THE EFFECTIVE FACTORS ON FORMATION OF OUTSTANDING CLAIMS IN THE IRANIAN GOVERNMENTAL BANKS

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Abstract: *Nowadays, outstanding claims are one of the main problems of the Iranian governmental banks. Due to Iranian law, outstanding claims are those that their due date has passed between 6 to 18 months. The purpose of this study is to investigate the effective internal and external factors on the formation of the outstanding claims in the Iranian governmental banks. The research population of this study was bank branch managers and banking experts. Using Cochran formula, 140 people was selected as sample. The research data was gathered through questionnaire. Cronbach's alpha and exploratory factor analysis were used to test the reliability and the validity of questionnaire respectively. In order to test the research data, Kolmogorov-Smirnov test, ratio test, Friedman test and Kruskal-Wallis test were used. According to the research findings, factors such as inefficient of customer validation system, mismanagement, inefficient of financial management system, inadequate monitoring in collecting financial claims (internal factors), economic sanctions, imperative interest rates, have to pay bank loans, unfavourable business environment and inefficiency of the judicial system (external factors) have tremendous impact on the outstanding claims.*

Keywords: *Outstanding Claims, Internal Factors, External Factors, Iranian Governmental Banks*

1. INTRODUCTION

In a dynamic economic system, especially banks, accurate and fast flow sources and uses, reflect the favorable performance of procedures, and collection of granted facilities within the time specified, indicates the correct methods of using the resources in order to create facilities for the development of economic activities and resources needed for different sectors of production, trade, services and using the resources of the bank. Preventing the creation of delayed demands on granted facilities or receiving them potentially and actually will increase creating new revenue opportunities and will increase planning capabilities of bank in spend sources and education of income (Ekrami, Ekrami, & Rahnamaeski, 2009).

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The banking system in Iran's economy in addition to being interceder of funds in the money market, due to the lack of adequate development of the capital market, has a major role in the economy's medium-term and long-term financing programs. To play this role the financial resources are imported by depositors. In conventional banking, which dates back several hundred years, most of bank facilities are given as a loan. Banks with this system by receiving savings and deposits from individuals and institutions; become debited to them and after a while, depending on the duration and the amount of savings or deposits they pay the original and interest according the predetermined rate. Deposits of this type and the calculation of it, as well as bank credit facilities, are easily done in the banking system. In this banking system, bank profitability, will be guaranteed when the client and the applicant facilities act on due date of appointed time and based on trust and reputation in loans and credit receivables (Tabari, 2004, p. 25). Despite the existence of the transparent substrate in the present and the establishment of Islamic banking and banking system and elimination of interest charges and establishing fees and honorarium; (which the establishment of the monetary and credit system is based on justice and is associated with setting the proper flow of money and credit, especially to preserve the value of money, and equilibrium in the balance of payments and trade facilitation and provision of services that are legally entrusted with the responsibility of banks) we witness an increase and growth in pending receivables. In terms of principles and considering the very small share of the savings, the bulk of the financial resources of local banks to must be provided by the loans paid (Davoodikasbi, 2004). Therefore, the role and importance of credit repayment besides the credits appears more than before. Therefore, any problem that threatens the repayment of loans will cause the banks and financial institutions to face a problem to provide the required loans. If necessary arrangements for collection of pending and past due date loans are put into practice, a significant portion of the financial crisis and bank credit is resolved. Therefore, the role and importance of credit repayment besides the credits appears more than before. Therefore, any problem that threatens the repayment of loans will cause the banks and financial institutions to face a problem to provide the required loans. If necessary arrangements for collection of pending and past due date loans are put into practice, a significant portion of the financial crisis and bank credit is resolved. Therefore considering the nature of Ghavamin Bank granting of facilities in different sectors, reduction of pending receivables as one of the major initiatives to improve the financial position of Ghavamin Bank, will be effective (Rostamian & Tabasi, 2010)Thus, the present study has started with this main question that what are the factors and components affecting the pending receivables according to professionals and clients of the Agricultural Bank of Kermanshah, and what strategies and solutions can be applied to solve this problem?

1.1. The Importance and Necessity of Research

Due to the increasing pending receivables in country's banks and the losses that this causes the banking system, the need to address this issue, it is clear to everyone. The present study also sought to identify and explain the causes and components affecting the pending receivables according to experts and customers with practical and also analysis approach.

