A suggested Model for reengineering Administrative processes and Computerizing them in higher education institutions (The Islamic University – A case Study)

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Abstract

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 the analytical descriptive approach to describe reality statement of administrative processes re-engineering at Islamic University of Gaza. Also he used the interview method to know the reality of the administrative processes at IUG.

The Population of study:

The community of this study is Islamic University of Gaza "IUG".

Results:

1. There are attempts to document work manual and simplify the operations before starting re-engineering project.

2. There was satisfaction about the results which achieved in this experience at the level of re-arrangement and organization of the work according to 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.

For the paper in Arabic see pages (317-355)