

A Contemplation of Training Decision Support System

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Abstract

This research paper presents a role of decision support system in Human Resource Training Systems. A deep understanding of the knowledge hidden in Human Resource (HR) data is vital to a firm's competitive position and organizational decision making. The HR data is usually treated to answer queries. Training Decision Support System (TDSS) data primarily concerns Transactional process and Executive support system is used to retrieve data from the system, recording it for future purposes. The paper demonstrates the ability of decision to improve the quality of the decision-making process. This system is pertinent focus to fulfil the needs of present and future of training system of an organization.

Keywords: *Decision- Making, Human Resource, Training system.*

1. Introduction

Management Decision systems is an interactive computer based system usually preferred by the decision makers to utilize data and models to solve the unstructured problems. A properly designed Decision Support System (DSS) is a software-based system intended to help decision makers from a combination of raw data, documents, personal knowledge, or business models to identify and solve problems and make decisions.

As the volume and complexity of data have been increased, computer-based decision support and analysis have become a necessity [6]. The decision support system follows the philosophy of mixed-initiative collaboration where human decision makers and automated agents work together in achieving high joint performance [3].

The implementation of a DSS is an ongoing process that takes place during the entire development of the system from the original suggestion through the feasibility study, systems analysis and design, programming, training, conversion and installation of the system [2].

Training is defined as the systematic development of the knowledge, skills and attitudes required by an individual to perform a given task successfully. Organizations provide training to employees in the areas of company policies and procedures, specific skills, human relations, and managerial skills.

Decisions about training are generally made at the top of the corporate pyramid training-related strategies and funding levels are determined by senior management generally, the employer considers training as an investment in human capital from which it expects future benefits. Technology equipment of training is regularly updated.

The knowledge of TDSS is considered as the strategic asset in the enterprise which can be developed and increased to an unlimited extends. Database Management system software allows centralized data, manage

them efficiently and provide easy retrieval. Currently most Database Management System (DBMS) provide heterogeneous database retrieval by using Object Database Connectivity/ Java Database Connectivity (ODBC/JDBC) interface [5].

The number of employees from varied ethnic groups in all dimensions of diversity like gender, age, lifestyle, culture and educational backgrounds should be considered in designing the future training programs. This type of training is called diversity training [1].

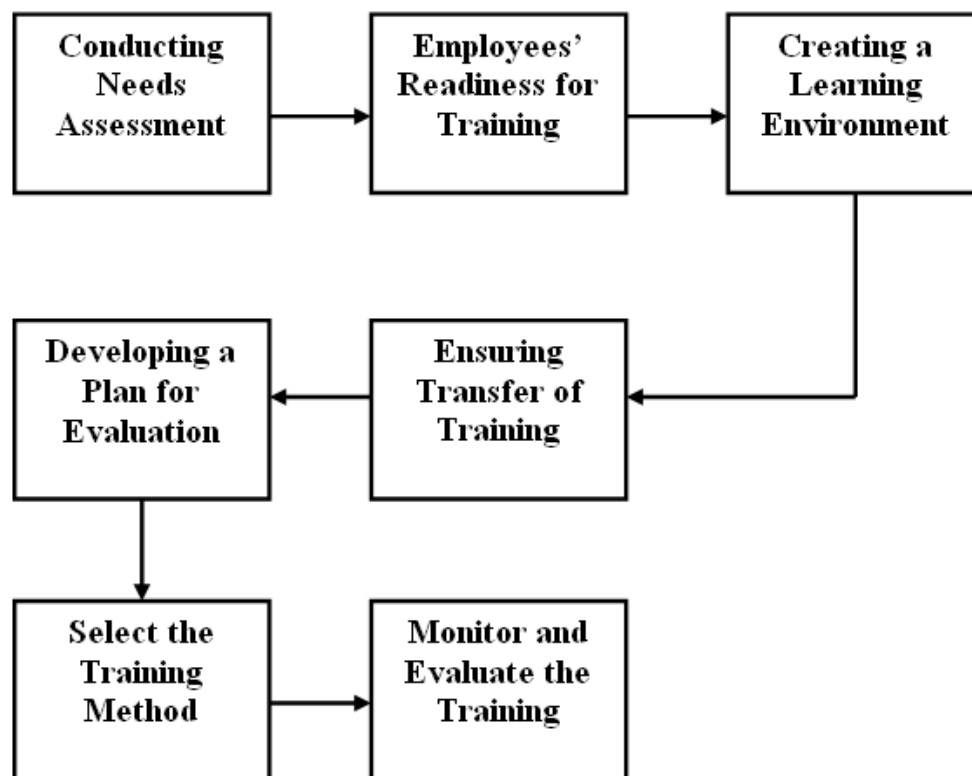
Storing of Human Resource information as the central data bank is to be refined in the form of knowledge bank, accessible to all decision making situation. The unstructured and semi structured management decisions are to be structured and entered as element in the TDSS because of its systematic monitoring and reviewing. It has a strong bonding between its internal subsystem and the external environment.