The Agricultural Bank of Kermanshah with 34 branches in major cities across the province, perform wide activities in the field of monetary allocation of credit and lending markets in various industries which given the large number of state banks, private financial institutions and their increasing, also due to the efforts of banks to participate in the stock market and public offering of its shares, volatility and political, economic and social problems... it needs accurate and timely conduction of activities particularly in the major field of facilities, also this management faces a considerable amount of the records of past due receivables and deferred receivables with substantial sums which besides the general issues that create them, it has certain circumstances, such as economic deprivation indices and weaknesses evident in many of the financial and economic measures and money that is tried to be examined in this research so that maybe in addition to the studied bank it will be of use of other banks and institutions in the province. Success in the collection of pending receivables is considered as performance indices of banking institutions, because higher proceeds in payment lead to higher ability of an institution to pay facilities and therefore leads to the continuity of the institute's activities. Accordingly, one of the performance indices of the Agricultural Bank as a banking institution is the rate of the collection of receivables, and when the agriculture bank acts on extending credit and receiving it on its due time, the power of lending and efficiency are improved and so are the bank's durability and deployment. Therefore, it is essential for The Agricultural Bank of Kermanshah to over a scientific study investigate the performance of collection of pending receivables, and identify the factors affecting repayment or negligence on paying credits in various economic sections to strengthen this section in future.

1.2. Objective

1.2.1. Main Purpose of this Study

Identification of factors affecting pending receivables in the branches of the Agricultural Bank of Kermanshah

1.2.2. Secondary Purposes

Identifying internal factors on creation of Pending receivables in the Agricultural Bank of Kermanshah

Identifying external factors on creation of Pending receivables in the Agricultural Bank of Kermanshah

Addressing the issue of collection of receivables in addition to attracting resources is very important for banks and it should not be considered as a side work for banks. This is why collection of pending receivables or preventing creation of new receivables must be far more important than attracting resources for the bank; thus, this study examines the factors contributing to pending receivables.

2. LITERATURE REVIEW

In a study under the head of ''reviewing the effective factors in creating arreared debt of Refah bank'', data of 85 enterprises which had received facilities from Refah bank and weren't able to pay their debt on time, were gathered from authoritative resources during the time interval of 1376-81. The results of study revealed that the type of economic activity and type of collateral don't have any role in creating arreared debts, and factors such as shorter time duration…., pay of facilities in order to supply the capital in circulation, the quality of contract, lack of surveillance on using way of facilities and not having any persuasion in creating arreared accounts are effective. (Davoodikasbi, 2004). Froogh Rostamian and Davood Tabasi (2010), in their article under the title of reviewing the effective factors on creating areared accounts of Tejarat bank in commercial-industrial zones, chose files that their approved issuing reference …was credit committee management of bank branches and have the most arreared debt to any one of Mellat bank branches in Kish free zone and referring to these customer's files, information needed for data analysis were extracted. At the end, 58 files for arreared debts during mentioned time period were specified and randomly and examined. For data analyzing, the distribution frequency, central indexes, Spermn correlation analysis and Kai test2 were used. With respect to data analysis, the results of research show that: there is a relationship between exchange rate fluctuation, type of economic activities, granted credit time duration, type of using cases of the credit, type of received collateral and type of granted credit, and arreared debt.

In his article, Roohi Zahraei, (1999) examined the reasons of decrease in arreared debt of Iran's Saderat bank and ways to reduce it during 5 years of 1372-1376. The statistical population (community) is Bank Saderat Iran and the results were obtained through questionnaire and asking questions of welfare (facility) recipients and banks' managers. Creation of arreared debt in general is due to different causes and factors which each one are effective and has a role in its creation. A group of these factors are within the organization which with adopting appropriate measures and applying efficient approaches and effective credit systems, training and improving the knowledge and insight of staff, can attempt to minimize the debts. The other group are factors outside of the organization which management system have much control over them that the effect of this group of factors in creation of

