

CURRICULUM VITAE

Panagiotis D. Zervopoulos



PERSONAL INFORMATION

Address: University of Sharjah, College of Business Administration,
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Birth Date: 6 September 1980

Gender: Male

Marital Status: Single

Nationality: Greek

LANGUAGES

English (Full Professional Proficiency); French (Minimum Professional Proficiency);
Chinese (Elementary Proficiency); Greek (Native)

ACADEMIC QUALIFICATIONS

2006 - 2010: PhD in Efficiency & Productivity Analysis (Awarded Distinction).
Panteion University (Greece). Department of Economic and
Regional Development.

2004 - 2005: Diploma in Accounting (Awarded Distinction). Athens University
of Economics & Business (Greece). Department of Accounting &
Finance.

2003 - 2004: MSc in Information Technology, Management and Organisational
Change. Lancaster University Management School (UK).

1998 - 2002: BA in Economics. University of Piraeus (Greece). Department of
Economics.

EMPLOYMENT

Full-Time Posts

09/2023–today : *DBA program Director*. University of Sharjah (UAE), College of
Business Administration (AACSB).

01/2020–today : *Associate Professor*. University of Sharjah, (UAE), Department of
Management, College of Business Administration.

- 09/2021–08/2022: *DBA program Coordinator*. University of Sharjah (UAE), College of Business Administration.
- 09/2016–01/2020: *Assistant Professor*. University of Sharjah (UAE), Department of Management, College of Business Administration (AACSB).
- 02/2014–08/2016: *Assistant Professor*. Bursa Orhangazi University (Turkey), Department of International Trade, Faculty of Economics & Administrative Sciences.
- 06/2013–09/2013: *Senior Consultant Modelling Statistician*. IRi Worldwide, Analytics Center of Excellence.
- 05/2012–07/2012: *Research Fellow*. Peking University (China), China Center for Health Development Studies.
- 10/2010–05/2011: *Economic Analyst*. Ministry of Defense, General Directorate of Economic Planning & Support (Greece).
- 10/2005–10/2007: *Research Associate*. Foundation for Economic & Industrial Research (FEIR) (Greece), Department of Microeconomic Analysis and Policy.

Part-Time Posts

- 10/2020–today : Business and Islamic Finance Research Group, University of Sharjah.
<https://www.sharjah.ac.ae/en/Research/RIHSS/bifg/Pages/me.aspx>
- 09/2021–today : Innovation and Entrepreneurship Research Group, University of Sharjah
<https://www.sharjah.ac.ae/en/Research/RIHSS/IE/Pages/ppl.aspx>
- 02/2022–today : Ifo (Germany) Economic Experts Survey group.
- 09/2016–04/2021: Ifo (Germany) World Economic Survey expert group.
- 02/2014–06/2016: Open University of Cyprus, Healthcare Management, Faculty of Economics & Management. *Lecturer*
- 06/2013–08/2015: European Public Law Organization (European Commission mandated body). (a) *Project Manager*, (b) *Expert in Quantitative Analysis and Public-Sector Reform*
- 10/2011–05/2014: University of Ioannina (Greece), Department of Business Administration of Food & Agricultural Enterprises. *Lecturer*
- 01/2011–04/2012: Academy of Athens (Greece). *Research Fellow*
- 06/2008–12/2008: Regional Development Institute (Greece). *Research Fellow*

EXTERNAL ACTIVITIES & RECOGNITION

- Guest Co-Editor of the special issue of the *Socio-Economic Planning Sciences* (2023): Analytical Models and AI for Sustainable Development: Enhancing Decision-Making.
- Guest Co-Editor of the special issue of the *IMA Journal of Management Mathematics* (2023): Leveraging Business Analytics and AI in Consumer Behaviour Analysis.

