, Manufacturing Firms

INTRODUCTION

Quantity of output has been a focus of theoretical and empirical economic research for decades (Laffont & Martimort, 2019). Also, is the quantity of goods or services produced in a given time period, by a firm, industry, or country, whether consumed or used for further production. Production is profitable when the firm's optimal quantity of output at the market price results in (at least) a normal amount. Fischbacher (2017) opined that is a total of number of goods produced in an experimental session. Example, upon arriving at the laboratory, participants were randomly assigned to a computer station, and participants performed a real effort task; adding up sets of randomly generated digits numbers by hand as quick as possible gears towards productivity.

According to Roswemann (2014) Business process management is dedicated to analyzing, designing, implementing, and continuously improving organizational processes. Business process management (BPM) has its roots in early studies of organizational design (Taylor, 2001). This initial focus developed later into the more comprehensive discipline of industrial engineering and remained focused on the analysis of operational activities in the dominating manufacturing sector. An increasing significance of services, the growing importance of information technology for the design of processes and the overall recognition that processes form a critical corporate asset, have elevated this domain into the status of a management discipline. According to Hammer (2010), BPM as a management discipline is characterized by the two developmental paths:

It was found that the adoption of digitalize systems service delivery per employee attest to the capability of transformation and other organizational factors to enhance employee productivity in various industries within and outside Nigeria, none of them provided empirical knowledge on how dimensions of digital transformation such as business process, Business transformation interact with employee productivity within the context of manufacturing firms in Rivers State, Nigeria. This suggests that this phenomenon has not received sufficient research attention. There was need therefore, to close this knowledge gap through this research effort. This gave credence to this study.

Concept of Business process

Research on process simulation and process analytics has provided methods to analyze processes according to criteria of strategic relevance (Zur & Shapiro 2010). Process improvement tends to focus on the so-called devil's quadrangle assessing time, cost, quality, and flexibility (Reijers & Mansar, 2005). With the recognition of BPM as a management discipline, performance evaluations of processes have increasingly been integrated into corporate management and reporting system. Research on process performance measurement systems has investigated the design and use of key performance indicators that monitor process performance from different stakeholder viewpoints

(Heckl, Moormann 2010). Valuebased business process management has been suggested in order to provide decision support in process redesign (Neiger, 2006; vom Brocke 2010).
Related capabilities include the assignment of various relevant BP-related tasks to stakeholders and to apply specific principles and rules to define the required responsibilities and controls along the entire business process lifecycle. BP needs to be supported by methods for process design, analysis, implementation, execution and monitoring. Related capabilities include selecting relevant business process methods, tools and techniques as well as adapting and combining them according to the specific requirements of the organization. Business process needs to utilize technology, particularly process-aware information systems (PAIS), as the basis for process design and implementation. Related capabilities include the ability to select, implement and successfully use relevant PAIS solutions covering for example workflow management, adaptive case management or process mining solutions. BP needs to consider the employees' qualifications in the discipline of business process management as well as expertise with relevant business processes. Related capabilities include an assessment of the human resources impact of specific BP related initiatives as well as programs facilitating the development of process related skills throughout the organization. BP needs a common value system supportive of process improvement and innovation. Related capabilities include the ability to assess the organizational culture according to relevant values as well as the ability to derive measures to further develop these values accordingly.

Concept on Quantity of output

Working effectively are clear signs of a good productive. As long as employees know what their tasks are, the best way is to perform their duties, and what the priority for each task, they will feel less pressure while working and will be more productive. Having a clear picture of their role paves the way for effective working. Quantity of output is the number of products manufactured per hour, then a suitable employee to measure the quality of output could be the number of defective products produced, i.e. the defection rate. According to Lodewijk (2016), quantity of output means doing the right things or occupying employees with the right things. Quantity of output is essential for improving results; and in order to perform effectively, clarity is needed. Employee knows their expected results coupled with the risk involves in performing that tasks. They are not producing the right goods and services but contribute insufficiently to the productivity of the organization.

Empirical Review

Zelong, Song and Donghan (2017) study on manufacturing flexibility, business model design and firm performance. This study examine how manufacturing flexibility affects efficiency and novelty centred business model designs and consequent from performance. Propose and test eight hypotheses using data from one hundred and eighty-six manufacturing firms in China. The results indicate that firms flexibility promotes both efficiency and novelty centred business model designs and subsequent firm performance. Also, their relationship is strengthened by competitive intensity but weakened by demand heterogeneity.
John and Ramon (2015) conducted a study on the business model. Nature and benefits. This paper considers the nature of the business model and its strategic relevance to negotiations. We elaborate a substantive definition of the business model as decisions enforced by the authority of the firm; this definition enables the analysis of business models through the analysis of individual firm choices. We situate negotiation outcomes within the strategy literature by considering 'ambivalent value' - value produced by the interaction of partner firms that does not necessarily accrue to any of them. The extent of 'ambivalent value' is unclear, but its persistence, despite changing structural market features, promises to help sustain superior profits in the long run. We conclude with an exploration of some ways in which firms' business models may impact their negotiation outcomes.
Muhammad, Sarah, Max and Vebol (2014) conducted a study on Business intelligence domain and beyond. Enterprises look to Business Intelligence to transform this data into useful information, allowing more effective and efficient production. As a result, Business Intelligence theories and

technologies are the focus of an increasing amount of substantial investment from Enterprises seeking to maintain a competitive advantage. This paper explores recent literature of the Business Intelligence domain and provides a few stimulating and innovate theories and practices. The authors explore several state-of-the-art studies related to the future trends and challenges of Business Intelligence as well as the surrounding technologies, such as data warehousing and cloud computing, that drive it.

CONCLUSION

For over two decades, business process and information systems has been seen as a valuable resource along with other factors of production. Following the expansion of business activities, globalization, and rapid changes in the organizations' environment, information is considered as a strategic factor to the extent that today it is seen as a powerful tool in dealing with environmental problems and challenges as well as a tool that makes proper use of opportunities.

RECOMMENDATIONS

Based on the findings in this study, the following recommendations were made:

- It should be noted that human beings are the center for productivity. In addition, given the significance of human resources and their role in the achievement of organizational goals, the employee productivity is one of the most important concerns of the today's managers. These individuals should be properly trained to become professional employees who are productive.
- Failure to use proper techniques can be a challenge in digital transformation. Organizations are advised to adopt a favourable procedures. Stress can be reduced if efficient ways are used to introduce and implement the needed transformation.

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