arreared debt is significant and noteworthy. Karim Saraee (2013) present in his dissertation under the head of, reviewing the effective factors on creation of arreared debt, through study of some factors associated with arreared and past due receivables in order to present strategies to prevent its creation. In this regard, the relationship between the six variables, type of loan recipient, type of paid facilities to applicant, type of collateral provided by loan applicant, withholding facilities, duty loan, type of supervision, interest rate of facilities payable as independent variables of research, and reimbursement conditions of the facility (to defer versus not to defer) was examined as dependent variable of the research. The results show that each one of six factors of the model is effective on amount of deferred (arreared) debts of Refh bank. Also the effectiveness of the model on arreared debts of Refah bank is different. Ahmad Shabani and Abdolhosein Jalali (2011) in their article as reasons for extension of ''arreared debts'' in Iranian banking system and expression of solutions to improve it, after reviewing domestic and foreign experiences about reasons and ways to counter arreared debt issue and conducting field researches, more than thirty factors in incidence of arreared debts were identified and after hypothesis test, it was concluded that in Iranian banking system, the role of within organization factors is more than external ones. And at the end more than 30 solutions for coping with problem of arreared debt of country were introduced.

3. RESEARCH HYPOTHESES

3.1. Various factors are not effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

3.1.1. Internal factors are not effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

3.1.2. There is no difference in terms of prioritization among the indicators factors of the organization pending receivables

4. DATA AND METHOD

Since this study deals with investigating the status quo it is in the descriptive field of research, and since it investigates the factors affecting pending receivables in branches of Agricultural Bank of Kermanshah, and given that the various survey, documents, papers, theses, and books used and also field study and questionnaire were used and its goal is to examine the factors affecting the pending receivables of branches of Agricultural Bank of Kermanshah; and this goal is followed by using the views of management for institutions, so this research is descriptive.

4.1. Statistical Population

Statistical population studied consisted of Kermanshah Province Agricultural Bank employees which includes, managers, assistants and responsible credit

management, credit department experts, staff experts, judgment enforcement and legal circles experts, the boss, assistants and credit director of 34 branches located in the province of Kermanshah and the number of them was 140.

4.1.1. Sampling Methods

Due to the low number of population in this study census method was used. Questionnaires were distributed among 140 people and 140 completed questionnaires were returned which eventually all of the questionnaires were analyzed.

4.1.2. Descriptive of Sample

Gender and Experience
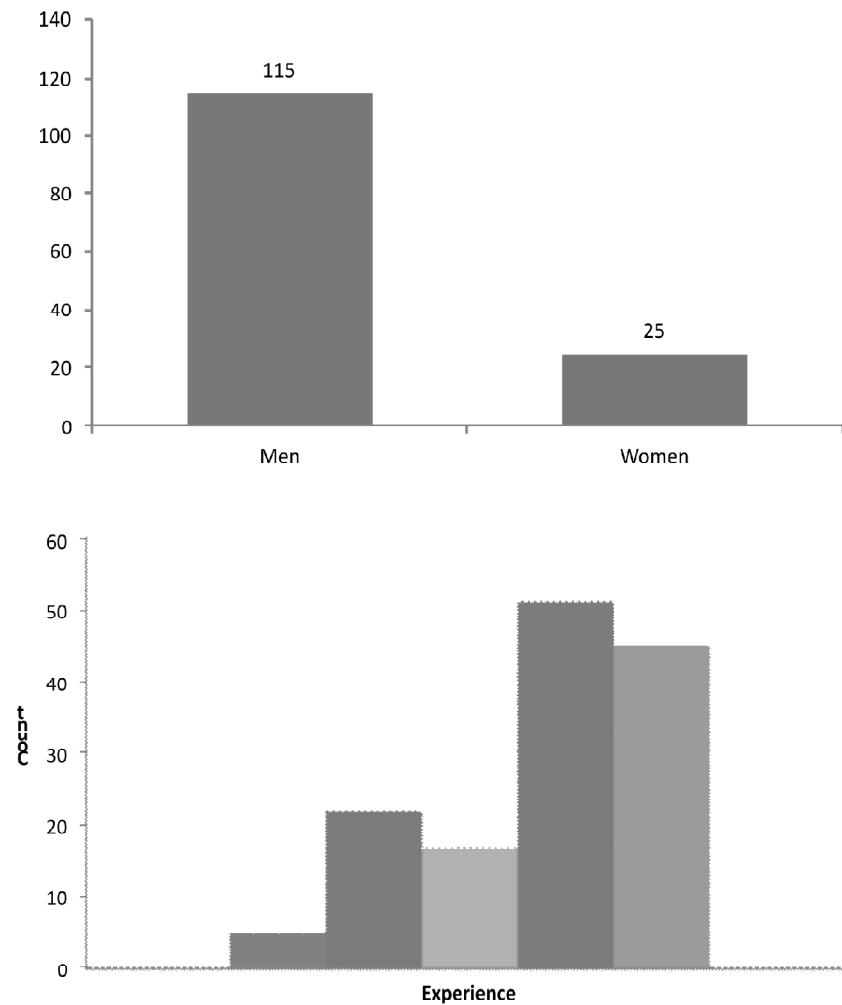
Data collection tools

