

**BUSINESS PROCESS REENGINEERING AND ORGANISATIONAL
PERFORMANCE OF FINTECHS IN NIGERIA**

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JUNE, 2022

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BY

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF
POSTGRADUATE STUDIES IN PARTIAL FULFILLMENT OF THE
REQUIREMENTS FOR THE AWARD OF MASTER OF BUSINESS
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MANAGEMENT, COLLEGE OF MANAGEMENT AND SOCIAL
SCIENCES, COVENANT UNIVERSITY, OTA, OGUN STATE, NIGERIA**

JUNE, 2022

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfilment of the requirements for the award of the degree of Master of Business Administration (MBA) Degree in Business Administration in the Department of Business Management, College of Management and Social Sciences, Covenant University.

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DECLARATION

I, **JONAH, PRECIOUS EBUKA (11CM012721)**, declares that this research was carried out by me under the supervision of Dr. Mayowa G. Agboola of the Department of Business Management, College of Management and Social Sciences, Covenant University, Ota, Nigeria. I attest that the dissertation has not been presented either wholly or partially for the award of any degree elsewhere. All sources of data and scholarly information used in this thesis are duly acknowledged.

JONAH, PRECIOUS EBUKA

Signature and Date

CERTIFICATION

We certify that this dissertation titled "**BUSINESS PROCESS REENGINEERING AND ORGANISATIONAL PERFORMANCE OF FINTECHS IN NIGERIA**" is an original work carried out by **JONAH, PRECIOUS EBUKA (11CM012721)**, in the Department of Business Management, College of Management and social sciences, Covenant University, Ota, Ogun State, Nigeria, under the supervision of Dr. Mayowa G. Agboola. We have examined and found this research work acceptable as part of the requirements for the award of a Master of Business Administration (MBA) Degree in Business Administration.

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DEDICATION

I dedicate this research work to the Almighty God in Heaven, the source and giver of knowledge and wisdom, whose sustenance kept through this program. From start to finish, He has sustained me, been the source of strength, and lifted my spirit as I worked on my dissertation.

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ABBREVIATIONS

HRM - HUMAN RESOURCE MANAGER

RBV- RESOURCE BASED VIEW

HR - HUMAN RESOURCE

GDP - GROSS DOMESTIC PRODUCT

BPR- BUSINESS PROCESS REENGINEERING

SA- STRATEGY ALIGNMENT

CF- CUSTOMER FOCUS

II- I.T. INFRASTRUCTURE

OI – ORGANISATIONAL INNOVATIVENESS

EP-EMPLOYEE SATISFACTION

CS- CUSTOMER SATISFACTION

ABSTRACT

The purpose of this research was to examine the impact that business process reengineering has on the organisational performance of FinTech companies in Nigeria. In addition, the role of employee productivity and organisational innovativeness in mediating the relationship between business process reengineering and customer satisfaction, an indicator of an organisation's performance, was explored as part of the research.

A cross-sectional survey was carried out with a simple random sampling technique, and a sample size of 220 workers was used for the study. The survey was carried out among employees of Flutterwave in Lekki, Lagos, Nigeria, and 220 questionnaires were delivered to those personnel. It was determined that the responses on 145 questionnaires were valid to be analysed using the SPSS version 26 program for statistical analysis.

The reliability of the research instrument was checked using Cronbach's Alpha. Descriptive analysis, Pearson Correlation analysis, Multiple Regression Analysis and Baron and Kenny method of Mediation analysis using Hayes process macro was used for testing the study hypotheses.

Based on the hypotheses testing and statistical findings, the study has shown that Customer Focus and I.T. Infrastructure were positively related to Organisational Performance, and that Employee Productivity and Organisational Innovativeness was found to mediate the relationship between Business Process Reengineering and Customer Satisfaction. Also, the findings showed that the Strategy Alignment was not a significant predictor of a firm's performance.

The study has contributed to the literature by explaining how Business Process Reengineering can enhance Firm Performance in the context of developing countries. It also contributed by clarifying the mediating role of Employee Productivity and Organisational Innovativeness on the relationship between Business Process Reengineering and Customer Satisfaction. Accordingly, this study suggests that the future studies should consider the mediating role of I.T. Infrastructure on the relationship between Strategy Alignment and a firm's performance.

Keywords: Financial technology industry, business process reengineering, customer satisfaction, organisational performance, regression analysis.