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Alocação de Recursos Humanos a Tarefas em Processos Suportados por BPMS

Allocation of Human Resources to Tasks in Processes Supported by BPMS

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Resumo

Na execução de processos suportados por BPMS qualquer tarefa que necessite de intervenção humana é entregue às pessoas designadas para o fazer. O BPMS simplesmente envia a tarefa para os recursos que estejam disponíveis e autorizados a executá-la, esperando posteriormente que um desses recursos selecione a tarefa. Este mecanismo permite que as tarefas sejam executadas apenas pelas pessoas que possuem as capacidades para tal, mas não garantindo que é selecionado o melhor recurso para as desempenhar. A alocação de tarefas a recursos humanos é de extrema relevância para as organizações e por este motivo tem de ser levada em devida conta. Por este motivo as organizações necessitam garantir a alocação dos recursos humanos mais qualificados para executar as tarefas. A utilização de sistemas de gestão de processos de negócio (BPMS), utilizando uma abordagem adequada, pode contribuir para otimizar as condições de realização do trabalho nas organizações. Pretende-se demonstrar que, com o objetivo de otimizar a execução do trabalho realizado nas organizações, é necessário conciliar as características das tarefas a executar com os aspetos humanos e sociais das pessoas que as podem realizar.

Palavras-chave: *BPMN; CMMN; DMN; BPMS; Alocação de recursos humanos.*

Abstract

In the execution of processes supported by BPMS any task that requires human intervention is delivered to the persons who are designated for the position. The BPMS, will simply send the task for the available resources and those whose name is in the role and will wait for one of them to select the task. This process allows tasks to be performed only by the people who have enough technical capabilities to intervene it, not ensuring that the selected resource is the more qualified person to perform it. The allocation tasks to human resources is of an extreme relevance in the organizations and it is important to taken into account more than just a criteria to select and allocate a resource into a task, the only feature included in this process are the technical skills and it is forgotten the human factor. The human characteristics are also important and need to choose the best human resource to perform the task, for this reason, organizations need to ensure that the resource allocated to the task is the more qualified person. The utilization of business process management systems or BPMS by using an appropriate approach, can contribute to optimize the work conditions in organizations. We intend to demonstrate that in order to optimize the execution of the work performed in the organizations, it is necessary to reconcile the characteristics of the tasks to be executed with the human and social aspects of the people who can perform them.

Keywords: *BPMN; CMMN; DMN; BPMS; Allocation of human resources.*

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