In this study, questionnaire was used for data collection, which consists of three parts:

A) The cover letter: In this letter in addition to the title of the research the goal of data collection is described and at the end the respondent has been thanked and appreciated.

B) General Questions: This section consists of 5 questions for staff included questions about demographic characteristics such as gender, education, age, and occupational levels.

C) Professional Questions: These questions can be divided into two parts. The first section consists of 12 questions related to the organizational question. The second section consists of 12 questions is the question of specialized external factors.

Table 1
Components of the questionnaire

Variable	Aspects	Questions related to the variable in the questionnaire
Factors affecting pending receivables	Internal factors	1-12
	External factors	13-24

To measure the variables Likert was used, this spectrum consists of five options, each option of using special codes that are numbered from one to five respectively, the fully related to completely unrelated amount for variables has been specified and it is analyzed. The advice of the supervisor and counselor, and some experts have been used to increase the validity (reliability) of measurement tools to design a questionnaire that consists our 2 sub hypotheses and one main hypothesis

4.2. The Reliability of Questionnaire

In this research in order to obtain the reliability of questionnaire Cronbach's alpha coefficient was used. This means that before the final implementation, 30 people were randomly selected and questionnaires were handed to them and after

Table 2
The Cronbach's alpha of the questionnaire of pending receivables

Item	Variable	Number of Questions	The Cronbach's alpha
1	Internal factors	12	0/929
2	External factors	12	0/90

collecting the questionnaires using statistical software SPSS, the alpha coefficient was calculated and as a result the amount of the questionnaire was 0/929 for internal factors and 0/90 for external factors were obtained. So it can be concluded that the questionnaires have good reliability.

4.3. Validity of the Questionnaire

To determine the formal validity questionnaire it was given to the supervisor professor and his opinions were asked about the questions of the research. After applying their comments and revisions, the final form the questionnaire, was developed and used.

4.4. Statistical Methods Used

In this research to compare the information obtained from the questionnaire the methods that are used in descriptive statistics, such as frequency distribution table, percentage, mean, standard deviation, are applied and in the inferential statistical sections Kolmogorov-Smirnov test were used to evaluate the distribution of data and due to the non-normality of the data, nonparametric tests (ratio test, Friedman test and Kruskal-Wallis analysis) is used.

5. RESULTS

5.1. Analysis of Statistical Data

5.1.1. Survey data normality assumption using Kolmogorov - Smirnov (K- S)

To use the statistical techniques it must be first determined that the data collected from the distribution was normal or abnormal. Because in the case of normal distribution of data to test hypothesis parametric test can be used and if not normal non-parametric tests are used. Therefore, at this stage we investigate the results of Kolmogorov - Smirnov test for any of the variables and based on the results appropriate tests to verify the hypotheses will be selected.

Kolmogorov-Smirnov test to normality of the variables studied

$\begin{cases} H_0: \text{The variable i data are normally distributed.} \\ H_1: \text{The variable i data are not normally distributed.} \end{cases}$

According to the following table if the value is significantly larger than the error, the null hypothesis is concluded and if a significant amount is smaller than the error, hypothesis 1 is concluded.

Table 3
Kolmogorov-Smirnov test to study the normality of the variables

	Aspects	*Significant level*	*Error value*	*Hypothesis confirmation*	*Conclusion*
Organization factors on pending receivables	The internal factors on pending receivables	0/025	0/005	H_1	Normal
	The external factors on pending receivables	0/021	0/005	H_1	Not normal

According to Table 3 as the level of significance is smaller than size of error 0/05, in conclusion we can say that these variables have a non-normal distribution and non-parametric tests for analysis must be used.

5.2. The Research Hypotheses Examination

In this study one main hypothesis and 2 sub hypotheses are mentioned that will be examined respectively. Here to examine the research hypotheses first the ratio test and then Friedman and Kruskal-Wallis test are used.

