

Innovation and Society – Statistical Methods for the Evaluation of Services 2011

Procedia Economics and Finance Volume 17

**Florence, Italy
30 May - 1 June 2011**

Editors:

**Luigi D'Ambra
Pasquale Samacchiaro**

Donata Marasini

ISBN: 978-1-63439-771-1

Printed from e-media with permission by:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571



Some format issues inherent in the e-media version may also appear in this print version.

Copyright© by Elsevier B.V.
All rights reserved.

Printed by Curran Associates, Inc. (2015)

For permission requests, please contact Elsevier B.V.
at the address below.

Elsevier B.V.
Radarweg 29
Amsterdam 1043 NX
The Netherlands

Phone: +31 20 485 3911
Fax: +31 20 485 2457

<http://www.elsevierpublishingsolutions.com/contact.asp>

Additional copies of this publication are available from:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571 USA
Phone: 845-758-0400
Fax: 845-758-2634
Email: curran@proceedings.com
Web: www.proceedings.com

TABLE OF CONTENTS

Bayesian Network Applications to Customer Surveys and InfoQ	3
<i>Federica Cugnata, Ron Kenett, Silvia Salini</i>	
A New Scaling Proposal for Handling Ordinal Categorical Variables in Co-inertia (-PLS) Analysis	10
<i>Antonio Lucadamo, Pietro Amenta</i>	
MEM and SEM in the GME Framework: Statistical Modelling of Perception and Satisfaction	20
<i>Maurizio Carpita, Enrico Ciavolino</i>	
Three-way Decomposition of Weighted Log-odds Ratio for Customer Satisfaction Analysis	30
<i>Pasquale Sarnacchiaro, Michele Gallo, Luigi D'Ambr</i>	
A Measure of Ordinal Concordance for the Evaluation of University Courses	39
<i>Donata Marasini, Piero Quatto, Enrico Ripamonti</i>	
A Support for Classifying Scientific Papers in a University Department	47
<i>Daniela Cocchi, Giuseppe Cavaliere, Marzia Freo, Simone Giannerini, Mario Mazzocchi, Carlo Trivisano, Cinzia Viroli</i>	
A Combined Approach Using Multiple Correspondence Analysis and Log-linear Models for Student Perception in Quality in Higher Education	55
<i>Nurdan Kalayci, Murat Alper Basaran</i>	
Job Opportunities and Academic Dropout: The Case of the University of Trieste	63
<i>Laura Chies, Grazia Graziosi, Francesco Pauli</i>	
Objective Measurements of Student Satisfaction by Comparing the Effects of Different Factors	71
<i>Ida Camminatiello, Tullio Menini, Michele Gallo</i>	
Estimating the Relative Efficiency of Secondary Schools by Stochastic Frontier Analysis	79
<i>Sergio Scippaccerola, Luigi D'Ambr</i>	
Longitudinal Analysis of Post-diploma Orientation among Young People of Bari	89
<i>Marina Basile, Francesco Domenico D'Ovidio</i>	
Small Area Models for Analysing Job Placement Survey Data of the STELLA Consortium	99
<i>Lucio Masserini, Monica Pratesi</i>	
Efficiency of Justice and Economic Systems	104
<i>Marilene Lorizio, Antonia Rosa Gurrieri</i>	
Evaluation Indices of the Judicial System and ICT Developments in Civil Procedure	113
<i>Carlo Cusatelli, Massimiliano Giacalone</i>	
Evaluation of Italian Judicial System	121
<i>Laura Antonucci, Corrado Crocetta, Francesco D. D'Ovidio</i>	
Estimating Technical Efficiency in the Italian Municipalities	131
<i>Claudia Settini, Francesco Vidoli, Elisa Fusco, Danilo Ballanti</i>	
Evaluating the Current Evolution of GDP Towards Quality	138
<i>Antonio Frenda, Valentino Piana, Sergio Scippaccerola</i>	
TheGame: An Evaluation on Self Organization & Engagement by Semantic Analysis	147
<i>Giovanna Ferrari, Nicoletta Magnetti, Paolo Mariani, Federico Neri</i>	
Migration Policy: An Assessment on the North Africa Emergency Provisions	156
<i>Lucia Dalla Pellegrina, Margherita Saraceno, Mattia Suardi</i>	
Statistical Nomogram for the Evaluation of Berth Activities in Port Areas	165
<i>Giuseppe Raffaele</i>	
Componential Segmentation Based Conjoint Analysis: The Dummy-coded Parametrization of the Model	175
<i>Amedeo De Luca</i>	
PLS Path Analysis and its Application for the Examination of the Psychological Sense of a Brand Community	183
<i>Klára Kazár</i>	
The Factors of the Bank Customer (Dis)Loyalty in Portfolio Choices	192
<i>Umberto Salinas, Andrea Schinzano</i>	
A Methodological Approach for Assessing Policies: The Case of the Environmental Tax Reform at European Level	202
<i>R. Arbolino, O. Romano</i>	
Structural Equation Model for the Evaluation of Social Initiatives on Customer Behaviour	211
<i>Flavio Boccia, Pasquale Sarnacchiaro</i>	

The Olive Oil Sector: A Comparison between Consumers and “experts” Choices by the Sensory Analysis.....	221
<i>Margherita Maria Pagliuca, Debora Scarpato</i>	
A Panel Data Approach to Evaluate the Passenger Satisfaction of a Public Transport Service.....	231
<i>Crisci Anna, D’Ambra Antonello, Paletta Angelo</i>	
A Multivariate Analysis of the Quality of Public Transport Services.....	238
<i>Francesco Domenico D’Ovidio, Domenico Leogrande, Rossana Mancarella, Andrea Schinzano, Domenico Viola</i>	
Hospitalization in Geriatric Wards: Considerations on the Evaluation of the Outcome.....	248
<i>Franca Crippa, Adele H. Marshall, Gianluca Merchich, Mariangela Zenga</i>	
Outsourcing Services in the Italian National Health Service: The Evaluation of Private and Public Operators.....	256
<i>Paolo Mariani, Rosa Falotico, Biancamaria Zavanella</i>	
Author Index	