



Dimitrios GOKAS

Professor of Applied Operational Research

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Studies and Degrees

- a. Ph.D. in Operational Research, National & Kapodistrian University of Athens, Faculty of Economics, 1989.
- b. MSc in Operational Research, University of Lancaster, England, 1985
- c. B.A. in Economics, National & Kapodistrian University of Athens, Department of Economics, 1978.

Research Interests

He has conducted research in a variety of areas including benchmarking of banking operations, performance measurement in the Public and Private sectors and multi-objective mathematical programming applications for decision making. He has an extensive research record and applications in comparative efficiency assessment methods most notably Data Envelopment Analysis. His current research interests include performance measurement in the public and private sectors and mathematical programming (multiobjective) applications for decision making.

His Published work has over 1700 citations, many of which have appeared in some of the top international academic journals (last accessed October, 2020).

Academic Positions

National and Kapodistrian University of Athens, Faculty of Economics

1. 2011- Professor
2. Associate Professor, 2001-2011
3. Assistant Professor, 1994-2001
4. Lecturer, 1990-1994
5. Scientific Collaborator, 1980-1990

Teaching:

At the National and Kapodistrian University of Athens:

I. Undergraduate Studies:

Courses:

Techniques of Mathematical Programming

Applied Operational Research

Applications of Quantitative Methods in Business Decisions

Statistics I

II. Postgraduate studies:

II.1. Inter –University Postgraduate Programme: “health Care Management-Health Informatics.

Course: Strategic Planning and Evaluation in Health Services.

II.2. Msc in Business Administration, Analytics and Information Systems.

Course: Optimum efficiency models

Refereed publications

- “Analysis of Patient Admissions in a Large Hospital: Need for rational allocation of emergencies”, ***Materia Medica Greca***, 17, 2, 117-128, 1989 (in Greek).
- "A Study of the Relative Efficiency of Bank Branches: An Application of Data Envelopment Analysis", with M. Vassiloglou, ***Journal of the Operational Research Society***, vol.41, no. 7, pp. 591-597, 1990.
- "Bank Branch Operating Efficiency: A Comparative Application of Data Envelopment Analysis and the Loglinear Model", ***OMEGA the International Journal of Management Science***, vol.19, 6, pp. 549-557, 1991.
- "The Role of Multi-Dimensional Decision Models: A Critical Review and an Application", ***Spoudai***, vol. 41, No. 2, pp.147-166, 1991.
- "A Goal Programming Model for Bank Assets and Liabilities Management", with M. Vassiloglou, ***European Journal of Operational Research***, 50, pp.48-60, 1991.
- "Cost-Performance Modeling and Optimization of Network Flow Balance via Linear Goal Programming Analysis", with G. Pentzaropoulos, ***Computer Communications***, vol.16,no.10, pp.645-652, 1993.

- "Evaluating the Relative Operational Efficiency of Large- Scale Computer Networks: an approach via Data Envelopment Analysis", with G. Pentzaropoulos, **Applied Mathematical Modeling**, Vol.19,pp.363-370,1995.
- "The Use of Goal Programming and Data Envelopment Analysis for Estimating Efficient Marginal Costs of Outputs", **Journal of the Operational Research Society**, vol.48, pp.319-323, 1997.
- "Near-Optimal Analysis of Homogeneous Central-Server Queueing Networks", with G. Pentzaropoulos, **Applied Stochastic Models and Data Analysis**, (Νέος Τίτλος: **Applied Stochastic Models in Business and Industry**) vol.13, pp.15-27,1997.
- "Technical Efficiency & Economies of Scale in state owned Enterprises: The Hellenic Telecommunications Organisation", with A. Athanassopoulos, **European Journal of Operational Research**, 107, pp.62-75,1998.
- "The use of Data Envelopment Analysis in Banking Institutions: Evidence from the Commercial Bank of Greece", with A. Athanassopoulos, **Interfaces, An International Journal of the Institute for Operations Research and the Management Science (Informs)** 30, (2), pp. 81-95, 2000.
- "Efficient Storage Allocation for Processing in Backlog-controlled Queueing Networks using Multicriteria Techniques", with G.Pentzaropoulos, **European Journal of Operational Research**, 124 (3), pp.539-549, 2000.
- "Evaluating the Productive Efficiency of Regionally-structured Telecommunications Networks: Evidence from Greece", with G.Pentzaropoulos, **Telecommunications Policy**, 24,781-794,2000.
- "Greek Hospitals: How well their resources are used", **OMEGA the International Journal of Management Science**, 29(1),73-83,2001.
- "Comparing the operational efficiency of the main European telecommunications organizations: A quantitative analysis", with G. Pentzaropoulos, **Telecommunications Policy**, 26, pp. 595-606, 2000.
- "Alternative models of input-output for the evaluation of relative performance for a greek Bank's network of branches" with G. Donatos, and A. Athanassopoulos, **Spoudai**, 52, 136-159, 2002 (in Greek).
- "The use of goal programming, regression analysis and data envelopment analysis for estimating efficient marginal costs of hospital services." **Journal of Multi-criteria Decision Analysis**, 11, pp. 261-268, 2003.
- "Cost efficiency impact of bank branch characteristics and location: An illustrative application to a Greek bank branches", **Managerial Finance**, 34, (3), pp.172-185, 2008.