5.3. *Main hypothesis: factors that is effective for prevention of pending receivables in Kermanshah Province Agricultural Bank*

H_0: $\beta = 0$ various factors are not effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

H_1: $\beta \neq 0$ various factors are effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

To check the status of organizational factors on creating pending receivables nonparametric ratio test (binomial) is used. This test is used when we want to examine a certain proportion of the population. Given that the questions in the questionnaire have 5 choices the (very low, low and medium) options are placed in a group (q) and (much, too much) options are placed in the other group (p). The ratio of the test is 2 to 5 meaning 40% for much too many options and 60% for average and lower options. In other words, each person is with probability of 40% can choose much and too much option among 5 options.

According to the results of Table 4 since the significance level is smaller than 0 and the results of hypothesis H0 is not confirmed and H1 which is based on various factors in the prevention of pending receivables in Kermanshah Province effective Agricultural Bank will be accepted.

Table 4
Binomial test of organization factors on creation of pending receivables

Organization factors on pending receivables	Count	Mean	Standard deviation	Minimum statistics	Max statistics
	140	3/55	0/5771	2/46	4/47

Organization factors on pending receivables	Classification of Groups	The number observed	The likelihood of the observed	Probability tested	Significant level. (Sig)
The first group	Q	26	0/2	0/6	000
The second group	P	114	0/8		
Total		140	1		

According to the test results for later review (Sig = 0.000 <α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability observed for the organization factors on pending receivables in exist in both cases. It has been seen that the number of people who have low to moderate opinions are more than people who have much and too much opinion. the mans is also more than average (3) and equals 3/55. As a result it is said that out of 100% of the population only 20% have detected the organizational factors of pending receivables at lower than average and 80% have detect it as appropriate level (high and very high).

5.3.1. The first sub-hypothesis: internal factors are effective to prevent the creation pending receivables in Kermanshah Province Agricultural Bank

H_0: α = 0 Internal factors are not effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

H_1: α ≠ 0 internal factors are effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

To check the effect of internal organizational factors on preventing creation of pending receivables binomial test (ratio test) is used.

According to the results of table above since the significance level is smaller than 0 and the results of hypothesis H0 is not confirmed and H1 which is based on internal factors in the prevention of pending receivables in Kermanshah Province effective Agricultural Bank will be accepted. According to the test results for later review (Sig = 0.000 <α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability observed for the internal organization factors on pending receivables in exist in both cases. It has been seen that the number of

Table 5
Binomial test of organization factors on the pending receivables

Organization factors on pending receivables	Count	Mean	Standard deviation	Minimum statistics	Max statistics
	140	3/58	0/5483	2/5	4/5

Organization factors on pending receivables	Classification of Groups	The number observed	The likelihood of the observed	Probability tested	Significant level. (Sig)
The first group	Q	20	0/1	0/6	000
The second group	P	120	0/9		
Total		140	1		

people who have low to moderate opinions are more than people who have much and too much opinion. The mean is also more than average (3) and equals 3/58. As a result it is said that out of 100% of the population only 10% have detected the internal organizational factors of pending receivables at lower than average and 90% have detect it as appropriate level (high and very high).

5.3.2. The second sub-hypothesis: External factors are effective to prevent the creation pending receivables in Kermanshah Province Agricultural Bank

H_0: β = 0 External factors are not effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

H_1: β ≠ 0 external factors are effective in the prevention of pending receivables in Kermanshah Province Agricultural Bank

To check the effect of external organizational factors on preventing creation of pending receivables binomial test (ratio test) is used.

Table 6
Binomial test of organization factors on the pending receivables

Organization factors on pending receivables	Count	Mean	Standard deviation	Minimum statistics	Max statistics
	140	3/53	0/6503	2/42	4/57

Organization factors on pending receivables	Classification of Groups	The number observed	The likelihood of the observed	Probability tested	Significant level. (Sig)
The first group	Q	30	0/2	0/6	000
The second group	P	111	0/8		
Total		140	1		

According to the results of table above since the significance level is smaller than 0 and the results of hypothesis H0 is not confirmed and H1 which is based on external factors in the prevention of pending receivables in Kermanshah Province effective Agricultural Bank will be accepted.

