

وزارة التعليم العالي والبحث العلمي
الجامعة المستنصرية
كلية الإدارة والاقتصاد
قسم إدارة الأعمال

متطلبات اعتماد إعادة هندسة العمليات المصرفية في تطوير

الخدمة المصرفية العراقية

دراسة استطلاعية لأراء عينة من المديرين في المصارف العراقية

رسالة تقدم بها

سيف الدين عماد احمد رؤوف الإمام

إلى مجلس كلية الإدارة والاقتصاد في الجامعة المستنصرية

وهي جزء من متطلبات نيل درجة الماجستير

في إدارة الأعمال

بإشراف

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Abstract

This study dealt with all aspects related to the adopted requirements of the business processes reengineering in developing Iraqi bank services whence the factors that led to it, also its principles, steps, benefits and the causes of failure and characteristics, all that were confined in our study.

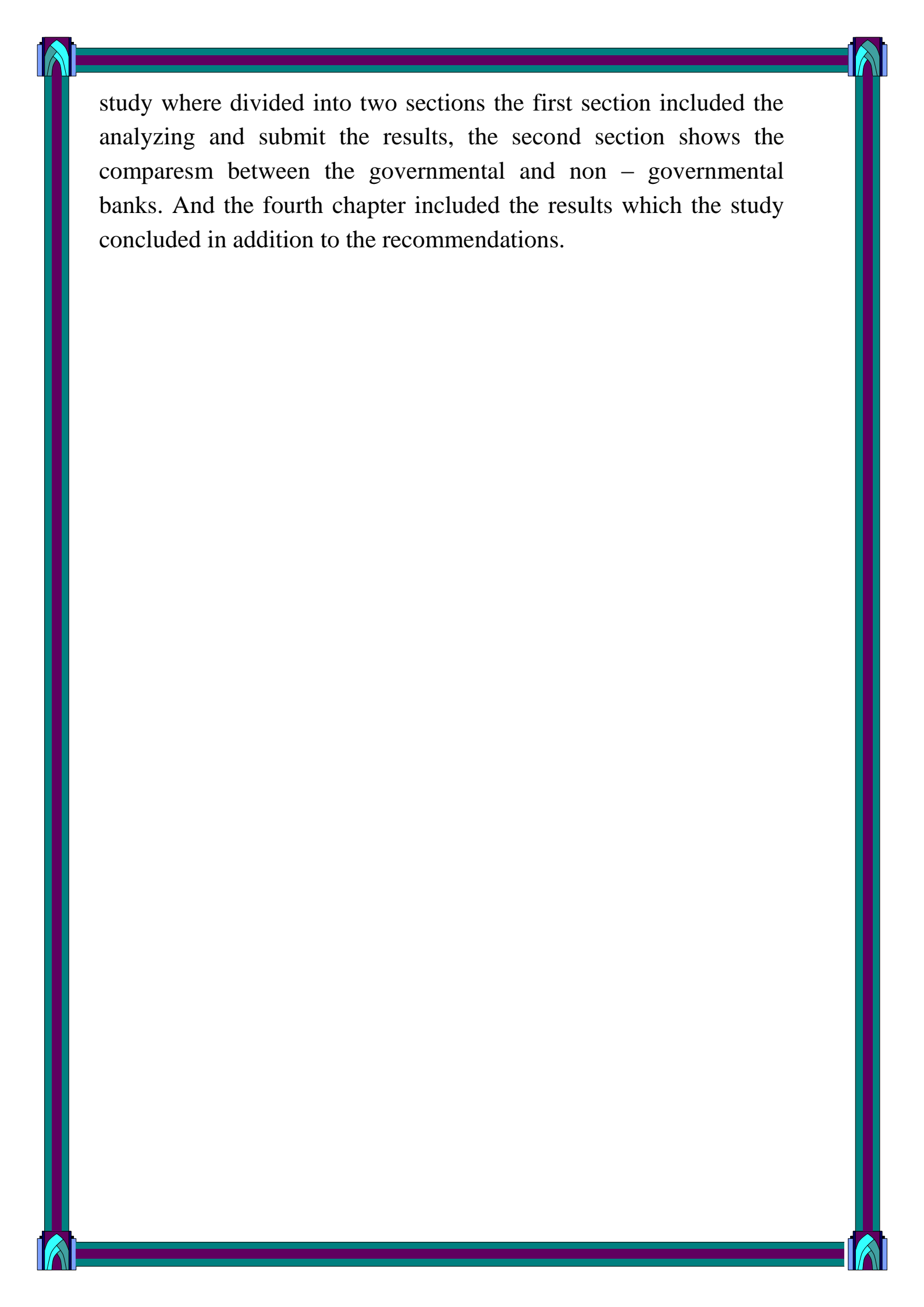
This study used questionnaires to collect the analyzed data which are distributed on (11) governmental and non-governmental banks, as well as personal interviews, where the researcher explained the questionnaire items to the sample individuals to have accurate answers, in addition to that, the researcher has got some information which enriches the study throughout these interviews with the head of the administration board and its members, branch managers, deputies and department officials.

The study concluded a set of conclusions the most important one is that the implementation of business process reengineering in Iraqi banks is so weak and limited, as a result the banks' services development is weak, the current bank capitals are not enough to develop bank services by business process reengineering.

Furthermore, the research conducted a set of recommendations especially the necessity of reengineering processes dealing with administrative persons who should not be retired due to get a successful guarantee for these projects.

In order to fulfill the study goals which consist of four chapters, the first one includes the theoretical frame of the study which is divided into two sections, the first one shows the concepts and contains the business process reengineering, the second one includes the bank service and the role of business process reengineering in developing it.

The second chapter reveals the research procedures and the previous studies, the third chapter contains the practical aspect of the



study where divided into two sections the first section included the analyzing and submit the results, the second section shows the comparesm between the governmental and non – governmental banks. And the fourth chapter included the results which the study concluded in addition to the recommendations.