

# **The effect of Information Technology in developing the operations of Syrian public banks**

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## **Abstract**

This paper aims to investigate the role of information technology in developing the Syrian public banks. This has done through testing the relationship between information technology applications and the effectiveness of operation systems in public banks. Additionally, the issue of whether the current applied technology does satisfy the requirements of information technology infrastructure has been discussed. What is more, achieving the information technology efficiency based on the systems abilities and prevailing instructions are also argued with regards to facilitating the working procedures .

A questionnaire survey has been designed and distributed to the IT users within public banks. 33 Responses were collected and analyzed using SPSS package. It has been concluded that IT has a vital role in improving operating practices through increasing flexibility of banking systems and minimizing the errors. Another indication was the inavailability of sufficiently qualified technical and trained staff to implement designated software and systems. The development impediments of effective systems have been little found, rather a consistency between the local and international systems has been uncovered .

To conclude, this paper has recommended that there is a necessity to further IT qualifying the public banks employees, and planning and controlling the banks activates and operations through electronic documentation of systems analyses to guarantee smooth documents flow between centers performing these operations

For the Paper in Arabic Language See the Pages (301-325)