THE APPLICATION OF BUSINESS PROCESS RE-ENGINEERING SYSTEMS TO ENHANCE SERVICE DELIVERY IN THE PUBLIC SECTOR

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ABSTRACT

The study investigated the application of the business re-engineering systems in enhancing service delivery and also proposed the systems to be used to enhance service delivery in the entire public sector of South Africa. It is widely researched that business re-engineering is a management approach aimed at improvements by increasing efficiency and effectiveness of the process within the public organisation, across public organisation, from public organisation to businesses and from public organisation to citizens. In the past, most of the business processes re-engineering (BPR) implementation were carried out in the private sector because of the dynamics of the business processes. The study reveals that based on its success in the private sector on effectiveness and efficiency service delivery, the concept finds its way to public sector. The study found that public sector will be effective and efficient in service delivery if the business process re-engineering is implemented. Furthermore, study reveals that based on its implementation in the public sector; BPR becomes a tool in transforming public sector for radical improvement in all aspects of its performance in rendering services to the public. It is based on the above background that the main focus of the study was to analyse systems used by public sector in re-engineering its service delivery businesses. Specific reference was made to service delivery at the Department of Justice and Constitutional Development (DOJ & CD). In conclusion based on the findings, recommendations will be made on how best business process re-engineering system can be used to effectively and efficiently in improving service delivery in the public sector. The paper reveals that it is not possible to re-engineer business processes without the Information Technology (IT) systems support. It is not only an enabler for re-engineering; it has also become an essential and integral part of all re-engineering efforts. It has been shown from the research that DOJ & CD improved its service delivery through the implementation of IT systems. The reasons behind DOJ & CD focuses on the IT systems to re-engineering service delivery based on the fact there is human capacity shortage. The study reveals that IT systems are effective and addressing gap of insufficient budget to cater for the human capacity. The study reveals that court services are rendered quickly, safe and in an effective way. The study reveals that courts in the Republic of South Africa (RSA) are now having lesser case backlogs as through IT systems cases are disposed quickly even in the absent of the accused in court. The study recommends that the IT systems be utilised to re-engineer business processes in all public sector institutions in the Republic of South Africa.

Keywords: Business Process, Re-engineering, IT Systems, Service Delivery and Public Sector.