DESCRIPTION

SYSTEM, INFORMATION PROCESSING DEVICE, AND PROGRAM

TECHNICAL FIELD

[0001]

The present invention relates to a system, an information processing device, and a non-transitory computer readable media storing a program.

[0002]

[0003]

Japanese Unexamined Patent Application Publication No. 2008-204286 discloses a motivation management device that can be used in a daily report management system, especially when employees show a tendency to decline in work motivation, the motivation management device can provide prompt and appropriate support measures such as notifying manager of necessary information so that the manage can provide appropriate advice.

SUMMARY OF INVENTION

[0004]

However, even though the invention disclosed in Japanese Unexamined Patent Application Publication No. 2008-204286 can grasp the decline in staff motivation, mechanism for employees to voluntarily improve motivation still has not been investigated.

[0005]

In view of the above circumstances, the present invention provides a system, an information processing device and a non-transitory computer readable media storing program to improve staff motivation by giving appropriate incentives to staff voluntary behavior.

[0006]

Hereinafter, embodiments of the present invention will be described with reference to the drawings. Various features described in the embodiment below can be combined with each other.

[0007]

The present invention provides a system, comprising: a terminal and an information processing device that are connected via a network, wherein: the terminal comprises an operation unit configured to operate the terminal, and a communication unit configured to transmit a type of the operation to the information processing device via the network, and the information processing device comprises an acquisition unit configured to acquire the type of the transmitted operation, a score calculation unit configured to calculate a score representing the creditworthiness of a user based on the type of the acquired operation, and a score return unit configured to return the calculated score as

a consideration compatible with a predetermined legal currency.

[0008]

In the present invention, score representing the creditworthiness of the user is calculated based on the type of operation of the terminal used by the user, and the score can be returned as a consideration compatible with a predetermined legal currency. As a result, the present invention can improve staff motivation by giving appropriate incentives to staff voluntary behavior.

[0009]

Hereinafter, embodiments of the present invention will be described with reference to the drawings. Various features described in the embodiment below can be combined with each other.

BRIEF DESCRIPTION OF DRAWINGS

[0010]

FIG. 1 is a diagram showing an outline of a system 100 according to an embodiment of the present invention.

FIG. 2 shows an example of a rule table stored in a storage unit 3. In the present embodiment, a predetermined score is defined in the rule table according to the combination of the type of operation of the first terminal 20 and the staff level.

FIG. 3 is a diagram showing an example of a screen displayed on the first terminal 20 and showing an example of operating the first terminal 20 to input a report.

FIG. 4 is a diagram showing an example of the screen displayed on the first terminal 20 and showing an example of operating the first terminal 20 to give “star” to other user and send comment as well.

FIG. 5 is a diagram showing an example of representing a total number of stars received from other users and stars given to other users by the first user who is the user of the first terminal 20.

FIG. 6 is a diagram showing a progress of a skill up program of the first user.

FIG. 7 is a diagram showing an image that visualizes the progress of the skill up program of the first user.

FIG. 8 is a diagram showing mental states of a plurality of users using the system 100.

FIG. 9 shows an example of a flowchart representing processing by the system 100.

DESCRIPTION OF EMBODIMENTS

[0011]

Hereinafter, an embodiment of the present invention will be described with reference to the drawings. Various features described in the embodiment below can be combined with each other.

[0012]

1. Overview of system 100

A system 100 according to the present embodiment is a system for improving staff motivation by giving appropriate incentives to staff voluntary behavior. Specifically, a platform provided by the information processing device 10 is accessed from terminals (first terminal 20 and second terminal 30) and used for communication and education among a plurality of employees. Hereinafter, the employee is referred to as user.

