

HELORS

HELLENIC OPERATIONAL
RESEARCH SOCIETY



**Technological Educational
Institute of Western Greece**
Department of Business
Administration, Patras



**Postgraduate Program in
Education Management**
Department of Business
Administration, Patras

8th International Symposium and 30th National Conference on Operational Research

OR in public and private services

May 16-18, 2019, Patras, Greece

<http://eeee2019.teiwest.gr>

Scientific Program

Sponsors



PROGRAM OUTLINE

May 16, 2019

11:00 – 12:00	Registration
12:00 – 12:30	Opening session (Room: 1)
12:30 – 14:00	Parallel sessions Session 1. OR in Services (Room: 1) Session 2. OR applications (Room: 2)
14:00 – 15:00	Lunch
15:00 – 16:30	Parallel sessions Session 3. Decision Making (Room: 1) Session 4. Routing and Scheduling (Room: 2)
16:30 – 17:00	Coffee break
17:00 – 18:00	HELORS PhD and MSc Awards (Room: 1)
21:00	Gala dinner (“Theatraki” Restaurant)

May 17, 2019

10:00 – 11:30	Parallel sessions Session 5. Innovation management (Room: 1) Session 6. Efficiency measurement (Room: 2)
11:30 – 12:00	Coffee break
12:00 – 13:30	Parallel sessions Session 7. Multicriteria Decision Making (Room: 1) Session 8. Service management (Room: 2)
13:30 – 14:30	Lunch
14:30 – 16:00	Parallel sessions Session 9. Optimization (Room: 1) Session 10. Workshop in Education I (Room: 2)
16:00 – 16:30	Coffee break
16:30 – 18:00	Parallel sessions Session 11. Multiple criteria analysis (Room: 1) Session 12. Workshop in Education II (Room: 2)
18:00 – 18:30	Closing session (Room: 1)

May 18, 2019

09:30	A guided tour in the Old Town of Patras (registration required)
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DETAILED PROGRAM

May 16, 2019

11:00 – 12:00 Registration

12:00 – 12:30 Opening session (Room: 1)

12:30 – 14:00 Parallel sessions

1. OR in Services, Room: 1, Chair: Ioannis Mitropoulos (TEI of Western Greece)

User Satisfaction and Acceptance of the e-justice system in Greece

Authors: Anastasia Tsotoulidou, Fotis Kitsios, Maria Kamariotou

Developing Strategies for a Health Care Organization with Data Mining and Multiple criteria Satisfaction Analysis (MUSA)

Authors: Nikos Tsotsolas, Panagiotis Manolitzas, Nantia Theohari

Prioritisation of application domains in the public sector: An assessment framework

Authors: Ourania Markaki, Eleni Kanellou, Panagiotis Kokkinakos, Dimitris Askounis

Management control in the provision of banking services: Assessing the dynamics between production and service quality.

Author: Ioannis Mitropoulos

2. OR applications, Room: 2, Chair: Miloš Milenković (University of Belgrade, Serbia)

A value case approach for improving the quality of rail freight services: control tower concept

Authors: Miloš Milenković, Nebojša Bojović, Susana Val

Analyzing Consumers' Behavior and Purchase Intention: The case of Social Media Advertising

Authors: Kyriakopoulou Eva, Fotis Kitsios, Maria Kamariotou

A Robust Model for Pollution Routing Problem Considering Noise and Greenhouse Gas Emission

Authors: Hani Shahmoradi-Moghadam, Omid Samani, Jörn Schönberger

14:00 – 15:00 Lunch

15:00 – 16:30 Parallel sessions

3. Decision Making, Room: 1, Chair: Vasilis Kostoglou (Alexander Technological Institute of Thessaloniki, Greece)

Digital Transformation and User Acceptance of Information Technology in the Banking Industry

Authors: Ioannis Giatsidis, Fotis Kitsios, Maria Kamariotou

Implications on marketing mix decisions when Agro-tourism enterprises decide to act internationally with the use of Internet: Ranking of importance of the main factors towards standardization and adaptation

Authors: Theodore Tarnanidis, Jason Papathanasiou, Vasilis Kostoglou

The Big Policy Canvas project: Transforming the public sector into an efficient and evidence-based policy making structure

