

# Systematically Establish an Information Processing Mechanism: A Valuable Solution

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## Abstract

The process of solving information management's problems is a hardheaded thinking in decision-making. Although many scholars proposed related theories and suggestions, these are so conceptual and one-sided that cannot be a systematic application. As the result, enterprises are always disorganized when solving problems. The reason is that enterprises can't clearly utilize systematic processes in an idea of problem-solving. Therefore, this research (1) uses Information Processing Theory to control the concept of problem-solving; (2) builds "Systematic Information Problem-Solving Process" with Pyramid Principle; (3) verifies and modifies the systematic process through qualitative methods; (4) refers the process of building APP from a bio-technology company in Taiwan to confirm the substantive. It is believed that the research not only shows a new perspective in academia, but gives enterprises a systematic process to improve the ability of solving problems.

**Keywords:** Information processing theory, Pyramid principle, Problem-solving process, Systematic thinking, Application software

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# 系統化資訊處理架構：價值解決方案

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## 摘 要

資訊管理問題之解決過程，經常是決策上的重要理性思維。雖有學者提出相關理論與建議，但過於概念與缺乏程序，而無法系統化應用。致使，企業在解決問題時，總是散漫無章。究其原因，在於問題解決思維的系統化流程，未能明確可用。對此，本研究(1)以「資訊處理理論」為基礎，掌握解決問題總體概念；(2)以「金字塔原理」為思維架構，建立「系統化資訊問題解決程序」；(3)透過質性方法，確認與優化此系統化程序；(4)以台灣某生物科技公司，建置 APP 系統之設計流程為例，來佐證本研究成果之實務性。相信，本研究成果不僅呈現學術新觀點，更令企業在解決資訊管理問題時，有一具體系統畫可遵循的程序，進而提升問題解決能力。

**關鍵字：**資訊處理理論、金字塔原理、問題解決程序、系統化思維、APP

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