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IJCA Proceedings on National Conference on
Communication Technologies & its impact on Next Generation Computing 2012

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CTNGC - Number 3

Year of Publication: 2012

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{bibtex}ctngc1030.bib{/bibtex}

Abstract

This study investigates the impact of an expert system used as a decision aid in a job evaluation system. Both performance outcomes and psychological outcomes are analyzed in an experiment in which the intended users of the expert system served as subjects. The study draws largely from behavioral decision theory for its theoretical support. Although this study examines an expert system within an HRM context in the teaching and learning process, the

results are useful as one test of expert system efficacy within the more general area of managerial decision making.

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Computer Science

Index Terms

Artificial Intelligence

Keywords

Human Resource Management (hrm) Artificial Intelligence (ai) Expert System