

Training of Users of Automated Information Systems: How and for What Purposes? Final report of the User Training Working Party of the Netherlands Society of Informatics. *Amsterdam, November 1982. 285 pages.*

Abstracted by Tjeerd Plomp

Based on more than five years of study by the User Training Working Party, this final report focuses on the content and recommended procedures for training users of informatics.

A total of 108 content elements relevant to users of informatics and automation were identified. The 108 elements are organized into 13 clusters: (1) uses, benefits, and limitations of automation; (2) organizing elements of automation; (3) information and information analysis; (4) structure of an automated information system; (5) techniques and their application; (6) personnel involved in automation; (7) development of an automated information system; (8) management of an automated information system; (9) automation of one's own organization; (10) structure of a particular automated information system; (11) programming by the user; (12) societal aspects of automation;

(13) special topics. In addition, a 14th heading is appended: attitudes toward automation.

Users of informatics and automation have been classified into 6 main categories and 24 subcategories. The main user categories are: manager, user involved in development of automated information systems, user involved in operation of automated information systems, end user, scientific/technical user, and user involved in technical process automation.

Based on the two dimensions—content and user—a 108 x 24 matrix is set up to illustrate training implications. The cells contain cognitive and affective objectives worded in accordance with Bloom's taxonomy.

The second major portion of the document suggests an instructional design model to guide the systematic development of training to meet the objectives generated.

The report is organized to be maximally useful to people in organizations who have responsibilities related to automation: personnel and organizational advisers, training directors, course selectors, training developers/evaluators, instructors, managers, and automation specialists.

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