According to the test results for later review (Sig = 0.000 < α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability observed for the external organization factors on pending receivables in exist in both cases. It has been seen that the number of people who have low to moderate opinions are more than people who have much and too much opinion. The mean is also more than average (3) and equals 3/53. As a result it is said that out of 100% of the population only 15% have detected the internal organizational factors of pending receivables at lower than average and 90% have detect it as appropriate level (high and very high).

5.4. Friedman Test

Table 7 Significant Friedman test regarding prioritization of pending receivables caused by internal factors of Agricultural Bank of Kermanshah

H0: There is no difference in terms of prioritization among the indicators factors of the organization pending receivables

H1: There is difference in terms of prioritization among the indicators factors of the organization pending receivables

Table 7
Results of mean of rates of test of internal organizational factors on pending receivables

Rank	Mean of scores	Indicators of internal factors of organization on creation of pending receivables
1	9,6	The lack of a culture of an active and healthy credit
2	7,99	Decentralized administrative management method
3	7,24	Mismanagement of funds and lack of an optimal portfolio of bank assets
4	5,15	Inflexible human resources management system
5	7.96	Payment of new facilities to dishonored in order to refine the not current facilities
6	6,82	Noncompliance with the requirements of after the lending
7	6,64	Lack of motivation system
8	6,54	Lack of evaluation plans
9	6,41	Mismanagement after the lending
10	6,07	Lack of timely and decisive action with the default user
11	5,65	The lack of precise leveling of customer credit
12	4,46	Defects in the process of investigation before lending

According to Table 7 the highest score is related to the lack of a culture of an active and healthy credit and the lowest score is related to defects in the process of investigation before lending.

Table 8
Ranks of Friedman test of indicators of internal organization factors on pending receivables

Count	Chi-square	Degree of freedom	The level of significance
0,000	11	249,89	140

According to Friedman test, performed with the chi-square of 242/89 and degree of freedom of 11 since its level of significance (0.000) is less than 5%, is statistically significant at the 95 percent confidence level.

Significant table of Friedman test regarding prioritization of pending receivables caused by external factors the Agricultural Bank of Kermanshah

H0: There is no difference in terms of prioritization among external factors of the organization pending receivables

H1: There is difference in terms of prioritization among external factors of the organization pending receivables

Table 9
Results of mean of rates of test of external organizational factors on pending receivables

Rank	Mean of scores	Indicators of external factors of organization on creation of pending receivables
1	10,34	Economic sanctions
2	8,84	Problems relating to the determination of interest rate command
3	8,64	Necessity of banks to lending obligation
4	7,41	Bad business environment
5	6,82	legal and judicial inadequacy
6	6,78	Macroeconomic instability
7	6,49	Repeated forgiveness, deferred charges or rescheduled for customers with disabilities or offending
8	6,21	Violation and Breach of promise
9	4,43	Insolvency and the inability of the debtor
10	4,11	Problems relating to the law of delay penalty
11	3,94	The incidence of violent and natural factors
12	3,91	Not using new financial instruments in the country

According to Table 9 the highest rank of external factor is related to economic sanctions and the lowest rank is related to not using new financial instruments in the country.

Table 10
Ranks of Friedman test of indicators of external organization factors on pending receivables

Count	Chi-square	Degree of freedom	The level of significance
140	330,953	11	0,000

According to Friedman test, performed with the chi-square of 330/95 and degree of freedom of 11 since its level of significance (0.000) is less than 5%, is statistically significant at the 95 percent confidence level.

5.5. Empirical Finding

5.5.1. Findings from the Descriptive Analysis

In the descriptive analysis data of the questionnaire about expressing distribution of gender, age, education and work experience were investigated and the results are as follows:

* In terms of gender, 116 subjects were male, and 26 of whom are women.
* In terms of age, out of 140 subjects, 4 people (9/2%) under 25 years, 25 people (17%) of 25 to 35 years, 68 people (47%) of 36 to 45 years, 35 people (25%) 46 to 55 years, and 10 people (1.8 percent) had more than 55 years of age.
* in terms of education, 140 objects studied, 14 people (10%) of diplomas and lower and, 32 (4/21%) had Associate Degree, 86 people (62/9%) which accounted for the highest frequency had a bachelor's degree, and 8 people (7/5%) had the master degree.
* Regarding the work experience, out of 140 subjects, 5 (5/3%) with working experience under 5 years, 22 (7/15%) with a record of 5 to 10 years, 17 (1 / 12%) with a record of 11 to 15 years, 51 (5/36%) with a record of 16 to 20 years, and 45 (2/32%) had over 20 years of experience.
* In terms occupational category, 34 (24.2 percent) Assistant of the branch, 42 (30%) responsible for facility, 34 (24.2%) the head office and 30 (21.6 percent) are supervisory staff.

