

Analyzing the causes of the error in the decision-making in public banks in Syria

(An exploratory study using path analysis)

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Abstract

This research aims to analyze the reasons for the error in the decision-making in public banks in Syria, using the method of path analysis; where (293) questionnaires were distributed to a random sample of the origin population of the research.

The researcher reached to a set of results, including:

- 1 - The mental contradiction is considered as one of the most common reasons leading to the error in the decision-making in public banks.
- 2 - The levels of the exercise of the error in the decision-making are affected by four personal and functional factors of the decision maker, which are: age, educational qualification, overall years of experience, and the span of administrative control.
- 3 - The personal and functional factors of the decision-makers that determine the challenge, was the sex, age, academic qualification and the overall years of experience; where the results show that females are more inclined to challenge the career than the male, in an attempt to prove their presence in the organization. The older managers are less inclined to challenge than younger managers; this is due to the fact that younger managers believe that the time is still for them to achieve a higher administrative positions more than older ones.
- 4 - All dimensions of the organizational culture have a negative impact on the degree of error in the decision-making.