

# Performance Support Systems

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## Performance Support Systems

### Abstract

The purpose of my paper is to discuss Performance Support Systems, the reason why some people fear them, concerns surrounding them, and why there is a growing trend for their use and their redefinition.

### Performance Support Systems Defined

Electronic Performance Support Systems otherwise known as EPSS were born in the early 1990s by Gloria Gery, who was described as an educational software guru by Phillip Longman in his journal article, *The Janitor Stole My Job*. A distinguishing feature of EPSS is its ability to automate many job-related cognitive skills and to give [immediate](#) instructions to assist users in decision-making processes, which still require human judgment. These are computer-based systems which provide access to coaching, learning experiences, or tools to enable a user to facilitate tasks with a minimum of support from others (Benson, 1997, p.1). To put it bluntly, EPSS is a computer application that is task-

specific, [offering](#) on-demand assistance to users (Stevens, 1996, p.1).

In reviewing the various definitions of EPSS, I read that Performance Support Systems or PSS are frequently referred to as Electronic Performance Support Systems, as was indicated in my above definitions. However, according to Dr. Steve Harmon in his article, The Second S, the [addition](#) of the word electronic narrows the definition of Performance Support Systems to one specific area based solely on computers and the internet. While this technology is indeed integral to today's performance support, I believe his point is that we should not forget that the word "system" is more representative of the topic than "electronic" (Harmon, 1999, p.1).

Immediately, the controversy is apparent. Peopl...

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...rform steps in the most natural way for them.

## References

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