Authors: Ieni Kanellou, Ourania Markaki, Panagiotis Kokkinakos, Ariadni Michalitsi-Psarrou, Dimitris Askounis

4. Routing and Scheduling, Room: 2, Chair: Sotiris P. Gayialis (National Technical University of Athens, Greece)

An Advanced Routing and Scheduling System for Dangerous Goods Transportation

Authors: *Evipidis Kechagias, Sotiris P. Gayialis, Grigorios D. Konstantakopoulos, Georgios A. Papadopoulos*

A sustainable inventory policy for two substitutable products

Authors: *Iris-Pandora Krommyda, Vasileios A. Tatsis, Konstantina Skouri*

Optimizing collateral allocation: A comparative study

Authors: *Konstantinos Papalamprou, Efthymios P. Pournaras*

Optimal order quantity for an inventory system with defective items

Authors: *Georgios Karakatsoulis, Konstantina Skouri*

16:30 – 17:00 Coffee break

17:00 – 18:30 HELORS PhD and MSc Awards

Proactive Computing in Industrial Maintenance Decision Making

Author: *Alexandros Bousdekis*

Strategic Information Systems Planning using Multicriteria Analysis: Evaluation of SMEs Performance in Greece

Author: *Maria Kamariotou, Fotis Kitsios*

Robust Optimization Approaches for Portfolio Selection: An empirical comparative analysis

Authors: *Antonios Georgantas, Michalis Douplos*

21:00 Gala dinner (“Theatraki” Restaurant)

May 17, 2019

10:00 – 11:30 Parallel sessions

5. Innovation management, Room: 1, Chair: Fotis Kitsios, (University of Macedonia, Greece)

Open innovation in SMEs: Intention and Influence to contemporary entrepreneurship

Authors: *Emmanouil Kasaris, Fotis Kitsios*

Measuring consumers' e-shopping and delivery service experience within a behavioral context

Authors: *Alexia Irakleous, Panagiotis Karsiotis, Serafim Kapros*

Developing a risk-based policy portfolio analysis framework for scaling-up participatory innovation in Greece

Authors: *Stratos Apostolos Arsenopoulos, Nikolaos Mastromichalakis, Vangelis Marinakis, Haris Doukas, John Psarras*

MCDA for assessing the impact of digital transformation on hotels performance in Thessaloniki

Authors: *Dimitrios Mitroulis, Fotis Kitsios*

6. Efficiency measurement, Room: 2, Chair: Panagiotis Mitropoulos (TEI of Western Greece)

Commercial and Military Turbofan Aero-Engine Efficiency Assessment: An Application of VSBM Two-Stage Network DEA

Authors: *Angelos T. Kottas, Michail Bozoudis, Michael A. Madas*

Energy Efficiency performance of European Industries under a Metafrontier Framework

Authors: *Eirini Stergiou, Kostas Kounetas*

Measuring the efficiency of Greek regional airports prior to privatization using Data Envelopment Analysis

Author: *Miltiadis L. Toskas-Tasios, Loukas K. Tsironis, Michael A. Madas*

Balancing efficiency and quality with a stochastic DEA model

Authors: *Panagiotis Mitropoulos*

11:30 – 12:00 **Coffee break**

12:00 – 13:30 **Parallel sessions**

7. Multicriteria Decision Making, Room: 1, Chair: Athanasios Spyridakos (University of West Attica, Greece)

Evaluation of alternative sustainable urban mobility scenarios using the PROMETHEE Multi-criteria Decision Making methodology.