The selection stage is important because its aim is to select the vital data in great analysed phenomenon. The data analyses are applied to decision making processes because only precise and up-to-date information can lead to good decisions and control. TDSS typically integrate an employee data, training database, computerization of standard analysis of training information to generate an advice. To overcome the drawbacks of this DSS it is better to implement a web-based information system.

2. TDDS Characteristics

- User satisfaction measured in terms of questionnaire or by an interview
- Pay off to the organization
- Degree to which the system agrees with human expert knowledge, or from machine learning.
- Application of Business Intelligence tools with a data warehouse technologies enable to get the first-rate quality.
- Multidimensional concept and data handling
- Obtaining of relevant data from heterogeneous data sources.
- Client/ server architecture
- Support of multi-user operations.
- Adjusting of plan –based on monitoring and analyses.

3. Training Design Process



Training Determination:

It involves the study about the entire organization, including manpower and resource utilization by scanning the environment.

Training Policies:

Every organization should have well established training policies. Such a policy represents the top management responsibility for training of its employees & comprises the rules & procedure governing the standards.

Training Methods:

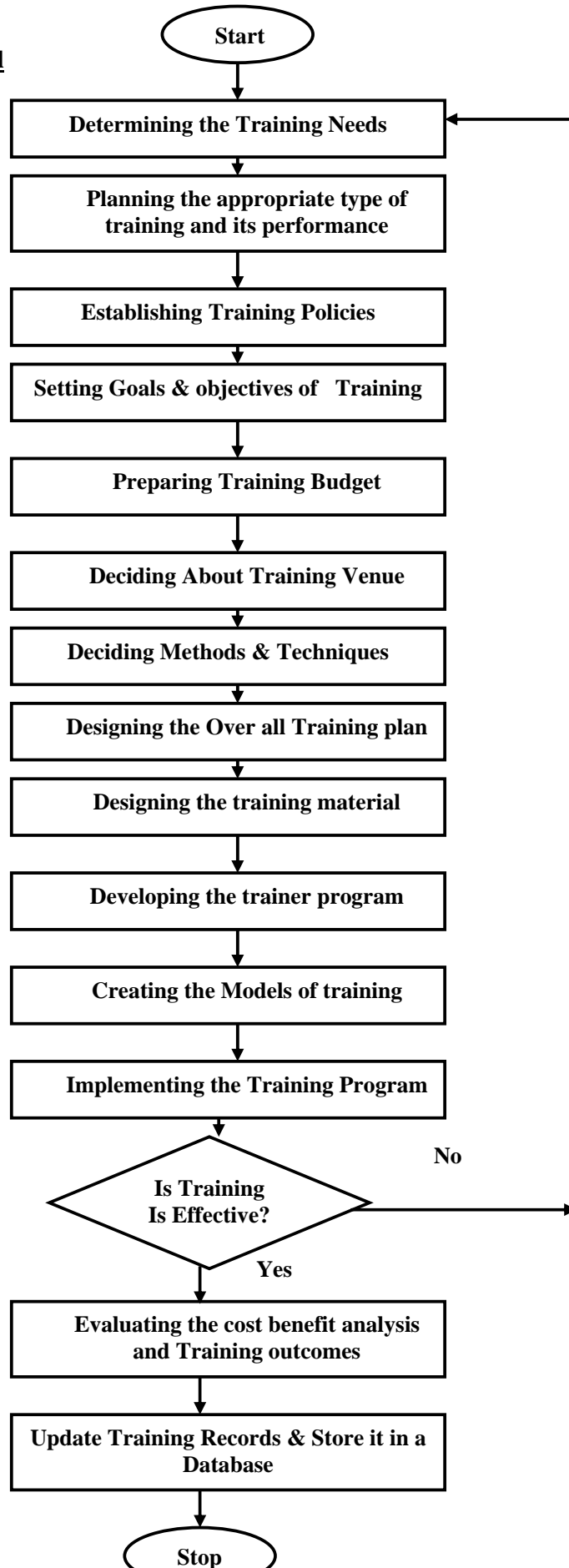
They are classified into two categories

- **On the Job Training** : On-the-job training takes place in a normal working situation, using the actual tools, equipment, documents or materials that trainees will use, is fully trained. On-the-job training has a general reputation as most effective for vocational work.
- **Off the Job Training** : Off-the-job training takes place away from normal work situations .

