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**Editorial for the special issue on:  
IES 2015**

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## **Editorial for the special issue on: IES 2015**

**Special Issue for papers inspired by the International Conference  
“Innovation & Society - Statistical methods for service assessment”,  
held at the University of Bari Aldo Moro (Italy) in July 8-9, 2015**

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Since 2005, the Italian Statistical Society Permanent Group “Statistics for quality evaluation of services” (SVQS Group) organizes a biannual conference. The 6th edition called IES 2015 was held in Bari, 8-9 July, 2015. This special issue of EJASA collects a selection of contributions related to the key words of the conference.

### **Editorial**

Public and private services are more and more important in our society. Companies must understand if they are to grow and remain competitive in the business environment. For this reason they need to know how to measure these constructs from the customers' perspective so as to understand their needs and satisfy them. Service quality is considered to be very critical to any modern business because it contributes higher customer satisfaction, profitability, reduced cost, improved customer loyalty and retention. In today's competitive environment delivering high quality service is then the key for a sustainable competitive advantage.

This goals are central for the SVQS group that every 2 years organizes the IES conference. IES is the acronym of the Italian translation of Innovation and Society.

The 6th edition of the international conference “Innovation & Society IES 2015 was held 8-9 July 2015 at the Athenaeum Palace of Bari (Italy) with the support of University of Bari Aldo Moro (Department of Economics and Mathematical methods), and University of Foggia (Department of Economics).

The Scientific Program included keynote and invited talks, as well as several spontaneous communications, totalizing almost 90 scientific contributions.

This special issue of EJASA collects a selection of papers which develop some of the contributions presented at the Conference, recalling several significant aspects of a research environment that is often multidisciplinary. The papers were selected after the conference in a double blind peer review process (at least two anonymous reviewers evaluated each paper). Eleven papers were considered suitable for publication by the reviewers appointed by the guest editors and the scientific committee. The selected papers explore several issues of the wide field of services evaluation, starting by customer satisfaction in transport services or in retail sector, as well as the students satisfaction and the job satisfaction of school teachers. Some Authors proposed also tools to evaluate university research or statistical literacy among students; some compared the efficiency of public services.

The research products, here presented, could have a good impact on the service's evaluation field, and the curators of this special issue, together with the whole EJASA team, wish to thank the Authors that have shared their experiences, and, above all, all the anonymous reviewers, without whose contribution this journal would not exist.

Corrado Crocetta and Francesco D. d'Ovidio (Guest Editors)