[0013]

As shown in FIG. 1, the system 100 according to the present embodiment includes an information processing device 10. In the present embodiment, the system 100 further comprises a terminal. The first terminal 20 and the second terminal 30 are illustrated as terminals in the present embodiment. Then, the information processing device 10, the first terminal 20, and the second terminal 30 are connected to each other so as to be able to communicate with each other via a network NW. The information processing device 10 executes the processing of the system 100, and is configured by, for example, a server. The first terminal 20 and the second terminal 30 are terminals capable of executing various operations, and signals representing the operations by these terminals are transmitted to the information processing device 10 via the network NW. The first terminal 20 and the second terminal 30 are terminals operated by a first user and a second user, respectively, and are configured by multifunctional information terminals such as smartphones, tablet terminals, and wearable devices. Hereinafter, the first terminal 20 will be mainly described in various descriptions.

[0014]

(1-1) Configuration of information processing device 10

Information processing device 10 includes a control unit 1, a communication unit 2, and a storage unit 3.

[0015]

<Control unit 1>

The control unit 1 controls various elements configuring the information processing device 10 according to a program (not shown) stored in the storage unit 3. Further, in the present embodiment, the control unit 1 includes an acquisition unit 11, a score calculation unit 12, a score return unit 13, an image generation unit 14, an update unit 15, and an analysis unit 16.

[0016]

<Acquisition unit 11>

The acquisition unit 11 acquires the type of operation transmitted from the first terminal 20 via the network NW. Specifically, the communication unit 2 receives the type of operation transmitted from the first terminal 20, and the acquisition unit 11 acquires the type of such operation. In the present embodiment, the type of such operation is at least one of a login operation to a predetermined application, a profile information setting operation, a comment posting operation, a mood input operation, a skill up operation, a report operation, an attendance operation, and an input

operation of evaluation information including information related to at least one of behavior, health condition, knowledge, ability and evaluation of other users.

[0017]

<Score calculation unit 12>

The score calculation unit 12 calculates a score representing the creditworthiness of the first user based on the type of operation acquired by the acquisition unit 11. In the present embodiment, the score calculation unit 12 calculates the score based on a predetermined rule. Here, in such a rule, a predetermined score is determined by the combination of the type of operation of the first terminal 20 and the staff level. The staff level is a level representing the occupation or position of an employee of the organization to which the first user belongs in the present embodiment. Then, such a rule is stored in the storage unit 3 as a rule table. The details of the rule table will be described later with reference to FIG. 3.

[0018]

<Score return unit 13>

The score return unit 13 returns the score calculated by the score calculation unit 12 as a consideration compatible with a predetermined legal currency. For instance, such consideration may be electronic money, a cash voucher, or a discount used when the first user makes a payment. In addition, it may be returned to the first user as a token of virtual currency.

[0019]

<Image generation unit 14>

The image generation unit 14 generates images to be displayed on the first terminal 20 and the second terminal 30. Such images include static images and moving images. The image generation unit 14 is configured by an arbitrary rendering engine.

[0020]

<Update unit 15>

The update unit 15 updates the score determined by the combination of the type of operation and the staff level of the first terminal 20 in the rule table for each combination of the type of operation and the staff level of the first terminal 20.

[0021]

<Analysis unit 16>

The analysis unit 16 executes natural language analysis on the text included in the evaluation information and analyzes the text. Then, as a result of the natural language analysis, it is analyzed whether the content meant by the text included in the evaluation information is positive or negative. Such an analysis method is not particularly limited, for instance, a dictionary in which a plurality of keywords meaning positive contents and keywords meaning negative contents are registered is stored in the storage unit 3, and the analysis is executed by referring to such a dictionary. Then, the image

generation unit 14 generates an image indicating whether the evaluation information has positive content or negative content based on the result analyzed by the analysis unit 16 in the present embodiment. For example, such an image can be characters, figures, symbols, icons, colors, effects, and others that represent positive or negative content.

[0022]

<Communication unit 22>

The communication unit 2 is configured to be capable of implementing data communication with other components configuring the information processing device 10, the first terminal 20, the second terminal 30, or other information processing devices by wireless or wired channel.

