

SOCIAL STUDY

S.N. Makarov

(Russian academy of economics and state service of Russian President. Moscow, Russia)

Expert systems in organization management

Information verification in management decision-making is an important factor for its practical implementation. Expert systems enable to accumulate knowledge about optimal channels of the social transaction of information, therefore contributing to optimization of the management interactions. The above data is the result of the empiric study based on a quota sample, which have taken place in seven regions of the Russian Federation. This justifies the representativeness of the received data. The article also analyses possible roles of the expert system in management: as an expert, or a participant of the organizational interaction, or an outer consultant, or “person, taking decisions”. Additionally it explains the possibility of the management approach transformation: from “person – person” to “person – sign system – person”. Within this in the disciplinary approach there was developed a computer program as a practical instrument for the manager’s effective work.

Key words: expert systems, management, expert, management decisions, management interactions, organizational environment.

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