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- Co-Editor of the *Business Analytics and Decision Making in Practice* book. Lecture Notes in Operations Research. Springer. ISBN: 978-3-031-61588-7.
 - Chair of the Organizing Committee of the *International Conference on Business Analytics in Practice 2024*, University of Sharjah (UAE), Centre for Business Analytics in Practice of the University of Surrey, and Surrey Business School.
 - IFORS Newsletter (March 2024: p. 21): Celebrating the inaugural success: ICBAP 2024 – International Conference on Business Analytics in Practice. Available in: <https://ifors.org/newsletter/ifors-news-march-2024.pdf>
 - Moderator of the Industrial Session entitled *Harnessing AI and Business Analytics for Sustainable Innovation and Improved Business Insights*. Panelists from EY MENA, EY Greece, Air Arabia, and Covariance P.C. Organizers: University of Sharjah and Centre for Business Analytics in Practice of the University of Surrey, and Surrey Business School.
 - COP28: United Nations Climate Change Conference. Selected Study for Presentation. *The effect of institutional factors on environmental efficiency: A cross-country analysis using a Bayesian data envelopment analysis approach*. (Alshehhi, J. M., & Zervopoulos, P. D., 2023).
 - Times Higher Education Global Academic Reputation Survey Invitation (2024, 2023).
 - Times Higher Education Arab University Rankings Survey Invitation (2024, 2023).
 - QS Global Academic Survey Invitation (2024, 2023): QS World University Rankings.
 - Outstanding Teaching Excellence Award (2020) *Industrial Engineering and Operations Management Society International*.
 - Best Paper Award (2019): *Annex I and non-Annex I countries' productive performance revisited: Is there a convergence-divergence pattern in technology gaps?* 1st College of Business Administration Symposium: Towards Social Responsibility, Innovation, and Sustainable Business. University of Sharjah: Sharjah.
 - Outstanding Contribution in Reviewing (2017): *European Journal of Operational Research*.
 - Meritorious Service Award for the Reviewer Role at *European Journal of Operational Research, OMEGA, Computers & Operations Research*.
 - Member of the Scientific Committees of Annual Conferences: Data Envelopment Analysis Conference and Hellenic Operational Research Society Conference.

TEACHING

Subject Areas (Postgraduate Level)

- Business Analytics I & II (08/2023–today). University of Sharjah. *DBA*.
- Quantitative Business Research Methods II (01/2020–today). University of Sharjah. *DBA*. [Multivariate analysis using SPSS and R]
- Quantitative Business Research Methods I (09/2020–today). University of Sharjah. *DBA*. [Statistics using SPSS]
- Operations and Supply Chain Management (02/2017–05/2018). University of Sharjah (UAE). *Executive MBA*.
- Managing Operations (09/2016–today). University of Sharjah (UAE). *MBA*.
- Operations Management (02/2014–06/2016). Open University of Cyprus. *MSc in Healthcare Management*.
- Current Issues in Public Policy: Administrative Reform (03/2016). University of Athens (Greece). *MSc in Public Law and Public Policy*. (Invited lecture)

- Public Sector and Hospitals (01/2013). University of Athens (Greece). *MSc in Intercultural Nursing. (Invited lecture)*
- Principles of Management and Organisation (03/2012–05/2012). University of Athens (Greece). *MSc in Environmental Health Management & Economic Assessment. (Invited lectures)*

Subject Areas (Undergraduate Level)

- Research Methods (01/2018–06/2020). University of Sharjah (UAE).
- Operations and Supply Chain Management (09/2016–12/2017). University of Sharjah (UAE).
- Strategic Management (09/2016–05/2018). University of Sharjah (UAE).
- Creative Thinking & Problem Solving (09/2016–01/2017). University of Sharjah (UAE).
- Statistics I & II (09/2015–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Calculus (09/2014–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Business Mathematics (02/2014–06/2016). Bursa Orhangazi University (Turkey). Departments of International Trade, Business Administration and Banking & Finance.
- Entrepreneurship I & II (10/2011–05/2014). University of Patras (Greece) and University of Western Greece. Department of Business Administration of Food & Agricultural Enterprises.
- Quantitative Methods for Economic Analysis (10/2007–02/2010). Panteion University (Greece). Department of Economic & Regional Development.
- Microeconomics (10/2007–02/2010). Panteion University (Greece). Department of Economic & Regional Development.