[0023]

<Storage unit 3>

The storage unit 3 stores various programs and data, and is configured of, for instance, a memory, a hard disk, an SSD, or the like. In the present embodiment, the storage unit 3 stores rule table, staff data, report data, evaluation data, progress data, and mental state data. The rule table is a table representing rules that the score calculation unit 12 refers to when calculating the scores representing the creditworthiness of the first user and the second user. Here, such a rule may be stored as an arbitrary function instead of being stored as a table. staff data is data representing names, staff IDs, positions, length of service, classifications, and others of the first and second users who are employees. The report data is data representing the contents of the report regarding work contents of the first user and the second user. The report data may include text data, image data, video data, and audio data. The evaluation data is data representing evaluation information. In the present embodiment, the evaluation information is information related to at least one of behavior, health condition, knowledge, ability and evaluation of other users.

[0024]

Progress data is data representing the progress of learning about various skills required for work by a user who is an employee. Mental state data is data representing the mental state of a user who is an employee.

[0025]

(1-2) Configuration of the first terminal 20

Next, the configuration of the first terminal 20 will be described.

[0026]

The first terminal 20 includes a communication unit 21, a display unit 22, an operation unit 23, a storage unit 24, and a control unit 25.

[0027]

<Communication unit 21>

The communication unit 21 is configured to transmit and receive various data to and from

the communication unit 2 of the information processing device 10 via the network NW. In the present embodiment, the communication unit 2 transmits the type of operation of the first terminal 20 to the communication unit 2 of the information processing device 10 via the network NW.

[0028]

<Display unit 22>

The display unit 22 displays an image generated by the image generation unit 14 of the information processing device 10. The display unit 22 is configured by an arbitrary display.

[0029]

<Operation unit 23>

The operation unit 23 operates the first terminal 20 so as to cause the first terminal 20 to execute various functions. The operation unit 23 includes a touch panel, a keyboard, a mouse, a pen-type device, a voice input unit, a line-of-sight input unit, a gesture input unit, and the like.

[0030]

<Storage unit 24>

The storage unit 24 stores various programs and data, and is configured by, for example, a memory, a hard disk, an SSD, or the like.

[0031]

<Control unit 25>

The control unit 25 controls various elements configuring the first terminal 20 according to a program (not shown) stored in the storage unit 24.

[0032]

(1-3) Second terminal 30

The second terminal 30 includes a communication unit 31, a display unit 32, an operation unit 33, a storage unit 34, and a control unit 35. Since these components have the same functions as the communication unit 21, the display unit 22, the operation unit 23, the storage unit 24, and the control unit 25 of the first terminal 20, the description thereof will be omitted.

[0033]

Each of the above components may be realized by software or hardware. When the components are realized by software, various functions can be realized by CPU executing a program. The program may be stored in a built-in storage unit or may be stored in a computer-readable non-transitory computer readable medium. Further, the program stored in the external storage unit may be read out and realized by so-called cloud computing. When the components are realized by hardware, it can be realized by various circuits such as ASIC, FPGA, or DRP. In this embodiment, various information and concepts including the information are dealt with, and these are represented by high and low signal values as a bit set of binary numbers composed of 0 or 1, and communication or calculation can be executed according to the above-mentioned software or hardware aspect.

[0034]

Further, various data stored in the storage unit 3 of the information processing device 10 may be stored in other storage units provided outside the information processing device 10, and the data may be transmitted and received between the information processing device 10 and other storage units when using the data.

[0035]

2. Rule table

Next, the rule table according to the present embodiment will be described with reference to FIG. 2.

[0036]

As shown in FIG. 2, a predetermined score is defined in the rule table according to the combination of the type of operation of the first terminal 20 and the staff level. The numbers described in each matrix of the rule table represent the score in the present embodiment.