- "Efficiency ranking of the OECD member states in the area of telecommunications: a composite AHP/DEA study", with G. Pentzaropoulos, ***Telecommunications Policy***, 32,672-685, 2008.
- "Assessing the efficiency in operations of a large Greek bank branch network adopting different economic behaviours", ***Economic Modelling***, 25 (3), 559-574, 2008.
- "Relative Efficiency in the branch network of a Greek bank: A quantitative analysis", with G. Donatos, ***European Research Studies***, XI, (3),53-72, 2008.
- "Comparative performance evaluation of branches of a Greek commercial bank", with I. Tsolas, ***Journal of Computational Optimization in Economics and Finance***, 1 (3), 187-206, 2008.
- "Bank branch efficiency evaluation by means of least absolute deviation and DEA", with I. Tsolas, ***Managerial Finance***, 38 (8), 768-785, 2012.
- "Liquidity efficiency in the Greek listed firms: A financial ratio based on Data Envelopment Analysis", with I. Dokas and A. Tsamis, ***International Journal of Corporate Finance and Accounting***, 1(1), 40-59, 2014.
- "Economic Efficiency of Greek retail SMEs in a period of high fluctuations in Economic activity: a DEA approach" with D.Balios, N.Eriotis and A.Fragoudaki, ***Applied Economics*** 47(33), 3577-3593, 2015.
- "Efficiency and productivity of the food and beverage listed firms in the pre-recession and recessionary periods in Greece", with N.Eriots, and I. Dokas, ***Applied Economics*** 47(19), 1927-1941, 2015.
- "Measuring the Efficiency and Productivity Change of Greek Universities over the Time Period 2005-2009" with P. Kyratzi,, and C. Tsamadias, ***International Journal of Education Economics and Development*** , Vol. 6, No. 2, 111-129, 2015
- Airport performance in a tourism receiving country: Evidence from Greece, with A.Fragoudaki, ***Journal of Air Transport Management***, 52, 80-89, 2016.
- Efficiency and productivity changes in Greek airports during the crisis years 2010-2014, with A.Fragoudaki and K.Glyptou, ***Journal of Air Transport Management***, 57, 306-315,2016.
- Airport efficiency in the dawn of privatization: The case of Greece, with A. Fragoudaki, ***Journal of Air Transport Management***, 86, 2020, 101821.

Edited in a Collective Volume

- "Public Financing and Private Cost in Tertiary Education", (in Greek), *Center of Educational Research*, Monograph, 115 p., with P.Petrakis, 2000 (in Greek).

Refereed Conference Papers

- "Analysis of Portfolio Selection. An Application of the Analytic Hierarchy Process", *1st Balkan Conference on Operational Research*, Thessaloniki, Greece, October 17-20, 1988, proceedings, pp. 469-479.
- "A study of the Relative Efficiency of Bank Branches. An Application of Data Envelopment Analysis", with M. Vassiloglou, *1st Balkan Conference on Operational Research*, Thessaloniki, Greece, October 17-20, 1988, proceedings, pp.457-468.
- "Mathematical Programming for Assets and Liabilities Management in a Commercial Bank", with G. Prastacos, A. Mprillis and M. Vassiloglou, *Operational Research'90. Selected papers from the Twelfth IFORS International Conference on Operational Research*, pp.149-157, 1991.
- "An Application of Mathematical Programming to Assess Efficiency in Bank Branches", With A. Tsamis, *2nd Balkan Conference on Operational Research*, Thessaloniki, Greece, October 1993, 18-21, proceedings, pp.164-184.
- " An Empirical Study of Relative Efficiency of Greek Bank Branches Using DEA and OLS", with G. Donatos, *7th Panellenic Statistical* conference, Nicosia, Cyprus, 5-7 of May, 1994, Proceedings, pp.39-46, Athens,1995(in Greek).
- "Assessing the temporal and intertemporal corporate performance of the Hellenic Telecommunication Industry", with A. Athanassopoulos, *3rd Balkan Conference on Operational Research*, Thessaloniki, October 1995, 16-19, proceedings, pp. 496-511.
- "Exceptionally scenarios for efficient management of the operating costs of bank branches", with A. Athanassopoulos, *11th National conference of the Hellenic association of operational research*, Athens, Greece, 22-24 May 1997, proceedings, pp. 385-393,1999 (in Greek)
- "Estimation of the relative efficiency of Greek hospitals", with G. Donatos, *11th Panellenic Statistical conference*, Chania, Greece, 5-8 of June, 1998, Proceedings, pp. 77-86-46, Athens, (in Greek).
- "Study the effect of alternative factors on the efficiency of a bank branches, with G. Donatos and A. Athanassopoulos, *14th Panellenic Statistical conference*, Skiathos, Greece, 21st of May, 2001, Proceedings, pp. 135-142, (in Greek).
- "Assessing the efficiency of public organizations: The case of the Hellenic Telecommunications Organisation (OTE)", *15th Panellenic Statistical conference*, Ioannina, Greece, 11th of May, Proceedings, Vol. A., pp. 170-178, (in Greek).

