



جامعة الموصل
كلية الإدارة والاقتصاد

دور أبعاد إعادة هندسة العمليات في التلوث البيئي

بحث دبلوم عالي
في قسم الإدارة الصناعية

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المستخلص

يسعى البحث الحالي إلى بيان تأثير إعادة هندسة العمليات في شركة العامة لتعبئة وخدمات الغاز / فرع معامل نينوى في الحد من التلوث البيئي بأبعاده المختلفة. ومن خلال الزيارة الميدانية التي قامت بها الباحثة إلى موقع الشركة، تم التعرف على عدد من التحديات البيئية والإدارية التي تواجه الشركة ومنها مستويات التلوث الناتجة عن العمليات التشغيلية والإنتاجية داخل الشركة مما ينعكس سلباً على البيئة المحيطة بالشركة. وبناءً على ذلك، تمت صياغة مشكلة البحث الرئيسية من خلال التساؤل الآتي: ما تأثير إعادة هندسة العمليات في تقليل التلوث البيئي في الشركة؟ وقد تم تناول إعادة هندسة العمليات بوصفها المتغير المستقل، ممثلةً بأبعاده (التزام ودعم الإدارة العليا، الثقافة التنظيمية، الاستراتيجية، وتكنولوجيا المعلومات)، في حين مثل التلوث البيئي المتغير المعتمد (تلوث الهواء، تلوث المياه، تلوث التربة، التلوث الصوتي، التلوث الإشعاعي) وتبرز أهداف البحث في سعيه لتبسيط الضوء على الدور الفعال الذي يمكن أن تؤديه إعادة هندسة العمليات في تخفيض التلوث البيئي للشركات الصناعية والخدمية. أما أهمية البحث فيتمثل في لفت انتباه إدارة الشركة إلى ضرورة تبني منهج إعادة هندسة العمليات بوصفه مدخلاً استراتيجياً يسهم في التقليل من مصادر التلوث البيئي وتعزيز الممارسات التشغيلية المستدامة وتم الاعتماد على المنهج الوصفي التحليلي في إعداد مخطط فرضي يوضح علاقات الارتباط وطبيعة التأثير بين متغيرات البحث. ولغرض جمع البيانات، تم اعتماد استمارة استبانة وُزعت على عينة مكونة من (69) موظفاً من مختلف الأقسام داخل الشركة. وبعد تحليل البيانات باستخدام برنامج SPSS V.26، توصل البحث إلى مجموعة من النتائج أبرزها: وجود علاقة ارتباط وتأثير معنوية موجبة بين أبعاد إعادة هندسة العمليات والحد من مستوى التلوث البيئي في الشركة. واستناداً إلى النتائج، قدّم البحث عدة استنتاجات ومقترحات، من أهمها: ضرورة قيام إدارة الشركة بتبني برامج لإعادة هندسة العمليات تُركز على الأبعاد البيئية، وتعزيز الدعم الإداري للتقنيات الحديثة الصديقة للبيئة.

الكلمات المفتاحية: إعادة هندسة العمليات، التلوث البيئي، دعم الإدارة العليا، الاستراتيجية، الثقافة التنظيمية، تكنولوجيا المعلومات، شركة العامة لتعبئة وخدمات الغاز / فرع معامل نينوى.

Abstract

The current research aims to clarify the impact of Business Process Reengineering (BPR) in the General Company for Filling and Gas Services / Nineveh Plants Branch on reducing environmental pollution in its various dimensions. Through the field visit conducted by the researcher to the company's site, a number of environmental and administrative challenges facing the company were identified, including the levels of pollution resulting from the operational and production processes within the company, which negatively affect the environment surrounding the company. Accordingly, the main research problem was formulated through the following question: What is the impact of Business Process Reengineering on reducing environmental pollution in the company?

Business Process Reengineering was examined as the independent variable, represented by its dimensions (top management commitment and support, organizational culture, strategy, and information technology), while environmental pollution represented the dependent variable (air pollution, water pollution, soil pollution, noise pollution, and radiation pollution). The research objectives were highlighted in its attempt to shed light on the effective role that Business Process Reengineering can play in reducing environmental pollution in industrial and service companies.

The importance of the research lies in drawing the attention of the company's management to the necessity of adopting BPR as a strategic approach that contributes to reducing sources of environmental pollution and enhancing sustainable operational practices. The descriptive–analytical method was adopted to develop a hypothetical framework that illustrates the correlation and effect

relationships among the research variables. To collect data, a questionnaire was distributed to a sample of (69) employees from different departments within the company. After analyzing the data using SPSS V.26, the research reached a set of key findings, most notably: a positive and significant correlation and impact relationship between the dimensions of Business Process Reengineering and the reduction of environmental pollution levels in the company. Based on these results, the research presented several conclusions and recommendations, including: the necessity for the company's management to adopt BPR programs that focus on environmental dimensions and to strengthen administrative support for modern, environmentally friendly technologies.

Keywords: Business Process Reengineering, Environmental Pollution, Top Management Support, Strategy, Organizational Culture, Information Technology, General Company for Filling and Gas Services / Nineveh Plants Branch.

HIGHLIGHTS	GRAPHICAL ABSTRACT
- Clarifying the role of business process reengineering in improving resource efficiency and reducing environmental pollution. - Raising awareness of business process reengineering as a strategic approach to pollution reduction. - Proposing operational and technological solutions to minimize environmental impact without affecting product quality. - Identifying and reducing waste and emissions in production processes.	الشكل (1) المخطط الفرضي للبحث
Keywords:	ABSTRACT
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A higher diploma research
in Industrial Management

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