

# Contents

## **Banking Quality, Efficiency, Profitability and Customer Satisfaction Analysis**

An Empirical Study of Service Quality Perspectives in Public and Private Banks .....	3
<i>Ch. Spathis, E. Petridou, N. Glaveli</i>	
Assessing Efficiency of Bank Branches: An Application of Data Envelopment Analysis (DEA) .....	21
<i>A. Anastasiou, J. Mitropoulos, A. Sissouras</i>	
Comparative Satisfaction Measurement of ATMS vs Tellers .....	37
<i>A. Bouranta, A. Kouremenos, Y. Siskos</i>	
A Multicriteria Approach to Assess the Performance of Greek Banking System: The Case of Greece .....	53
<i>O. Stathas, K. Kosmidou, M. Doumpos, C. Zopounidis</i>	

## **Business Failure and Credit Risk Assessment**

Business Failure Prediction: A Review and Analysis of the Literature .....	71
<i>M. Daubie, N. Meskens</i>	
On the Use of a Combination Approach to Automated Knowledge Acquisition Based on Neural Networks and Fuzzy Logic with Regard to Credit Scoring Problems .....	87
<i>M. Michalopoulos, G. Dounias, D. Hatas, C. Zopounidis</i>	

## **Banking Organization, Banking Marketing and Customer Relationship Management**

Bank-Firm Relationship: A Review of the Theoretical Literature .....	105
<i>M. Troege</i>	
From Banking on Customers to Banking on Regions: A Flexible, Diffusive Bricks & Mortar Network Organization for Real Focus on Customers .....	119
<i>D.G. Karellas, D.S. Stamoulis</i>	
Integrated Customer Relationship Management in the Banking Sector .....	135

*M. Vlachopoulou, V. Manthou, O. Ioannidis*

## **Bank Mergers, Acquisition and Concentration**

Mergers and Acquisitions in the European Banking Sector: The Case of BNP and Paribas.....	151
<i>J. Gupta, A. Chevalier</i>	
Restructuring of Development Banks in the Context of a Market Economy: The Case of India.....	173
<i>D. Singh, N. Dhillon</i>	
Net Interest Income, Balance Sheet Structure and Interest Rates .....	189
<i>Ch. Staikouras, G. Wood</i>	

## **Portfolio Management and Risk Assessment**

Value at Risk Bounds for Portfolios of Non-Normal Returns .....	207
<i>E. Luciano, M. Marena</i>	
Value at Risk with High Frequency Data .....	223
<i>E. Barucci, R. Renò</i>	
Stock Index Arbitrage and Stock Price Volatility in the Athens Derivatives Exchange .....	233
<i>M. Michalopoulos, C. Zopounidis, K. Stavroulakis</i>	
Evaluating Mutual Fund Performance: An Overview .....	251
<i>K. Pendaraki, C. Zopounidis</i>	

## **Risk Logistics in Banking Management**

Risk Logistics in Banking Management .....	279
<i>C.D. Tarantilis, C.T. Kiranoudis</i>	
Investment Evaluation of a Suburban Coastal Transport System .....	293
<i>E. Sambracos</i>	

<b>Author Index .....</b>	<b>307</b>
---------------------------	------------

<b>Directory of Contributors .....</b>	<b>309</b>
----------------------------------------	------------



<http://www.springer.com/978-3-7908-1488-0>

New Trends in Banking Management

Zopounidis, C. (Ed.)

2002, XIV, 312 p. 133 illus., Softcover

ISBN: 978-3-7908-1488-0

A product of Physica-Verlag Heidelberg