

MODEL FINANSIJSKIH TROŠKOVA ANGAŽOVANJA TEHNIČARA U REALIZACIJI POSLOVA NA FAKULTETU

FINANCIAL COST MODEL OF HIRING TECHNICIANS IN TEACHING OPERATIONS AT THE FACULTY

Aleksandar Lebl¹, Dragan Mitić²

Rezime

U ovom radu se analizira model izvršavanja jednostavnijih zahteva (tj. zahteva koje bi u potpunosti mogli da obrade tehničari) u procesu nastave na fakultetu. Model obuhvata aktivnosti profesora, asistenata i tehničara pri generisanju i izvršavanju ovih zahteva. Obradu zahteva prvenstveno vrše tehničari, a ako su oni svi već zauzeti, obradu preuzima neko od asistenata. Nove zehteve generišu profesori i asistenti, koji nisu angažovani obradom zahteva. Prikazan je analitički model i originalno razvijeni simulacioni model. Koristeći rezultate simulacije, prikazani su potrebni troškovi za obradu jednostavnijih zahteva na fakultetu za nekoliko simuliranih sistema. Takođe je prikazana relativna promena troškova pri promeni broja angažovanih tehničara ako su ostali parametri analiziranog sistema nepromenjeni.

Ključne reči: proces nastave, Markovljev proces, angažovanje tehničara, simulacioni model, troškovi

Summary

In this paper we analyze the model of processing simpler requests (i.e. requests, which can be completely processed by technicians) in the teaching process on the faculty. The model includes the activities of professors, assistants and technicians when generating and processing the requests. Processing of the requests is primarily done by technicians, and if they are already engaged, some of the assistants take over processing. Professors and assistants, who are not occupied by processing of the requests, generate new requests. Analytical model and originally developed simulation model are presented. Using the results of simulation, we present necessary costs of processing simpler requests on the faculty for several simulated systems. Also we present relative variation of costs when changing the number of engaged technicians if other parameters of analyzed system are unchanged.

Keywords: teaching process, Markov process, technicians' engagement, simulation model, costs

¹ IRITEL AD, Beograd

² IRITEL AD, Beograd
