

Abstract

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THE ROLE OF HUMAN RESOURCES MANAGEMENT IN BUSINESS PROCESS REENGINEERING

The present paper explores how human resources management practices integrates with the concept of business process reengineering and how to be the corporate strategy for an organization to achieve success in the business process reengineering in the long run. Business process reengineering encompasses technical and human activities. Yet human resources and change management-related issues areas that need to be addressed and considered as requirements for organizational capability. The most effective interaction among the organization is that between human resources management department and the reengineering project. Such positive interaction and coordination is necessary and sufficient for success. Business process reengineering and human resources management takes into account four components that affect the business processes. These are jobs and structures, values and beliefs, management systems and information systems. Human resources management identifies employee's knowledge and competencies that fits the business process reengineering projects. Using innovative information technology to satisfy and generate increasing values for customers and stakeholders.