# The Application of Fuzzy Analytic Hierarchy Process to the Performance Evaluation of Knowledge Industry A Case Study of

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## ABSTRACT

In recent years, the quantity of our higher education has saturated because of large growth and popularization. Joining WTO, foreign schools and schools across strait have also impacted the competition. Even Ministry of Education has proposed some education innovation policies like identifying key university, proclaiming related innovation plans and more flexible educational policies, the educational resource is still much lower than the demand. All institutions have to contend for the limited resources. Therefore, both public and private universities are seeking for strategies to strengthen their performance and adjust their visions and distinguishing features accordingly. This research is based on school's performance to quantify the department's performance evaluation and conduct a comparative analysis to come out with a practical pattern. The fuzzy AHP (Analytic Hierarchy Process), the standardization and the DEA (Data Envelopment Analysis) will be adopted to study the weight and value of each indicator as well as evaluate each department's performance. It will then establish a general methodology for performance evaluation and business management. In addition, contribute to the institution's future development effectively.

Keywords : Knowledge Industry ; University Evaluation ; Performance Evaluation ; Fuzzy AHP(Analytic Hierarchy Process) ; Standardization ; DEA(Data Envelopment Analysis)

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