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ملخص البحث باللغة العربية

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Automating and reengineering of Administrative processes at higher education institutions

Study Objectives:

This Research aims to:

- Shed light on various aspects of administrative process re-engineering method in terms of concept, implementation mechanism and its benefits.
- The need of the Palestinian universities as academy institutions to apply the re-engineering method.
- Give a clear picture for applying re-engineering method which used to improve the provided service to beneficiaries, increase its efficiency and to achieve Total Quality Management “TQM”.

Study approach:

The researcher used analytical and descriptive approach to describe reality statement of administrative processes re-engineering at Islamic University of Gaza, also he have been used interview method to know the reality of the administrative processes at IUG.

The community of study:

The community of this study is Islamic University of Gaza “IUG”.

Results:

1. There are attempts to document work manual and simplifying the operations before start re-engineering project.
2. There was satisfaction about the results which achieved in this experience at the level of re-arrangement and organization the work according with specific and documented steps.
3. Using administrative processes re-engineering method leads to increase level of position satisfaction among university staff at all levels of Management.
4. Using administrative processes re-engineering methods leads to essential modification at university administrative systems in line with the requirements of the re-engineering and service improving.

Recommendations:

1. Prepare Operations Manuals (Guides) including all administrative processes of each department/unit at the IUG.
2. Re-arranging some of the processes, distribution tasks, and modify the structures within job descriptions and organizational structures at IUG.

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1. مفهوم إعادة هندسة العمليات:

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4.1 خصائص الهندرة وركائزها:

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7.1 المنظمات التي تحتاج لتطبيق عملية الهندرة:

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2. الدراسات السابقة

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أولاً: الدراسات المحلية:

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ثالثاً: الدراسات الأجنبية:

.1 **(2007) Mihyar Hesson & Hayder Al- Ameer** :
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.2 **(2003) Chiplundar & Chattopadhyay** :

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.3 **(2000) Olalla** :

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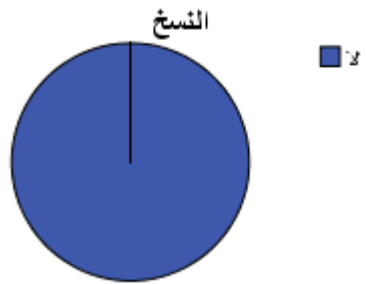
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- .10 " : 2007/8/17
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- .12 " : 2001
- .13 " : 2005
- .14 (2009)

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- " 1995 "
15. كيلادا، جوزيف (2004)، تكامل إعادة الهندسة مع إدارة الجودة الشاملة، ترجمة سرور سرور، دار المريخ: الرياض.
16. (2000)
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17. www.iugaza.edu
18. www.vb.arabsgate.com 17/8/2007
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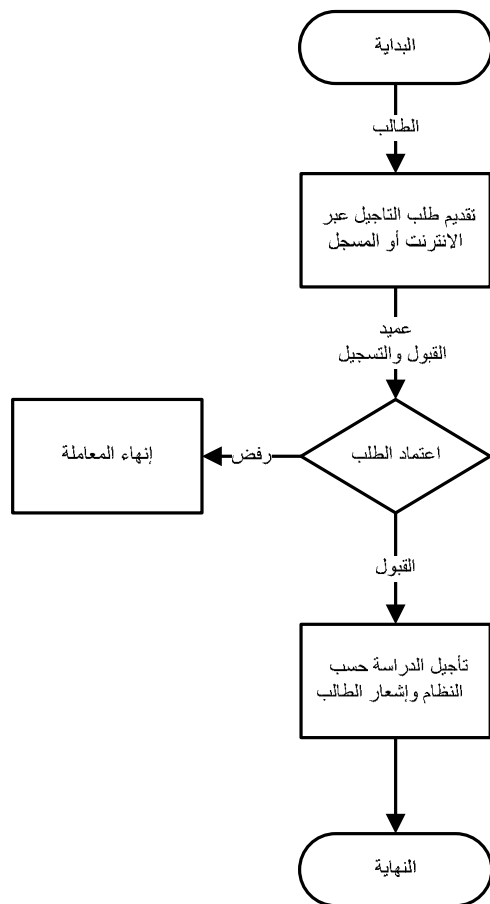
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