

ABSTRACT

An object of the invention is to provide a technique for improving efficiency of an improvement task for a manual referred to by a general user. An aspect of the present invention is an information processing device including a control unit, a storage unit, an input unit, and an output unit, the control unit including an analysis function, in which the control unit has a function of providing a manual for instructing a user to perform a predetermined work from the output unit to a terminal operated by the user, the storage unit stores a process metadata table in which a content of the manual is associated with work blocks, work elements associated with the work blocks, and manipulations to be performed by the user in the work elements, and the work blocks, the work elements, and the manipulations are stored in association with each other, the input unit acquires, for each said work block, a processing history detected by the terminal when the user uses the manual, and records the processing history as a work history table in the storage unit, and the analysis function refers to the process metadata table and the work history table, and analyzes which work element among the work elements, in the work block for which work efficiency for the user is low, is a cause of decrease in work efficiency.

[FIG.1]