[0037]

In the present embodiment, the type of the operation defined in the rule table is at least one of "a login operation to a predetermined application, a profile information setting operation, a comment posting operation, a mood input operation, a skill up operation, a report operation, an attendance operation, and an input operation of evaluation information including information related to at least one of behavior, health condition, knowledge, ability and evaluation of other users". In the example of FIG. 2, "general, chat, contact note, mood change, skill up, daily report, look for workers, and give star" are defined as the types of operations. Then, specific actions are defined for each type of operation.

[0038]

Here, a predetermined application is an application for accessing a communication platform provided by the information processing device 10. The application installed on the first terminal 20 or the application provided via the browser logs in to the communication platform.

[0039]

For instance, the action corresponding to "the login operation to a predetermined application" is an action "login" of the type of operation "general". Further, the actions corresponding to "the profile information setting operation" are actions "profile image setting" and "profile item 100%" of the type of operation "general". Further, the actions corresponding to "the comment posting operation" are various actions defined by the type of operations "chat" and "contact note". Here, "chat" is a flow-type communication chat in which comments input by a plurality of users flow in sequence, and "contact note" is a stock-type communication tool in which the history of talk does not flow.

[0040]

The action corresponding to "the mood input operation" is an action "input mood change"

of the type of operation “mood change”. Here, the mood change is an image that visualizes the moods of a plurality of users (described later with reference to FIG. 8). Further, the actions corresponding to “the skill up operation” are various actions defined in the type of operation “skill up”. In addition, the actions corresponding to “the report operation” are various actions defined in the type of operation “daily report”. Here, “register watch list” is a function that notifies the daily report posted by another user registered in advance by push notification. In addition, the actions corresponding to “the attendance operation” are various actions defined in the type of operation “look for workers”.

[0041]

Further, “input operation of evaluation information including information related to at least one of behavior, health condition, knowledge, ability and evaluation of other users” are operations using functions such as “chat”, “contact note”, “daily report”, and “give star”, and means all input operations such as greetings, thanks, attention, promises, guidance, and evaluations to other users. Here, “give star” means the user shows feeling of “like” by giving a virtual star to another user when the user has a favorable impression of the behavior or behavior of another user.

[0042]

On the other hand, the staff level is divided into level 1 (Lv.1) to level 5 (Lv.5). Then, the score is determined by the combination of each action and staff level. Further, as for the score calculated based on the user's behavior, it is preferable to define that a user with a low staff level is calculated to have a higher score than a user with a high staff level in principle when the type of operation and the action are the same. This can improve the motivation of inexperienced employees to take some action voluntarily.

[0043]

Further, the slope of the score is not limited. For instance, when an action is actively guided by a high level user (example: store manager) to a low level user (example: new employees) like the action defined in the type of operation “give star”, it may be defined that the user with a high staff level is calculated higher score than the user with a low staff level. As a result, the administrator of the system 100 can appropriately determine the score and guide the user's behavior toward to a preferable direction.

[0044]

Here, the update unit 15 of the information processing device 10 can change the score defined in each matrix of the rule table shown in FIG. 12 in the present embodiment. As a result, the administrator of the system 100 can individually decide an appropriate score according to the time, time periods, day of week, event, and the like.

[0045]

3. Various screens

Next, various screens displayed on the display unit 22 of the first terminal 20 will be described with reference to FIGS. 3 to 8. These screens are images generated by the image generation unit 14 of the information processing device 10. Hereinafter, an example in which the system 100 is used in a restaurant will be described.

[0046]

<Report>

As shown in FIG. 3, the first user operates the first terminal 20 to create a report on the work of the day. In the present embodiment, work time, time periods of work, work volume, type of work, abnormality, number of mistakes, number of troubles, and number of complaints are provided as input items of the report. Further, a free filling column is provided so that occurrences during work, employee's own physical condition, and the like can be input in the present embodiment. Further, when the input of each item is completed, the input contents of the report is transmitted to the information processing device 10 via the network NW by pressing the "send" button and is stored in the storage unit 3 as report data.