6. DISCUSSION AND CONCLUSION

6.1. The Findings of the Research Hypothesis

Main hypothesis: factors that is effective for prevention of pending receivables in Kermanshah Province Agricultural Bank

According to the test results for later review (Sig = 0.000 < α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability

observed for the organization factors on pending receivables in exist in both cases. It has been seen that the number of people who have low to moderate opinions are more than people who have much and too much opinion. the mans is also more than average (3) and equals 3/55. As a result it is said that out of 100% of the population only 20% have detected the organizational factors of pending receivables at lower than average and 80% have detect it as appropriate level (high and very high).

Findings of this research are corresponding with finding of Kasbi Davoodi (2004), In his study entitled "Factors contributing to the pending receivables of Refah bank" the information of 85 companies which have received facilities from Refah bank and have not been able to pay their debts on time, in the range of 1988-2003 were collected from credible sources. The results showed that different factors such as shorter duration, payment for the provision of working capital, type of contract, failure to monitor the use of the facility and the pursuit of is effective on creation of pending receivables.

6.1.1. The Findings of the First sub-hypothesis

Internal factors are effective to prevent the creation pending receivables in Kermanshah Province Agricultural Bank. According to the test results for later review (Sig = 0.000 < α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability observed for the internal organization factors on pending receivables in exist in both cases. It has been seen that the number of people who have low to moderate opinions are more than people who have much and too much opinion. The mean is also more than average (3) and equals 3/58. As a result it is said that out of 100% of the population only 10% have detected the internal organizational factors of pending receivables at lower than average and 90% have detect it as appropriate level (high and very high).

Results of this study are corresponding with the study of Shabani and Jalali (2011), they concluded in their study that internal factors are effective in the prevention of delayed demands.

Results of this study are corresponding with the study of Kordbacheh and PorDele Nooshabadi (2011), they concluded in their study that internal factors are effective in the prevention of delayed demands.

6.1.2. The Findings of the Second sub-hypothesis

External factors are effective to prevent the creation pending receivables in Kermanshah Province Agricultural Bank

According to the test results for later review (Sig = 0.000 < α = 0.05) as a result of the difference between the probability of the test (0.6) and the probability

observed for the external organization factors on pending receivables in exist in both cases. It has been seen that the number of people who have low to moderate opinions are more than people who have much and too much opinion. The mean is also more than average (3) and equals 3/53. As a result it is said that out of 100% of the population only 15% have detected the internal organizational factors of pending receivables at lower than average and 90% have detect it as appropriate level (high and very high).

Results of this study are corresponding with the study of Shabani and Jalali (2011), they concluded in their study that external factors are effective in the prevention of delayed demands.

Results of this study are corresponding with the study of Kordbacheh and PorDele Nooshabadi (2011) they concluded in their study that external factors are effective in the prevention of delayed demands.

6.2. Research Proposals

6.2.1. Recommendations Resulting from the Hypothesis

– The establishment of an optimal portfolio with bank assets: in recent years that the housing market, is rapidly growing and has increasingly encountered in many of the country's banks, especially the number of private banks bulk of the facilities are impractical and without of scientific and expert patterns on optimal asset portfolio, has been allocated to the housing sector and in fact, the banks themselves were faced with a very high risk of damaging the housing bubble. The problem that in 2008, American banking system has suffered from. Therefore, it is necessary that the country's banks in the field facilities, consider the important factor of forming the optimal portfolio and in this area, the use of powerful and up to date models that help managing the risks.

– Credit Rating of customers: customer Rating analysis leads to a reduction of investment risk and funding is optimal.

– Development of human resources management system: Lack of qualified, experienced, reliable and committed human resources, not only will not lead to goals, but also wastes resources and, ultimately, will undermine the financial and credit institutions.

– Review of the facilities and monitoring projects: Since lending system usually deals with customers that there is very little information about them, and it might be the first time for some of them to go to the bank for asking for facilities their facilities are generally large and significant, this is sensitive and important. At this stage, the supervisor and the capacity to identify technical, economic and financial plan will be undeniable.

