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The Impact of Operating System on Organizational Effectiveness, Special Reference to Bank of Ceylon and Commercial Bank Plc

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Operating system of an organization seems to be an anatomy of each entity and it plays a major role as a giant in today's fast growing competition of the business world. Obviously, operating system is a basic and continuous process, affected by an entity's board of directors, management and other personnel, designed to provide delighted customers and motivated employees, while achieving the objectives of the organization. The existence of any efficient operating system in an organization can be of great help to the management to keep the company on course toward profitability goals and achievement of its mission. Therefore, this study was aimed to explore and identify the impact of operating system on organizational effectiveness. Bank of Ceylon and Commercial Bank PLC were selected as the sample from modern banking field which are well-reputed service suppliers in both public sector and private sector respectively. The case study method was used and management discussions, interviews and other secondary sources were facilitated to collect data. Cost-benefit analysis, profitability analysis, liquidity analysis and trend percentage analysis were used as the analyzing techniques of this research study. The study results disclosed that operating system consists with main two areas operating activities and other influencing activities. Finally, the results revealed that the operating system has a positive impact on organizational effectiveness.

Keywords: Operating System, Effectiveness, Profitability, Liquidity, Trend Percentage Analysis, Cost-Benefit Analysis