Abstract

Business process engineering is considered as one of the most important recent Administrative method logiest world wide. It is meant to recognize the administrative processes to function within an electronic environment. For the importance of this new concept this study has been conducted about Hebron Municipality.

The study comprises Heads of departments, Heads of sections and senior, engineers, accountants and administrators.

The study aims to getting acquainted with the reflections of reengineering on the institutional success aspects of Hebron Municipality, and clarifiying the influence of reenginnering on drafting the organizational chart of Hebron Municipality, Information Technology capacities, the efficiency of Administrative processes in the municipality, the study tackles as well the influence of reengineering on the expectations of citizens getting use of municipality various services.

The study has adopted the descriptive methodology, in order to achieve the targets. a questionnaire has been done to collect date officially. The questionnaire consists of seven parts, the first one a among which is concerned with several information about the subjects and the independent study variables.

As for the 2nd part, it concerns the field of study which is drafting an organizational chart, while the 3rd part questions the IT Capacities at Hebron Municipality. The 4th part covers the efficiency of Administrative processes and performance. However the 5th part questions the application of comprehensive quality control at the Municipality, while the 6th part questions the application of reengineering on the employees. Finally, the 7th and last part covers the subscribers expectations.

In order to collect data from the sample, specific questionnaire was designed as main study instrument; reliability and validity of the study instrument have been proved. 150 questionnaires have been distributed on subject employees, 144 of which have been filled out, which is rounded 96% of subjects. 5 questionnaires have been discarded, consequently the final number of questionnaire considered is 137 questionnaire.

The Researcher has also adopted Secondary resources of records and reports available at the Municipality, as well as previous studies and thesis's that covered the subject of this study.

The study has been presented to competent quantified arbitrators in order to confirm

All date have been statistically processed using the (SPSS) program, where figures, arithmetic averages ,standard deviations, and percentages of subjects answers. Also T-Test, one way annova, and tukey Test have

been conducted to measure the dimensional and variances in case of functional differences.
The study has conduced to some conclusions, most import among which is the following:-
The organizational chart of Hebron Municipality needs restructuring, Hebron Municipality Administrative processes and performance need to be more efficiently, Hebron Municipality is interested in IT systems, and Hebron Municipality slightly applies the comprehensive quality control standards

The most important recomendations of the study are: Positively consideration for investing in IT though its high costs is needed, Setting ambitious plans for capacity building especially to those who prove a capability to cope with new modules adopted after the reengineering, Creating a specialized department for Business Processes reengineering according to the organizational chart, Selecting a qualified team work specialized in reengineering to conduct a comprehensive and integrated analysis of all processes adopted at the municipality, and Draw the attention of the administration at the Hebron Municipality to the necessity of communicating with the Palestinian, Arab, and foreign universities, as well as different research centers to get acquainted with all new methodologies and research in the field of customer services.