

eCollaborative Decision

Group Decision Support System in public administration and academic environment premises for decentralization and democratization of the decision making system

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Premises

In the 21 st century it is almost a must to simplify the work and let the complexity to be the burden of the system, not of the user. For instance, a system that could **ease the decisional processes** would be a big plus in all the activities that involve human groups. A GDSS (**Group Decision Support System**) uses computer support to facilitate group decision-making processes in either face-to-face or dispersed meetings.

But it still has his limits: it cannot foresee all the steps required for reaching a consensus, nor can support in a flexible way a wide range of group decisions for the latest emerging organizational phenomena (i.e. work group autonomy, responsibility of professional roles, the flattening out and decentralization of organizations).

Therefore, it is of major importance for every organization to be able to customize a decision – making system so as to map their own needs at all hierarchy levels (employees, middle and top management).

iGDSS – THE DECISSION SUPPORT SYSTEM

is a software platform for business process management, electronic decision support, and collaboration. The solution is designed to be a collaborative decision-making support system that has the following properties: safety, usability, efficiency, and effectiveness.

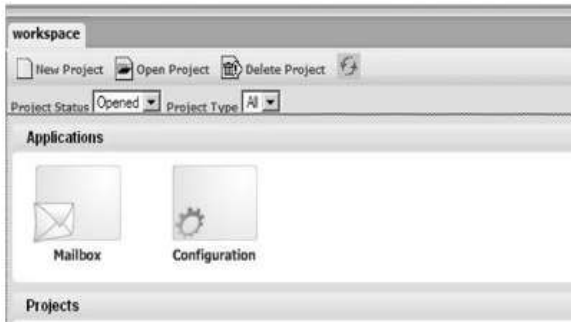


Fig. 1 Work space

iGDSS supports three layers of innovation:

- enhancement of organizational intelligence through secure access to a central knowledge base;
- implementation of an intelligent workflow, with a multi-agent system managing decisional sessions;
- employment of active models in a form of shared plans of actions, facilitating users intentional attitude.

Main advantages:

- increased efficiency, due to the speed and quality for information processing and information transmission;
- improved quality; time, space, and geographical limitations-independence - removal of common communication barriers, systematically directing the pattern, timing, and content of discussion, and providing techniques for structuring decision analysis;
- avoidance of the conflict-provoking behaviors of positional bargaining;
- more objective evaluation: groups are better at catching errors than are the individuals who proposed ideas;
- synergy and social inclusion.

Taking iGDSS as a framework, we have developed a specific software tool for academic environment named **eCollaborativeDecisions (eCD)**, and we defined it as a collaborative environment that facilitates group meetings and processes useful for decision making in **academic institutions**, increasing the speed of the decision process and the quality of the decisions.

The product facilitates **the generation of ideas, discussing, analyzing and organizing them, establishing priorities and reaching consensus.**

Pluses

- ✓ It assists the decisions by combining knowledge and human intuitions with specific knowledge, being supported by the technology and its main advantage: speed.
- ✓ Decision assisting can be implemented in all management levels including individual and workgroup.
- ✓ It can also simultaneously assist many interdependent and/or sequential decisions considering the fact that much of the decisions are correlated in practice.

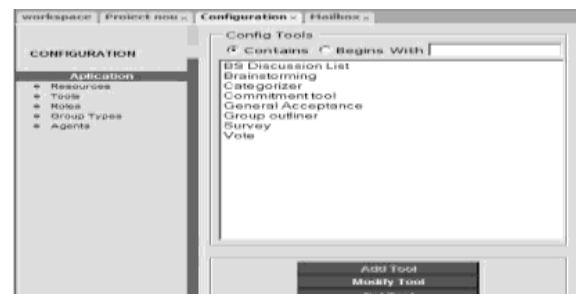


Fig. 2 Configuring the application

Partners



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