



**Faculty of Commerce**

**Business Administration Dept.**

**The Effect of Green Operations Function on Business Excellence in  
Light of the Moderator Role of Corporate Social Responsibility:  
Field Study in the Egyptian Manufacturing Companies**

Thesis Submitted in Partial Fulfillment of Philosophy  
Doctor Degree in Business Administration

*Prepared By*

**Mohammad Abdulwakeel Ata Ebrahim**

Assistant Lecturer of Business Administration

Faculty of Commerce – Benha University

*Supervised By*

**Prof.Dr. Ahmad Ibrahim Abd El Hady**

**Professor of Business Administration**

**Faculty of Commerce – Benha University**

**Prof.Dr. Hamada Fawzy Abo Zaid**

**Professor and Head of Business**

**Administration Department**

**Faculty of Commerce – Benha University**

**2020**

## Dissertation Abstract

<b>Title</b>	<b>The effect of green operations function on business excellence in light of the moderator role of corporate social responsibility: a field study in the Egyptian manufacturing companies</b>
<b>Prepared by</b>	<b>Mohammad Abdulwakeel Ata Ebrahim</b> Assistant lecturer of business administration Faculty of Commerce – Benha University
<b>Supervised by</b>	<b>Prof.Dr. Ahmad Ibrahim Abd El Hady</b> Professor of business Administration Faculty of Commerce – Benha University
	<b>Prof.Dr. Hamada Fawzy Abo Zaid</b> Professor and Head of business Administration Department Faculty of Commerce – Benha University

The main objective of this research is to determine the role of social responsibility activities and practices, especially the environmental dimension in supporting and adopting the activities of the green operations function to achieve business excellence in the Egyptian manufacturing companies. Through a review of literature in this regard, a proposed model of research hypotheses has been designed to clarify the causal relationships between research variables. Based on structural equation modeling and path analysis (AMOS V.21 software), The strength of linear relationship between the research variables was identified.

In order to collect primary data, a questionnaire was designed with four metrics: corporate environmental responsibility scale, green operations function scale, business excellence scale, and the managers' perception scale, as well as the necessary tests were carried out to evaluate reliability and validity of these scales. The questionnaire was directed to top and middle managers in Egyptian manufacturing companies in industrial zones of Al-Qalupia governorate (Al-Shrouk and Al-Safa industrial zones). A complete census method was used, with 500

forms distributed to all companies in both zones, with response rate 70% of the total distributed forms.

The findings showed a statistically significant positive effect of corporate environmental responsibility on both: green operations function and business excellence. Also, it was found that there was a statistically significant positive effect of the green operations function on business excellence. In addition, the positive effect of corporate environmental responsibility on the relationship between green operations function and business excellence is not statistically significant. The findings also showed the managers' lack of perception and differing opinions regarding the concept and importance of the activities of green operations function in achieving business excellence in researched companies.

A set of recommendations and mechanisms for their implementation were also presented, and those involved were identified. It was suggested that an environmental awareness and education office be established, and a technical office for the environmental rehabilitation of industrial zones. In addition, four programs are recommended, namely: Supporting and consolidating environmental values, a program for adopting green buildings approach, a program for implementing the activities of green operations function, and a program for achieving business excellence.