[0047]

Here, to efficiently specify the report that the administrator of the system 100 should read with particular attention, specific keywords may be set in advance among the characters entered in the free entry field, and a report containing such keywords may be presented as a report to be read. In the example of FIG. 3, specific keywords are underlined and displayed as an example.

[0048]

<Give star>

As shown in FIG. 4, by operating the first terminal 20, the first user executes the functions of "send comment", "applause!", and "give star" to another user. Then, by pressing the positioning bar PB representing the "total" of the stars, the screen is switched to the screen shown in FIG. 5. As a result, the total number of "stars received so far" and the total number of "stars received this month" among the stars received by the first user from other users are displayed. In addition, among the stars given by the first user to other users, the total number of "stars given so far" and the total number of "stars given this month" are displayed.

[0049]

As a result, it is expected that communication between a plurality of users will be promoted and trust between users will be deepened.

[0050]

<Progress>

As shown in FIG. 6, the first user can input a self-evaluation for each skill content regarding the skills registered in advance by the administrator of the system 100. For example, as "skill content 0001", a skill "can make a drink by pushing a button only" can be set. Further, as "skill content

0002", a skill "can create a complex drink" can be set. Then, regarding these skill contents, "know", "can do", and the like are input as the self-evaluation of the first user. At the same time, another user different from the first user may operate the terminal and input an objective evaluation. In the present embodiment, the evaluation is input by the instructor of the first user. Here, regarding "skill content 0001" in the example of FIG. 6, it is evaluated that the self-evaluation is "know" and the instructor evaluation is blank, that is, the skill is not proficient to the extent that "can be done", thus there is no difference between the two evaluations. Further, regarding "skill content 0002", self-evaluation is "possible" and instructor evaluation is also "possible", and both evaluations are coincide. On the other hand, regarding "skill content 0003", self-evaluation is "can do", however the instructor's evaluation is blank, that is, it is evaluated that the first user is not proficient in skills to the extent that he/she "can", and it can be read that there is a discrepancy between the two evaluations. As a result, it is possible for the instructor to give appropriate feedback to the first user.

[0051]

Further, as shown in FIG. 6, it is preferable that a free filling column is provided as "instructor comments" in the display unit 22 of the first terminal 20 for the instructor to give feedback and the like to the first user.

[0052]

Then, by pressing the positioning bar PB representing "learning" shown in FIG. 6, the screen is switched to the screen of FIG. 7. Here, "learning" means learning the skill contents and other learning problems of FIG. 6, and in the example of FIG. 7, a graph that visualizes the number of correct answers of the learning problems provided by the system 100 at the present time is displayed. This allows the first user to visually recognize the current progress on the knowledge required to acquire the skills.

[0053]

<Mental state>

FIG. 8 is an example showing a state in which the mental states of a plurality of users are displayed on the display unit 22. Users A to C, who are a plurality of users, operate their own terminals and input mental state information at the time of going to work or leaving work. Here, the timing of mental state input is not particularly limited, but it is preferable to align the timing of mental state input among users.

[0054]

In the example of FIG. 8, the mental value MP representing the mental of each user is input in three stages of 1 to 3. Then, each user is displayed on the display unit 22 in association with the input date of the mental value MP. Further, a graph that visualizes the transition of the mental value MP of each user may be displayed in the graph area GA provided at the lower part of the display unit 22.

[0055]

4. Flowchart

Next, the processing executed by the system 100 according to the present embodiment will be described with reference to FIG. 9. Such processing is executed in cooperation with the information processing device 10 and the first terminal 20.

[0056]

(4-1) Basic processing

First, a predetermined operation is performed by the first user using the operation unit 23 of the first terminal 20 in S11.

[0057]

Next, the type of operation is analyzed by the control unit 25 of the first terminal 20, and the type of operation is transmitted from the communication unit 21 of the first terminal 20 to the communication unit 2 of the information processing device 10 in S12.

