Abstract

This paper presents a model based decision support system (DSS) for evaluating performance. Performance evaluation in business is difficult. Multicriteria methods are used for evaluation of performance of public and private organizations. The proposed system is based on financial ratios and some methods such as Analytic Hierarchy Process (AHP), Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) and Simple additive weighting (SAW). AHP is a theory of measurement through pairwise comparisons and relies on the judgements of experts to derive priority scales and it is used to determine the criteria weights. TOPSIS is used to help select the best alternative with a finite number of criteria. SAW is the most widely used method because it is simple and easy to use and understand. The developed decision support system is implemented with a real application.

References

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Index Terms

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Keywords
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