

INFLUENCES ON DECISION MAKING PROCESS AT PUBLIC SECTOR MANAGEMENT

(A Study with Special Reference of Eastern Provincial Council)



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ABSTRACT

Decision-making is a fundamental process in public and private sector management as decisions affect the long-term health of the organization. A constantly lots of factors influence on it successful process. In Sri Lankan, generally observed that there is an empirical knowledge gap to find the influence factors or which extent those factors were influenced on decision making process, in order to fill this gap the researcher intended to study "Influences on decision making process at public sector management in EPC".

The objectives of this study was to identify and prioritize the individuals, institutional and external environmental factors influences on decision making process at public sector management in EPC, the extent of the individuals, institutional and external environmental factors influencing on it and find out differences in the influences on decision making process at public sector management in EPC in terms of position, gender, age, knowledge background, past experience and decision making styles.

In order to achieve the objectives of this study data were collected from 91 managerial level staff of EPC by using the structured questionnaire and also conducted informal interview with selected staff of EPC. Collected data were analyzed by using univariate analysis and bivariate analysis using SPSS 11.5 computer package.

The result of the study showed that important influence factors are individual factors and external environmental factors were influencing at high level and institutional factors were at moderate level on decision making process of staff in EPC. When comparing five different positions of EPC the influence of factors were increased based on their positions. When comparing different age level staff, above 40 years old has high level of influence on decision making process. When comparing three types of educated staff who were studied masters they expressed high level of influences than others. Influences on decision making were increased according their experience years. Finally comparing decision making styles of the staff, who were following more than one styles when they make decision, they have high level of influence on decision making process. Finding of the study will be important in understanding empirical knowledge regarding the concept of influences on decision making process at public sector management in EPC.

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