



Data Envelopment Analysis: A Handbook of Empirical Studies and Applications (International Series in Operations Research & Management Science)

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This handbook compiles state-of-the-art empirical studies and applications using Data Envelopment Analysis (DEA). It includes a collection of 18 chapters written by DEA experts. Chapter 1 examines the performance of CEOs of U.S. banks and thrifts. Chapter 2 describes the network operational structure of transportation organizations and the relative network data envelopment analysis model. Chapter 3 demonstrates how to use different types of DEA models to compute total-factor energy efficiency scores with an application to energy efficiency. In chapter 4, the authors explore the impact of incorporating customers' willingness to pay for service quality in benchmarking models on cost efficiency of distribution networks, and chapter 5 provides a brief review of previous applications of DEA to the professional baseball industry, followed by two detailed applications to Major League Baseball.

Chapter 6 examines efficiency and productivity of U.S. property-liability (P-L) insurers using DEA, while chapter 7 presents a two-stage network DEA model that decomposes the overall efficiency of a decision-making unit into two components. Chapter 8 presents a review of the literature of DEA models for the performance assessment of mutual funds, and chapter 9 discusses the management strategies formulation of the international tourist hotel industry in Taiwan. Chapter 10 presents a novel use of the two-stage network DEA to evaluate sustainable product design performances. In chapter 11 authors highlight limitations of some DEA environmental efficiency models, and chapter 12 reviews applications of DEA in secondary and tertiary education.

Chapter 13 measures the relative performance of New York State school districts in the 2011-2012 academic year. Chapter 14 provides an introductory prelude to chapters 15 and 16, which both provide detailed applications of DEA in marketing. Chapter 17 then shows how to decompose a new total factor productivity index that satisfies all economically-relevant axioms from index theory with an application to U.S. agriculture. Finally, chapter 18 presents a unique study that conducts a DEA research front analysis, applying a network

clustering method to group the DEA literature over the period 2000 to 2014.

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Editorial Review

From the Back Cover

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About the Author

Professor Joe Zhu is one of the prominent researchers in the field of Data Envelopment Analysis (DEA). His research interests are in the areas of operations and business analytics, productivity modeling, and performance evaluation and benchmarking. He has published over 100 articles in peer-reviewed journals including *Operations Research*, *Sloan Management Review*, *European Journal of Operational Research*, *Journal of the Operational Research Society*, *Naval Research Logistics*, *IIE Transactions*, *Journal of Banking and Finance*, *OMEGA*, and others. He is an Area Editor of *OMEGA*, and Associate Editor of *INFOR*, and the Associate Series Editor of Springer's *International Series in Operations Research and Management Science*.

He is a Japan Society for Promotion of Science (JSPS) fellow and a William Evans Visiting Fellow of University of Otago, New Zealand. His research has been supported by KPMG Foundation, National Institute of Health, and Department of Veterans Affairs.

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