

An Evaluation Framework of Decision Support Systems: A Multi-Attribute Valuation Approach

Chung S. Kim

Southwest Missouri State University

U.S.A.

Kee S. Kim

Southwest Missouri State University

U.S.A.

Abstract

Decision Support Systems (DSS) software, often referred to as DSS generators (DSSG), are becoming important to many organizations which make complex decisions in highly uncertain environments. These software packages vary not only in costs, but also in capabilities and features. Therefore, it is very difficult to select the best DSS for an organization. Typically, end-user perspectives and technical aspects are not explicitly considered in DSS evaluation is presented from a multi-attribute valuation approach. Since DSS are long-term-oriented and organizational, their values are assessed by using Analytic Hierarchy Process techniques which allows for the estimation of their parameters in terms of *ex ante* impacts of DSS on the attainment of the organizational objectives.

Keywords: DSS Evaluation Framework, Organizational Objectives, Multi-attribute valuation, Value of DSSG, The Analytic Hierarchy Process Method.