–   Control of the WB: One of the most important rules that can help banks achieve the above objectives is strict enforcement of regulations, incentives and obligations of the central bank, which has been notified, to all banks in 2004.

–   Reduction of state intervention and avoiding phenomenon of financial repression: government should change its role from interventionist to supervision and instead of using direct means to finance the productive sector, with improving the structure of production, decline the lack of production, and profitable them to facilitate the allocation of bank resources to these sections.

–   Creating a perfect harmony between the country's banks to adopt the same procedure on how to deal with debtors and reform of health facilities and to exchange information, quickly, and without intermediary banks on customer demands can be one of the factors to be controlled and reduced.

–   Transferring some of the certain cases to the companies organizing pending receivables: according to studies conducted in other countries, there are private institutions that their work is, the collection of pending receivables of individuals and companies before taking legal action. These companies supported by tougher and stronger than legal issues and with the help of more specialized forces, deliver the loans from banks and retrieve all or part of the troubled loans.

–   Restructuring Pending receivables: It is necessary that each branch of the bank, to actually identify all of its pending receivables (not formal and not just statistics) and locate the risk related to each of them. To do this, committees at the research centers of each of the banks, must provide a formation and restructuring of pending receivables with all the details as a package, and hand it to administrators.

–   Using tools of replacing debt with equity or asset: Using this method, at the time of the customer's inability (legal or natural) to repay the loan, the bank acts immediately before the customer becomes insolvent, and negotiates with him, and part of his stock or assets are returned to the bank.

–   Reduction of state intervention and avoiding phenomenon of financial repression: government should change its role from interventionist to supervision and instead of using direct means to finance the productive sector, with improving the structure of production, decline the lack of production, and profitable them to facilitate the allocation of bank resources to these sections.

–   Creating a perfect harmony between the country's banks to adopt the same procedure on how to deal with debtors and reform of health facilities and to exchange information, quickly, and without intermediary banks on customer demands can be one of the factors to be controlled and reduced.

– Regarding crime as dishonor: One of current problems is that when setting regulations related to non-repayment of bank debt is that legislators in the country do not have a correct regard about the negative impact of dishonor on the health of the banking system. Therefore, changing attitude toward dishonor to crime and victimization among legislators can be very helpful to improve the current situation.

6.2.2. Other Suggestions

1. reviewing of the facilities and monitoring plans.
2. Take the necessary measures concerning the management of the branch.
3. Creating a customer database.
4. Authorization of the operators of facilities in the banks and demanding responsibility to any credit risk.
5. Effective and systematic monitoring of the lending process.
6. Obtaining valid collateral.
7. Transparency in statistics.
8. Attention to credit risk management
9. motivating staff for collection of receivables.
10. Modifying major perspective and the perspective of the firm based Bank to Bank officials.
11. Judicial review of laws and regulations related to pending receivable and expedite the judicial proceedings.

6.2.3. The Proposal to Future Researchers

• Although we cannot limit all the problems of the banks about creation and increase of pending receivables to those set forth in this study (internal and external factors), it can be investigated in other aspects (willingness and lack of power) of the borrower as well.

• It is recommended that research be conducted in two phases over a longer period of time, the first stage in a preliminary and the next stage of training courses within the units (branches), seminars and group training sessions, bulletins and periodicals published weekly or monthly, compulsory participation of all employees, particularly employees of the task queue about pending receivables projects, teaching analysis of financial statements for at least in the level of vice president of branch to top where the negative effects of financial claims on banks are taught clearly, and the results of two stages are compared and evaluated.

6.3. Limitations of the Study

6.3.1. Limitations under Control

- The present study in terms of place is limited to certain parts of the country, hence the characteristics of the Agricultural Bank of Kermanshah, may not be representative of the whole of the country's agricultural bank branches.

- Regardless of confounding variables such as organizational culture, management style, and so on.

6.3.2. Out of Control Limitations

- In some cases during the distribution of the questionnaire, the respondents did not have complete information and hence the accuracy of the answers provided by them faces uncertainty.

- One of the most important limitations of the specific features of social science research is the impact of the variables, which are outside the control of the researcher, and their possible influence on the results is not unexpected. Among them regional culture, climate, etc., can be cited.

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