

以代理人為基礎之組織記憶發展模式之研究

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摘要

企業組織內部蘊含大量的內隱知識，但是這些內隱知識鮮少被有系統性的交換與分享，例如組織記憶，在彈性勞動市場環境下，每年離職的員工不在少數，逐漸形成企業失憶症現象，這樣的情況使的企業組織不能有效地從過去經驗中學習與傳承。本研究目的是針對組織記憶不斷流失問題，運用多代理人技術建構發展組織記憶服務模式，可以處理組織內涵蓋各種主題以及各種層面非結構化與半結構化的可數位化知識技術文件。本研究設計的組織記憶發展模式，在系統分析與設計方面是遵循代理人軟體工程的PASSI方法論，清楚定義每個代理人的角色定義與責任，以及代理人與代理人之間的關係，並且導入資訊檢索技術與向量空間模式到代理人設計，來達到自動化關聯檢索。本系統能依據代表文件的關鍵詞進行相關推薦、使用者專屬的個人興趣檔推薦與透過滿意度評估文件方式協同推薦，以及運用知識本體技術作為代理人之間溝通的依據。本研究具體成果是讓組織成員可以透過整合式組織記憶服務模式提供的窗口檢索組織內相關知識文件，也能輔助使用者找到符合查詢關鍵字相關聯的知識文件，達成主動式推薦的效果。使用者能不斷地從外顯知識文件將其內化成己身的內隱知識，以產生更具知識內涵的外顯知識文件，如此不斷循環形成所謂的知識螺旋，將有助於提昇組織內成員的Know-how知識能力。

關鍵詞：代理人；組織記憶；知識本體

目錄

封面內頁 簽名頁 授權書 iii 中文摘要 iv 英文摘要 v 誌謝 vii 目錄 viii 圖目錄 xi 表目錄 vi 第一章 緒論 1 1.1 研究背景 1 1.2 研究動機 2 1.3 研究目的 4 1.4 研究範圍與限制 5 1.5 研究流程 6 1.6 論文架構 7 第二章 文獻探討 9 2.1 軟體代理人 9 2.2 多代理人方法論-PASSI 11 2.3 代理人統一語言 15 2.4 代理人規範 17 2.4.1 非營利FIPA組織 17 2.4.2 代理人溝通語言-FIPA-ACL 20 2.4.3 遵循FIPA規範的代理人開發平台-JADE 22 2.5 知識本體論 24 2.6 文字檢索 25 2.6.1 關鍵詞擷取 25 2.6.2 向量空間模式 28 2.7 推薦系統 29 第三章 系統需求分析與設計 31 3.1 系統架構圖 32 3.2 系統需求模型 34 3.2.1 領域描述階段 34 3.2.2 代理人識別階段 37 3.2.3 角色識別階段 38 3.2.4 工作規範階段 43 3.3 代理人社群模型 44 3.3.1 知識本體描述階段 44 3.3.2 角色描述階段 49 3.3.3 協議描述階段 51 3.4 代理人實作模型 54 3.4.1 代理人結構定義階段 54 3.4.2 代理人行為描述階 57 3.5 編碼模型 59 3.6 部署模型 59 第四章 系統實作 61 4.1 多代理人系統架構 61 4.2 啟動JADE平台監控系統代理人狀態 62 4.3 代理人實作框架 64 4.4 代理人行為實作 64 4.5 用戶端JSP網頁代理人建置 66 4.6 代理人溝通訊息實作 67 4.7 領域知識本體建置 68 4.8 檔案處理與索引建置 69 4.9 組織記憶發展系統畫面 70 第五章 分析評估與探討 74 5.1 資訊檢索效能評估 74 5.2 代理人系統特性評估 76 5.2 代理人系統差異性之比較 78 第六章 結論與未來展望 80 6.1 組織記憶發展貢獻 80 6.2 未來研究方向 80 參考文獻 82 附錄 88

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