

Büyüközkan, Gülçin**A MCDM tool to evaluate government websites in a fuzzy environment.** (English)[Zbl 1184.90072](#)

Ehrgott, Matthias (ed.) et al., Multiple criteria decision making for sustainable energy and transportation systems. Proceedings of the 19th international conference on multiple criteria decision making, Auckland, New Zealand, 7th – 12th January 2008. Berlin: Springer (ISBN 978-3-642-04044-3/pbk). Lecture Notes in Economics and Mathematical Systems 634, 201-210 (2010).

Summary: This paper presents a multi criteria decision making (MCDM) framework for evaluating the performance of government websites. In line with the multi-dimensional characteristics of website quality, MCDM provides an effective framework for an inter-website comparison involving the evaluation of multiple attributes. It thus ranks different websites compared in terms of their overall performance. In addition, the subjectivity and vagueness in the assessment process is dealt with fuzzy logic. The proposed framework is effectively illustrated to evaluate Turkish government websites.

For the entire collection see [[Zbl 1182.90002](#)].

MSC:

90B50 Management decision making, including multiple objectives

90C70 Fuzzy and other nonstochastic uncertainty mathematical programming

Keywords:

multi criteria decision making; evaluation of website performance; VIKOR method; fuzzy logic; government websites

Software:

MCDM

Full Text: [DOI](#)