



شبكة المعلومات الجامعية  
التوثيق الإلكتروني والميكروفيلم

# بسم الله الرحمن الرحيم



**HANAA ALY**



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# شبكة المعلومات الجامعية التوثيق الإلكتروني والميكرو فيلم



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# جامعة عين شمس

## التوثيق الإلكتروني والميكروفيلم

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**HANAA ALY**



Ain Shams University  
Faculty of Business  
Business Administration Department

**A Proposed Framework for Enhancing Competitive  
Advantage through Business Continuity  
Management Factors  
"An empirical study on Telecommunication  
industry in greater Cairo"**

**A Thesis Submitted in Partial Fulfillment of the Requirements for the  
PhD Degree in Business Administration**

*By*

**Rehab Hamed Ahmed El-Shahawy**

Assistant Lecturer. Business Administration Department- School of Business.  
Canadian International College

*Supervised by*

**Prof. Dr. Sayed Mahmoud El Khouly**

Professor of Business Administration - Operations Management  
Business Administration Department- Faculty of Business  
Ain Shams University

**Dr. Bassam Mohamed El Ahmady**

Associate Professor of Business Administration- Operations Management  
Business Administration Department - Faculty of Business  
Ain Shams University

**2021**



## Approval Sheet

**Degree :** PhD in Business Administration

**Researcher Name:** Rehab Hamed Ahmed El-Shahawy

**Thesis Title :** A Proposed Framework for Enhancing Competitive Advantage through Business Continuity Management Factors  
"An empirical study on Telecommunication industry in greater Cairo"

### Examination Committee

**Prof. Dr. Sayed Mahmoud El Khouly** "Supervisor and Head of Committee"  
Professor of Business Administration – Operations Management –  
Faculty of Business - Ain Shams University

**Prof. Dr. Rania Shamah** "Member"  
Professor of Operations Management - Dean of Business School  
Suez University

**Dr. Bassam Mohamed El Ahmady** "Supervisor"  
Associate Professor of Business Administration-Business Administration  
Department - Faculty of Business - Ain Shams University

**Dr. Hussein Mohamed Sharara** "Member"  
Associate Professor of Business Administration  
Business Administration Department - Faculty of Business  
Ain Shams University

Date of Thesis Defense : 11 / 2 / 2021

Date of Faculty Council Approval / /

Date of University Council Approval / /



﴿ بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ ﴾

اقْرَأْ بِاسْمِ رَبِّكَ الَّذِي خَلَقَ (١) خَلَقَ الْإِنْسَانَ مِنْ

عَلَقٍ (٢) اقْرَأْ وَرَبُّكَ الْأَكْرَمُ (٣) الَّذِي عَلَّمَ بِالْقَلَمِ

(٤) عَلَّمَ الْإِنْسَانَ مَا لَمْ يَعْلَمْ (٥) ﴿

صرق الله العظيم

# ***Acknowledgment***

In the name of *Allah*, the most gracious, the most merciful, all glory, praise and thanks are due to *Allah* almighty for guiding me throughout my whole life and for giving me the power, enthusiasm, and ability to complete this work. To HIM I offer my utmost gratitude and to HIM I am indebted.

Special appreciation and thanks to my supervisor *Prof. Dr. Said El-Khouly* for his invaluable help and support throughout this work. He significantly helped me to focus my research on an interesting topic and contributed greatly with his precious comments and suggestions to help me structure and ameliorate my thoughts. Also, my gratitude and appreciation go to *Associate Prof. Dr. Bassam El-Ahmady* for his influential role, invaluable comments, advice, and for giving me a helping hand throughout this work.

I would also wish to express my gratitude to the examining committee; *Prof. Dr. Rania Shamah*, and *Associate Prof. Dr. Hussien Sharara* for their time to review the thesis and for their insightful comments and suggestions.

My gratitude goes to *Prof. Dr. Hosny Hamdy* for his analytical remarks, guidance, and unconditional support. His patience in reviewing my research framework, methodology, and statistical analysis. His strict reminders to keep my eyes on the goal are very much appreciated. I would also like to express my deepest appreciation to *Prof. Dr. Mahmoud Abu El Nasr*, for his assistance during my study. He was of great help whenever it was required, *Dr. Eman Serag*, who provided important support to finalize my questionnaire. I would also like to express my special and sincere thanks to *Prof. Dr. Tarek El-Domiaty*, who taught me how to think.

I am deeply grateful to *My Parents*; I owe you my life and all my educational accomplishments. You made it possible for me to be here today. Special thanks and indebtedness are due to my beloved late *Father*, who no longer with us, thanks for showing me that life's key is faith in Allah then effort exertion. Thanks for everything. To my beloved *Mother*, for a kind heart, sincere care, and thoughtful prayers. Thanks for everything. To my *Brother "Mohamed"* and *Sisters* for their loving, care, and support. My eternal appreciation goes to all my *Family* for a kind heart, love, and support.

I want also to express my special thanks and sincere regards to the industry practitioners and academicians who have guided me through this audacious task to complete my thesis.

*To all these people I say "thank you".*

*Rehab Hamed El-Shahawy*

## ***Dedication***

*To the beloved memory of my late Father “**Hamed**”, and the strength he ignited in me to keep going by believing in me. The heartfelt dedication goes to my Mother “**Magda**” for all the love in the world she has given me.*

*They are the real blessing enlightening my life.*

*I would have never done it without them.*

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## List of Abbreviations

<b>BCM</b>	Business Continuity Management
<b>BCMS</b>	Business Continuity Management System
<b>BC</b>	Business Continuity
<b>BCP</b>	Business Continuity Plan
<b>CA</b>	Competitive Advantage
<b>RBV</b>	Resources- Based View
<b>IO</b>	Industrial Organization
<b>IS</b>	Information System
<b>ISC</b>	Information System Continuity
<b>MNO</b>	Mobile Network operators
<b>NTRA</b>	National Telecommunication Regulator Agency
<b>SEM</b>	Structured Equation Model