بخشی از ترجمه مقاله

عنوان فارسی مقاله:
آنالیز عملکرد عملیاتی پایانه های فرودگاه های برزیل: De Borda-AHP رویکرد چند معیاره با ادغام

عنوان انگلیسی مقاله:
Analysis of the operational performance of brazilian airport terminals: A multicriteria approach with De Borda-AHP integration

توجه!
این فایل تنها قسمتی از ترجمه می باشد. برای تهیه مقاله ترجمه شده کامل با فرمت ورд (قابل ویرایش) همراه با نسخه انگلیسی مقاله، اینجا کلیک نمایید.
5. Conclusions

This study has reached its goal of proposing a multicriteria model for the evaluation of the quality of services provided in civil aviation airport terminals. The application of the proposed model to the specific case of Brazilian airport terminals has enabled their ranking with respect to the quality of services provided from the point of view of the users of these services.

The use of the AHP method for the mapping of weights differentiates this work from others realized previously, since it allows for the assessment of the consistency of judgments issued by experts. In general, customer and expert have discordant interests. However, the judgments by experts were an alternative to a limitation present in the SAC/PR survey. It is suggested the inclusion of the judgments on the importance of criteria in the standardized questionnaires.