Articles in Edited Volumes

- "Methods of Efficiency Measurement- The case of banks", *Essays in Honor of Constantine G. Drakatos*, Papazisis Publishers, pp. 245-262, 1994, (in Greek).

- "Greek Hospitals: How well their resources are used", *Essays in Honor of Bas. Sarsentis*, University of Piraeus, pp.131-144, 1998, (in Greek).
- "Goal programming model for share portfolio selection", *Economic Bulletin*, Commercial Bank of Greece, 146, pp.31-41,1990, (in Greek).
- "Evaluating the efficiency and Productivity of bank branches, with quantitative methods", *Economic Bulletin*, Commercial Bank of Greece, 148, pp 23-35, 1991, (in Greek).
- "Information and General Price Index of Shares", with A. Mprillis, *Economic Bulletin*, Commercial Bank of Greece, 150, pp 9-14,1991, (in Greek).
- "Assessing the efficiency of the Hellenic Telecommunications Organisation (OTE) using parametric and non-parametric methods", with G. Donatos, *Essays in Honor of Apostolos Lazaris*, 157-173, 2003, (in Greek).
- "Evaluating the efficiency of best practices in Banking Sector" with G. Donatos, *Essays in Honor of Petros Gemptos*, University of Athens, Sakkoylas Publishers, 343-362, 2012, (in Greek).

Other Academic Work

- "Inputs and outputs estimates of Emporiki's Pension Fund (TEAPETE) for the period 1993-2012" with C. Dedousis, I. Marmagiolis, P. Boufounou and A. Maurokefalos, *Commercial Bank of Greece*, 1993, (in Greek).
- "Evaluating the cost accounting way of the transactions and production factors for the Agricultural Bank of Greece", with G. Donatos and A.Tsamis, *Agricultural Bank of Greece*, 202 pages, 1994. (in Greek).
- "Efficiency–Productivity of the management and organizational structure of the Greek Public Sector", with G. Donatos, K. Kioulafas, A. Fragoudaki and S. Dedousis, *PAET, National and Kapodistrian University of Athens*, 288 pages, Athens 1995, (in Greek).
- "Assessing the effective use of resources of the National Mortgage Bank of Greece", with G. Donatos and A. Athanassopoulos, *National and Kapodistrian University of Athens*, 136 pages, Athens, 1997, (in Greek).
- "Assessment of the Emporiki's Pension Fund (TEAPETE) results for the period 2000-2019", with I. Marmagiolis and A. Maurokefalos, *Commercial Bank of Greece*, 2000, (in Greek).

Theses

1. "The Application of Operational Research to Nurse Staffing Problems" *MSc Dissertation*, Department of Operational Research, University of Lancaster, UK, 1985. Part of this work (the empirical) was published in *European Journal of Operational Research*, Vol.33 (1988), pp.174-182 with the title: "Allocating Nursing Staff to Hospital Wards-A Case Study" by D.Worthington (Dept.of O.R., University of Lancaster) M.Guy (Lancaster,D.H.A).

2. "Analysis of Patient Admissions in a Greek Hospital with Operational Research Techniques: an approach using simulation techniques", PhD Dissertation, National and Kapodistrian University of Athens, Department of Economics, Athens, Greece, 1989 (in Greek).

Refereeing for Journals

European Journal of Operational Research, OMEGA the International Journal of Management Science, Telecommunications Policy, International Transactions in Operational Research, The Journal of Financial Decision Making, Management Research News, OPERATIONAL RESEARCH An International Journal, Journal of Multi-Criteria Decision Analysis, Computational Management Science, Managerial Finance.

For most of these journals he has provided reports numerous times

Lecture Notes

"Linear Programming", Lecture Notes, Department of Economics, National and Kapodistrian University of Athens, 117 pages (in Greek), 2015

"Operational Research", Lecture Notes, Department of Economics, National and Kapodistrian University of Athens, 149 pages (in Greek), 2016

"Decision Theory", Lecture Notes, Department of Economics, National and Kapodistrian University of Athens, 37 pages (in Greek), 2014

Other Positions

He was Division Manager (Economic Analysis Division, MIS Division) and Senior Adviser at the Commercial Bank of Greece.