

NOME: Maria do Céu da Silva Pinto Rosendo Pereira

MESTRADO EM: Gestão e Políticas Públicas

ORIENTADOR: Professora Doutora Elisabete Reis de Carvalho

DATA: 29 de Setembro de 2009

TÍTULO DA TESE: B.A.R.T. – As TIC e a Optimização da Tomada de Decisão

ABSTRACT

The purpose of this study is to estimate the impact of Technology of Information and Communication (TIC) the capacity of a Decision Support System (DSS), the optimal allocation of human resources operating in a wholesale company. The TIC used to support decision making, are often adopted as strategic tools and are part of the technological solutions available to modern organizations. DSS appeared in the mid 70s of the twentieth century, as tools to support management, evolving in order to unite and work an incalculable amount of information, unable to be memorized by any human being. The sophisticated databases on which the proposed decisions as provided by tools supporting the decision-maker have correlated alternatives that cumulatively evaluate several prospects for resolving this problem, where the user chooses the best decision. Although very important in supporting decision-making, these systems require a decision-maker and never replace him in that role. The results obtained after analyzing the performance of a DSS tool, called Best Allocation of Resources and Time (BART) showed a significant increase in levels of efficiency and optimization of operational human resources.

Keywords: DSS (Decision Systems Support); Decision-making; Management Models, Optimization, Efficiency, Productivity.