Evaluation is the measurement of the effectiveness of performance after training by collecting useful feedback for future training. Evaluation purpose is to ensure that every employee in the company receives training in a quality manner. Quality is designed into a product or service so that errors are prevented from occurring, rather than being detected and corrected.

Here an attempt was made to introduce a new training method (Ubiquitous Model) based on many to many correspondence which is likely to improve both team management and self learning skills. This method adopts training not only for a specific job but also for variety of jobs required by the organization.

4. Ubiquitous Model



This research analysis brings the use of a scenario-based analysis methodology to evaluate the overall architecture of training. The major characteristics of this model are quality, structure and outcomes. Feasibility and scalability are the two major quality criteria.

The scenarios provide an excellent way to test the effectiveness and practicality. The Maintenance complexity is very low is one of its added features. The architecture allows the training data repositories to be set up either locally or a distributed manner. The model closely resembles the real environment in which most managers and decision makers operate the system even in complex situation.

This model is highly useful in non-programmed decisions. This interactive modelling process satisfies the four types of analytical modelling such as What-if analysis, Sensitivity analysis, Goal-seeking analysis and Optimization analysis.

In Design oriented framework, training service includes:

- Data Oriented Architecture (DOA)
- Model Oriented (MO) Computing

DO Architecture: A data-oriented architecture is essentially a collection of services. These services communicate with each other. The communication can involve either simple data processing to high level data analysis. Data oriented computing provides a way to create a new architecture that reflects component tendencies toward autonomy and heterogeneity. Data mining and Operational Data Store technologies enable to get the data of first-rate quality [4].

MO Computing: Usually the design framework of DOA maintains the proposed model based on various business processes and provides high-quality models and preferred prototypes. The nature of the models are highly flexible and agility. A Descriptive Model is used to suggest the best actions to the decision maker. An Optimization Model is used to estimate the effects of different decision alternatives. The Representational Model can incorporate uncertainty. The Classical Model is best suited for logical decision of the organization.

Skills needed to manage a diverse work- force include:

1. **Communicating** effectively with employees from a wide variety of backgrounds.
2. **Coaching and developing** employees of different ages, educational backgrounds, ethnicities, physical abilities, and races.
3. **Performance feedback** tool that is free of values and stereotypes based on gender, ethnicity, or physical handicap.
4. **Creating a work environment** that allows employees of all backgrounds to be innovative.
5. **Future Enhancement**

If the above described TDSS is implemented, it will give more user satisfaction. In future all modern organizations accept TDSS for its well-trained workforce for the need of success. The following two systems are highly linked with TDSS, which contribute to the success of the training process.

1. Electronic Performance Support System (EPSS) is any computer software program or component that improves user performance. EPSS can help the organization to reduce the cost of training staffs while increasing productivity and performance. It can empower employees to perform tasks with minimum amount of external intervention. By using this type of system, a new employee, learn more about the job and the employer's business.

2. E- Learning System: It provides the opportunity of learning from any where in the world. Many companies have implemented e-learning, which encompasses several different types of technology assisted training, such as distance learning, computer-based training (CBT), or web-based training (WBT).

6. CONCLUSION

The objective of this research analysis is to present a novel concept of developing an intelligent information system used in the task of computer assisted decision- making in economic enterprises. This paper

reviews current approaches to evaluate the training both in theory and in practice. Throughout this paper, the emphasis is more about the awareness of the implications for training and development. For skilled workers who keep updating with the latest technology, prospects for advancement are good. After implementing TDSS, it will prove the user about the satisfaction and quality of service, timeliness and accuracy of information. The system mentioned above is useful but the application is limited mainly to the strategic management to take a powerful decision. But the operational and tactical level of management feels that the information is sufficient for their tasks. This paper presents a comparison of the effectiveness of decisions taken by means of a holistic-intuitive procedure and a computerized decision support system.

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