The Development of Productivity Management and Decision Support Model for Service Systems

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ABSTRACT

ABSTRACT Due to the increase of the internal and the external competition pressure, labor shortage, increasing laborage and the deterioration of the internal investment environments, efficient use and effective allocation of resources become important issues for the management of service industry. Productivity is a proper and popular criterion to measure the efficiency and the effectiveness of service system performance. This research emphasizes on unit level productivity in order to develop a productivity management, and decision support model for service systems. Three productivity indices are presented for service system productivity measurement and evaluation through the definition of input and output factors. According to the productivity management model being developed, several issues related to service decisions are addressed, such as manpower control decision, capital investment decision and operational strategy decision, in order to develope decision support model for service systems. Through the decision support functions, managers can analyze service decisions from productivity point of view; therefore, enhance the quality of service decisions. Finally, a case study is adopted for illustrating and validating the performance of the productivity management model as well as the service decision support model being developed.Keywords: Service Systems; Productivity Management; Decision Support Model.

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