

Microworlds for supporting the changes processes and making organizational decisions: A study case with System Dynamics in the University accreditation processes.

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ABSTRACT

This paper presents the research processes about making a methodological guidelines for the microworlds application as supporting technological tools in the change and making desicions process in a High Education Organization. This research is guided by Systems Thinking, with the Peter Senge Organizational Learning and System Dynamics, with the Jay Forrester models for the organizational management. As methodological level, it is purposed the methodological guidelines for the construction and the University microworld use. And as application level, it is built a microworld that represents the University organizational change dynamics, showing: A System Dynamics model with the relevant items for the University accreditation, the change tendencies generated by the virtual laboratory about possible strategies for improvement accreditation conditions and the mental models that cohabit in the University about its management.

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