

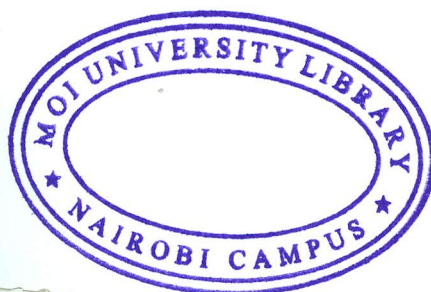
**BUSINESS PROCESS REENGINEERING IMPEDIMENTS FACING  
KENYA CIVIL AVIATION AUTHORITY**

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**A RESEARCH PROJECT SUBMITTED IN PARTIAL  
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## ABSTRACT

The study focused on Business Process Reengineering impediments being experienced at Kenya Civil Aviation Authority. The research used data from KCAA for the study.

The sample size selected consists of all serving managers from scale 2-7 at the Authority. Random sampling was used to select senior officers from KCAA headquarters, EASA and JKIA control Towers. The total number selected for the study was 55 out of the 80 senior staff.

The research design was exploratory design which entails sending of questionnaires to the population of interest to address the issue under the study. The study recommended that BPR was important for KCAA due to the various benefits that could be derived including ability to cope with changes in technology, to compete locally/gobally, reduction of costs and improved productivity. The biggest BPR challenge facing PSO in Kenya was identified as politics with a score of 107 points and the least challenge was lack of good organization systems with a score of 16 points. On the other hand the biggest reengineering challenge facing KCAA was identified as culture with a score of 71 points and the least challenge was people with a total score of 42 points.

The study found that for successful BPR at KCAA there is need for cultural change that may encourage reengineering efforts to be implemented within the organization. Culture being the main challenge the management has to ensure that all officers working under the BPR fully understand the negative impact of the organization culture for successful BPR. Since KCAA is a public sector organization in Kenya the negative impact of politics in BPR also need to be assessed by those involved in it's implementation. This would ensure BPR is undertaken smoothly . Both KCAA and future researchers are likely