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Author(s)	深野, 淳
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Description	Supervisor: 亀岡 秋男, 知識科学研究科, 修士

Research on Constructing Support System for Non-programmed Decision Making

Jun Fukano

**School of knowledge science,
Japan Advanced Institute of Science and Technology
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When everyone faces some problems, the person tries to discover some information that seems to serve to solve the problem. It is possible to divide the decision making processes into a programmed decision making and non-programmed decision making, according to the level of the understanding of decision-maker. The first programmed decision making solves the problem which structure is clearly understood, and what kind of resource is necessary, and what should be done for solving the problem. The second non-programmed decision making has no formal methodology to solve problem, has no precedent and requires a new approach.

The conventional decision support system only provide a solution for the fixed form. For the non-programmed decision making problems, however, it was difficult to support by the information system.

The purpose of this research is to find the essential factors and derive a system model the people on the site (Lower management) who has new un-structured problems and design a system model.

In this research, seven practical cases picked up, and they were analyzed from the following five view points; make objectives clear, community

formation, knowledge externalization, Data base management, information selection and application. This analysis suggested the following essential points, decrease the based information provider , link the performance with reward, set up the special staff.

H.A.Simon. pointed out the following six processes. problem understanding, target identification, information gathering and analysis, alternative plan, estimation of result, evaluation the result and selection, as the process which should pass at any level in the decision making. Those decision processes are, however, not sufficient to design for non-programmed decision support system, and research proposed finally the following nine processes. problem finding, problem understanding, defining objection, information collection information analysis and judgment , alternative plan, decision making, execution, evaluation of the result.

In order to support practice activities in those process, to corporate information for business objection, informal information, and learning assistance are to be supplied.