In this paper, a fuzzy expert system has been developed for categorizing service provider in e-government service center environment. On the basis of data to be collected through case studies carried out within service center, the categories has been derived for service providers based on demographic, experience, and behavioral attributes. The fuzzy expert system will assign service provider to the pre-defined categories and provides the corresponding membership values given into the system using fuzzy logic. A prototype system has been proposed and designed in this paper to identify the type service provider based on the demographic, experience and behavioral attributes.

References

Fuzzy Expert System to Evaluate the Quality of Service Provider in the Implementation of E-Government perspective. 

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