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## Evaluating Websites and Web Services: Interdisciplinary Perspectives on User Satisfaction



Part of the Advances in Web Technologies and Engineering Book Series

Denis Yannacopoulos (Technological Educational Institute of Piraeus, Greece), Panagiotis Manolitzas (Technical University of Crete, Greece), Nikolaos Matsatsinis (Technical University of Crete, Greece), and Evangelos Grigoroudis (Technical University of Crete, Greece)

The pervasiveness of the Internet has had a significant impact on global politics, economics, and culture. To create a truly effective product in such a saturated digital environment, developers must study what has come before and how they can utilize existing tools to even greater effect.

**Evaluating Websites and Web Services: Interdisciplinary Perspectives on User Satisfaction** explores some of the various approaches to the study and assessment of Internet technologies, providing scholars, researchers, developers, and professionals with critical knowledge and an interdisciplinary perspective on e-services in a variety of functional areas, from government and commerce to social media and education.

### Topics Covered:

- E-Learning
- E-Health
- Social Networking
- E-Government
- Customer Satisfaction
- Online Banking
- Usability
- User Reviews

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**Market:** This premier publication is essential for all academic and research library reference collections. It is a crucial tool for academicians, researchers, and practitioners. Ideal for classroom use.

**Denis Yannacopoulos** is a Professor of management information systems, at the Technological and Educational Institute of Piraeus, Greece. He is a proposal and structure evaluator of Continual Professional Training in the Ministry of Labor of Greece, since 1998. He received his PhD degree on the application and experimentation of a multi-criteria decision support system from the University of Paris, France, in 1985. He has published many papers in national and international papers, and has participated in many research and consultative committees.



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