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Decision Aiding

Group decision making in a multiple criteria environment: A case using the AHP in software selection

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Abstract

This paper reports the results of a case study where the analytic hierarchy process (AHP) technique was employed to support the selection of a multi-media authorizing system (MAS) in a group decision environment. Three MAS products were identified and ultimately ranked using the AHP. Six software engineers, who are technically competent and experienced, participated in our study. These engineers were trained to use the AHP and asked to apply this technique to select the most appropriate MAS product for adoption. A post-study survey and interview were conducted with all the engineers to collect further feedback on the use of the AHP, as compared to their frequently used Delphi technique, in supporting group decisions. The experiment results and survey findings indicated that the AHP is preferable to Delphi as the AHP helps group members

center a discussion around objectives, rather than alternatives. We also found the AHP to be more conducive to consensus building in group decision settings.



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Keywords

Analytic hierarchy processes; Multi-media; Delphi; Authoring systems; Information systems, and decision making/processes

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