18th Workshop on Social and Human Aspects of Business Process Management – BPMS2 2025: Preface

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Preface

Welcome to the 18th Workshop on Social and Human Aspects of Business Process Management (BPMS2 2025). The goal of the BPMS2 workshop [1] is to explore how social information systems integrate with business process management [2] and how business process management may profit from this integration [3]. Furthermore, the workshop investigates the human aspects of Business Process Management by involving human actors. Examples include the use of crowdsourced knowledge and tasks and the need for new user interfaces such as augmented reality and voice bots.

An increasing number of enterprises are using social software to improve their business processes and create new business models. Social software is used in both internal and external business processes. Using social software, communication with customers is increasingly bidirectional. For example companies integrate customers into product development to capture ideas for new products and features. Social software also creates new possibilities for enhancing internal business processes by improving the exchange of knowledge and information and speeding up decisions. Social software is based on four principles: weak ties [4], social production [5], egalitarianism [6], and mutual service provisioning [7].

Human involvement in Business Process Management occurs at both the social and individual levels. This includes creating process models, communication, collaboration, coordination, and cooperation, as well as representing specific human-related aspects in models.

Given this background, the goal of the BPMS2 workshop is to explore how social information systems integrate with business process management and how business process management may profit from this integration [1], [2], [3]. Furthermore, the workshop investigates the human aspects of Business Process Management by involving human actors.

The workshop hosted a keynote titled "Design, Processes, and Human Behaviour in the Age of Artificial Intelligence" given by Raian Ali, Professor of Information and Computing Technology at HBHU, Qatar.

Four submissions were received and underwent a thorough review process involving at least three members of the BPMS2 Program Committee via Easychair. Three papers were accepted for presentation at the BPMS2 2025 workshop.

The paper "Understanding Trust Formation in GPT Services: An Empirical Study" by

Helena Li and Irina Rychkova, examines the determinants affecting users' trust in GPT services and focuses on the social aspects of trust formation. The proposed conceptual framework integrates key trust determinants from the Integrative Model of Organizational Trust and examines the role of knowledge in technology particularly AI awareness in trust formation.

The paper "Towards an Approach for Designing Responsible Privacy Heuristics" by Beatriz Pontes da Costa Reis and Mohamad Gharib develops an approach that offers design principles to guide the design and evaluation of Responsible Privacy Heuristics (RPHs) for usable privacy-aware systems or solutions. These principles aim to guide the creation of privacy-aware systems that empower users, respect their autonomy, and enhance informed decision-making. By embedding these principles, organizations can better align their privacy mechanisms with human needs.

The paper "Towards Levels of Assurance for Data Trustworthiness - A Novel Framework to Promote Trust in Inter-Organisational Data Sharing" by Florian Zimmer, Janosch Haber, Mayuko Kaneko and Takuma Takeuchi, explores the data usage risks data consumers face and proposes a conceptual artifact called Levels of Assurance for Data Trustworthiness. Assuring data trustworthiness is suggested to improve data consumers' risk assessment and decision-making capabilities and enhance trust and transparency between data providers and consumers.

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Acknowledgements

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