

## Problems of Re-Engineering Administrative Processes in Hebron Municipality

**Kholoud Hassouna**

### **Abstract**

The study aims at identifying problems of re-engineering administrative processes in Hebron municipality, Palestine. The study approached the literature as a multi-dimensional phenomenon, which addressed both theoretical and applied research. The significance of this recent study is the first, which dealt with this theme, to the author knowledge, which in turn encourages other researchers to work on further research on this important issue.

To achieve this end, the study adopted the quantitative research approach using the survey method. A 71-item questionnaire is appropriate for the exploratory nature of the research. The survey comprised of a (429) males and females participants using the random sampling during 2017/2018. The collected data was statistically analyzed using the statistical package for social sciences (SPSS).

The results revealed that the participants experienced a moderate level of problems of re-engineering administrative processes in Hebron municipality from employees and the public's point of view. The mean scores and standard deviation were (M 2.96 SD 0.34; M 2.69 SD 0.65) respectively.

Furthermore, findings revealed the main problems of re-engineering administrative processes in Hebron municipality ranked in a descending order as follows, the physical problems, the administrative problems, the human problems, then the technological problems.

These findings highlighted the problems of re-engineering administrative processes in Hebron municipality, and recommend the need to clarify the concepts of the re-engineering entrance and its principles, convince the departments and departments in the municipalities in order to reduce the problems of seduction, the optimal utilization of available human resources in the municipalities, to develop skills and capabilities and provide expertise capable of analysis and participation in the application of reengineering and finally, further research is essential in the field of the problems of re-engineering administrative processes using the qualitative research design.

**Keywords:** Re-engineering problems, administrative processes, Hebron municipality, Palestine.

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