



## **WORKFLOW MANAGEMENT IN MAKERERE UNIVERSITY BUSINESS SCHOOL**

### **ABSTRACT**

Dealing with thousands of students makes manual work processes extremely exhausting, demotivating, slow and quite prone to error. Over the years, there has been continued decline in the management of work processes at Makerere University Business School despite efforts made to improve them. Work load continues to pile up with each new semester and year due to increased student and staff numbers. Better management of work processes as suggested in this study will improve their efficiency.

This study examined Workflow Management in Makerere University Business School. Objectives of the study were to examine Workflow Management in MUBS; assess the challenges MUBS has experienced with Workflow Management and to identify appropriate strategies that can be recommended to improve Workflow Management in MUBS.

A cross sectional research design that was descriptive and analytical in nature was adopted. A sample of 226 respondents was considered and data collected using self administered questionnaires. Analysis of the data was by use of SPSS. Reliability was determined using Cronbach and Alpha coefficient. Validity tests were carried out and descriptive statistics such as mean and standard deviation were used to answer the study objectives.

Results from this study revealed that certain aspects of Workflow Management such as the functional, process and resource dimensions were clearly evident in work processes. However, although MUBS had made efforts to improve its Workflow Management over the years, aspects of Workflow Management like the operational, flexibility and informational dimensions were not evidently portrayed in MUBS work processes causing inefficiency.

Inefficient work processes continued to cause challenges such as delayed process execution, increased cases of missing/altered results and bureaucratic tendencies. However, with better managed work processes through improvement of aspects of the operational, informational and flexibility dimensions using the suggested strategies such as training and increased data security MUBS will have efficient functional Workflow Management tools.