[0058]

On the other hand, the information processing device 10 receives the type of operation transmitted from the communication unit 21 by the communication unit 2 in S21.

[0059]

Next, the type of operation is acquired by the acquisition unit 11 in S22.

[0060]

Then, the control unit 1 determines whether or not the administrator of the system 100 has instructed to update the rule table in S23. If there is no instruction to update the rule table in S23 (NO), the processing proceeds to S25. On the other hand, if there is an instruction to update the rule table in S23 (YES), the processing proceeds to S24. Thus, the update unit 15 updates the rule table in S24. Specifically, the update unit 15 updates a predetermined score for each combination of type of operation and staff level in the rule table shown in FIG. 2.

[0061]

Here, the execution timing of S23 is arbitrary, it may be executed before S21 or S22, or may be executed between S21 and S22.

[0062]

Next, the score calculation unit 12 refers to the rule table in S25 and calculates the score in S26.

[0063]

Then, the score return unit 13 returns the calculated score to the first user as a consideration compatible with a predetermined legal currency in S27.

[0064]

Next, the update unit 15 updates the consideration information of the first user by associating

the returned score with the first user in S28. Here, the consideration information is data in which information representing a predetermined consideration is associated with the first user based on the total score up to the present time. Such consideration information is stored in the storage unit 3 of the information processing device 10.

[0065]

Next, the updated consideration information is transmitted from the communication unit 2 to the communication unit 21 in S29.

[0066]

On the other hand, the information processing device 10 receives the consideration information transmitted from the communication unit 2 by the communication unit 21 in S13,

[0067]

Then, an image reflecting the updated consideration information is displayed on the display unit 22 in S14. Here, the image data representing the image reflecting the updated consideration information may be generated by the control unit 25 of the first terminal 20, or may be generated by the image generation unit 14 of the information processing device 10. When the image data is generated by the image generation unit 14, the image data is transmitted to the communication unit 21 together with the evaluation information in S29.

[0068]

After that, the first user can use the consideration returned at an arbitrary timing.

[0069]

(4-2) Return to a plurality of users

Next, an aspect in which the consideration is returned to both the first user and the second user due to the operation of the first user will be described.

[0070]

In the present embodiment, it is assumed that the first user operates the first terminal 20 and the second user operates the second terminal 30. Hereinafter, the users include the first user and the second user, and the evaluation information regarding the first user and the second user is defined as the first evaluation information and the second evaluation information, respectively. Here, the first evaluation information and the second evaluation information are stored in the storage unit 3, respectively.

[0071]

In the present embodiment, the second evaluation information is updated in the storage unit 3 of the information processing device 10 when the first user input the second evaluation information via the operation unit 23 of the first terminal 20 so as to evaluate the second user. Meanwhile, the first evaluation information is updated with such an operation as the behavior of the first user.

[0072]

As a result, for instance, when the first user gives a star to the second user to expresses gratitude, the second evaluation information regarding the evaluated second user is updated as shown in FIG. 4. By doing so, the score is calculated for the second user in the same manner as when the second user operates the second terminal 30. Further, the score is calculated for the first user by updating the first evaluation information regarding the first user who evaluated the second user. As a result, mutual evaluation is promoted since scores are calculated for both the evaluate side and the evaluated side, which is useful for promoting communication between users.

[0073]

Here, the analysis unit 16 may analyze the content of the message sent from the first user to the second user and may give a score to the second user only when the content is positive.

[0074]

5. Others

Further, the present invention may be provided by the following embodiments.

[0075]

An information processing device connected to a terminal via a network, comprising: an acquisition unit configured to acquire the type of the operation transmitted from the terminal; a score calculation unit configured to calculate a score representing creditworthiness of a user of the terminal based on the type of the acquired operation; and a score return unit configured to return the calculated score as a consideration compatible with a predetermined legal currency.