Authors: *Maria Morfoulaki, Jason Papathanasiou*

Procurement of a Public Address System (PAS) in an urban rail transport company with the support of a PROMETHEE II multicriteria decision-making process

Authors: *Nikolaos Panayiotou, Vasileios Stavrou, Vasileios Aggelopoulos*

Robustness Improvement in UTA methods by exploitation of strength of preferences information

Authors: *Athanasios Spyridakos, Nikolaos Tsotsolas, Isaak Vryzidis*

Development of Decision Support System in Energy

Authors: *Efstathios Gerampinis, Fotini Kalafati, George Arampatzis and Nikolaos Matsatsinis*

8. Service management, Room: 2, Chair: Nikos Tsotsolas (University of West Attica, Greece)

Information Systems Planning and Business Strategy: Implications for Planning Effectiveness

Authors: *Maria Kamariotou, Fotis Kitsios*

Digital Intelligence: The Impact of Digital Technologies on Human Thinking

Authors: *Emmanouil Stiakakis, Yiorgos Liapis*

Supply Chain Performance Measurement: The case of Fresh Fruits and Vegetables sector

Authors: *George Sidiropoulos, Nikos Tsotsolas*

Innovation Management and New Service Development Strategy: A Case Study in Cultural Heritage Institutions

Authors: *Eleni Champipi, Fotis Kitsios, Maria Kamariotou*

International tourists' perceptions about road safety in Attica region

Authors: *Papaioannou Ilias, Evangelos Bellos, Michael Madas*

13:30 – 14:30 **Lunch**

14:30 – 16:00 **Parallel sessions**

9. Optimization, Room: 1, Chair: Ioannis Giannikos (University of Patras, Greece)

Optimization of the hydrothermal generation scheduling problem using an enhanced multi-objective evolutionary algorithm

Author: *Tsalavoutis Vasilios, Vrionis Constantinos, Tolis Athanasios*

Cooperative Location Problems with Coverage in Uncertainty Conditions

Authors: *Maria Michopoulou, Ioannis Giannikos*

Constrained Nonlinear Optimisation Using Resilient Backpropagation as Search Method

Author: *Apostolos Kotsialos*

Half-integral optimal solutions in real-life applications

Authors: *Konstantinos Papalamprou, Leonidas S. Pitsoulis, Eleni-Maria E. Vretta*

10. Workshop in Education I, Room: 2, Chair: Mitropoulos Ioannis (TEI of Western Greece)

Legislative Reforms in Experimental Schools and their Reversals

Author: *Anastasios Drongitis*

The contribution of education staff training to crisis management among teachers. A case study of the prefecture of Ilia.

Author: *Nikos Kousavelos*

Assessing the educational task as a job satisfaction factor amongst secondary teachers

Author: *Maria Kalavrouzioti*

Adult Education Policies: Basic Dimensions According to the International Discourse

Authors: *Karanikola Zoe, Panagiotopoulos Georgios, Mitropoulos Ioannis*

16:00 – 16:30 Coffee break

16:30 – 18:00 Parallel sessions

11. Multiple criteria analysis, Room: 1, Chair: Evangelos Grigoroudis (Technical University of Crete, Greece)

A Single User Model for Circular Economy Driven by the Internet of Things

Authors: *Nikolaos Christodoulakis, Nikolaos Petroulakis, Nikos Tsotsolas*

An ordinal regression approach for analyzing consumer preferences in the art market

Authors: *Evangelos Grigoroudis, Constantin Zopounidis, Laurent Noel, Emiliios Galariotis*

Investigation and Classification of Risk Factors in Supply Chains: A Multi-Criteria Approach

Authors: *Loukas K. Tsironis, Konstantinos Fouskas, Jason Papathanasiou, Michalis Madas*

A Multicriteria Evaluation of Passenger Satisfaction in Greek Railways

Authors: *Eirini Ntereka, Michael Madas, Maria Kamariotou, Fotis Kitsios*

12. Workshop in Education II, Room: 2, Chair: Karanikola Zoe (TEI of Western Greece)

Skills and Emotional Intelligence: Study and Investigation of Study Guides of Greek Primary Education Teachers

Authors: *Katerina Alexopoulou, Karanikola Zoe*

Quality of Education and Economic Development in the EU

Author: *Panagiotis Karampelas*

Programming in education. Developing collaborative teaching practices

Author: *Maria Pavlochristou*

Desires and perceptions of the Elementary School for School Leadership

Authors: *Vasiliki kourkouta, Kostadinos Hristopoulos, Panagiotis Mitropoulos*

18:00 – 18:30 Closing session (Room: 1)

May 18, 2019

09:30 A guided tour in the Old Town of Patras (registration required)