[0076]

A non-transitory computer readable media storing a program allowing the computer to function as an information processing device connected to a terminal via a network, wherein: the information processing device comprises an acquisition unit configured to acquire the type of the operation transmitted from the terminal; a score calculation unit configured to calculate a score representing creditworthiness of a user of the terminal based on the type of the acquired operation; and a score return unit configured to return the calculated score as a consideration compatible with a predetermined legal currency.

[0077]

Further, the present invention may also be provided as a computer-readable non-transitory computer readable medium.

REFERENCE SIGNS LIST

[0078]

1: Control unit

2: Communication unit

3: Storage unit

10: Information processing device
11: Acquisition unit
12: Score calculation unit
13: Score return unit
14: Image generation unit
15: Update unit
16: Analysis unit
20: First terminal
21: Communication unit
22: Display unit
23: Operation unit
24: Storage unit
25: Control unit
30: Second terminal
31: Communication unit
32: Display unit
33: Operation unit
34: Storage unit
35: Control unit
100: System

CLAIMS

1. A system, comprising:

a terminal and an information processing device that are connected via a network, wherein:

the terminal comprises

an operation unit configured to operate the terminal, and

a communication unit configured to transmit a type of the operation to the information processing device via the network, and

the information processing device comprises

an acquisition unit configured to acquire the type of the transmitted operation,

a score calculation unit configured to calculate a score representing the creditworthiness of a user based on the type of the acquired operation, and

a score return unit configured to return the calculated score as a consideration compatible with a predetermined legal currency.

2. The system of Claim 1, wherein:

the type of the operation is at least one of a login operation to a predetermined application, a profile information setting operation, a comment posting operation, a mood input operation, a skill up operation, a report operation, an attendance operation, and an input operation of evaluation information including information related to at least one of behavior, health condition, knowledge, ability and evaluation of other users.

3. The system of Claim 2, wherein:

the information processing device comprises a storage unit storing the evaluation information,

the user includes a first user and a second user, assuming that the evaluation information regarding the first user and the second user are defined as a first evaluation information and a second evaluation information, respectively,

the first user inputs the second evaluation information via the operation unit in the terminal so as to evaluate the second user,

in the storage unit of the information processing device,

as the second evaluation information is updated,

the first evaluation information is updated with the operation as the behavior of the first user.

4. The system of Claim 2 or 3, wherein:

The information processing device comprises

an analysis unit configured to execute natural language analysis on the text included in the evaluation information and to analyze the text, and

an image generation unit configured to generate an image indicating whether the evaluation information has positive content or negative content based on the analysis result.

5. The system in anyone of Claims 1 to 4, wherein:

the score calculation unit is configured to calculate the score based on a predetermined rule,

a predetermined score is defined according to combinations of the types of operation and a staff level in the rule, and

the staff level is a level representing a function or a position of an employee of the organization to which the user belongs.

6. The system of Claim 5, comprising:

an update unit configured to update the score predetermined by the combinations of the types of operation and the staff levels for each combination of the types of operation and the staff levels.

7. The system in anyone of Claims 1 to 6, wherein:

the consideration is electronic money, a cash voucher, or a discount applied when the user makes a payment.

8. An information processing device connected to a terminal via a network, comprising:

an acquisition unit configured to acquire the type of the operation transmitted from the terminal;

a score calculation unit configured to calculate a score representing creditworthiness of a user of the terminal based on the type of the acquired operation; and

a score return unit configured to return the calculated score as a consideration compatible with a predetermined legal currency.

9. A non-transitory computer readable media storing a program allowing the computer to function as an information processing device connected to a terminal via a network, wherein:

the information processing device comprises

an acquisition unit configured to acquire the type of the operation transmitted from the terminal;

a score calculation unit configured to calculate a score representing creditworthiness of a user of the terminal based on the type of the acquired operation; and

a score return unit configured to return the calculated score as a consideration compatible with a predetermined legal currency.