Evaluation

Course		Semester	Evaluation	Course		Semester	Evaluation
<i>Postgraduate level</i>							
1. Doctoral Supervision	Theses	Spring 2024	5.00/5.00	2. Business Analytics (Doctor of Business Administration), UOS		Spring 2024	4.50/5.00
		Fall 2023	5.00/5.00			Fall 2023	5.00/5.00
		Spring 2023	5.00/5.00			(Hybrid)*	
		Fall 2022	5.00/5.00				
3. Quantitative Research Methods II (Doctor of Business Administration), UOS	Business Methods II	Spring 2023	4.78/5.00	4. Quantitative Business Research Methods I (Doctor of Business Administration), UOS		Fall 2023	4.71/5.00
		Spring 2022	4.56/5.00			(Hybrid)*	
		(Hybrid)*				Fall 2022	4.50/5.00
		Spring 2021a	4.51/5.00			(Hybrid)*	
		(Hybrid)*				Fall 2021	4.48/5.00
		Spring 2021b	4.89/5.00			(Hybrid)*	
		(Hybrid)*				Fall 2020a	4.60/5.00
						(Hybrid)*	
						Fall 2020b	4.53/5.00
						(Hybrid)*	
5. Operations & Supply Chain Management (Executive MBA), UOS		Spring 2023	4.44/5.00	6. Managing Operations (MBA), UOS		Spring 2024	4.62/5.00
		Spring 2018	4.44/5.00			Fall 2021a	4.78/5.00
		Spring 2017	4.69/5.00			(Hybrid)*	
						Fall 2021b	4.90/5.00
						(Hybrid)*	

					Spring 2022a (Hybrid)*	4.85/5.00 4.60/5.00
					Spring 2022b (Hybrid)*	4.84/5.00
					Fall 2021 (Hybrid)*	4.48/5.00
					Spring 2021 (Online)*	4.46/5.00
					Fall 2020 (Online)*	4.64/5.00 4.41/5.00
					Fall 2019a	4.65/5.00
					Fall 2019b	4.81/5.00
					Spring 2019	4.69/5.00
					Fall 2018a	4.55/5.00
					Fall 2018b	4.79/5.00
					Spring 2018	4.67/5.00
					Fall 2017	
					Fall 2016	
7. Operations Management (MSc), OUC	Spring 2016	4.64/5.00				
Average score:			4.69/5.00			
<i>Undergraduate level</i>						
8. Operations & Supply Chain Management, UOS	Fall 2020 (Online)*	4.58/5.00	9. Strategic Management, UOS	Spring 2018	4.74/5.00	
	Fall 2017a	4.86/5.00		Fall 2017	4.74/5.00	
	Fall 2017b	4.78/5.00		Spring 2017	4.87/5.00	
	Fall 2017c	4.58/5.00		Fall 2016	4.66/5.00	
	Spring 2017a	4.74/5.00				
	Spring 2017b	4.75/5.00				
	Fall 2016	4.60/5.00				
10. Research Methods	Fall 2019a	4.62/5.00	11. Creative Thinking & Problem Solving, UOS	Fall 2016	4.61/5.00	
	Fall 2019b	4.69/5.00				
	Fall 2019c	4.86/5.00				
	Spring 2019a	4.67/5.00				
	Spring 2019b	4.61/5.00				
	Spring 2019c	4.81/5.00				
	Fall 2018a	4.72/5.00				
	Fall 2018b	4.65/5.00				
	Fall 2018c	4.79/5.00				
	Spring 2018a	4.64/5.00				
	Spring 2018b	4.47/5.00				
12. Business Mathematics, BOU	2015-2016	4.12/5.00	13. Entrepreneurship, UOP	2013-2014	4.11/5.00	
Average score:			4.65/5.00			
UOS: University of Sharjah (<i>United Arab Emirates</i>)			OUC: Open University of Cyprus (<i>Cyprus</i>)			
BOU: Bursa Orhangazi University (<i>Turkey</i>)			UOP: University of Patras (<i>Greece</i>)			
Hybrid: Delivered online and on-campus via Blackboard & MS Teams			Online: Delivered online via Blackboard & MS Teams			

Research Seminars

- *Impact of entrepreneurship and institutional factors on environmental efficiency* (04/2023). University of Sharjah, The Research Institute of Humanities & Social Sciences.
- *Parametric & Non-Parametric Econometrics using R* (10/2021–01/2022). University of Sharjah, College of Business Administration.
- *Academic writing for DBA candidates* (10–12/2021). University of Sharjah, College of Business Administration.
- *Data visualization in R* (03/2021). University of Sharjah, College of Business Administration.
- *Introduction to R programming* (03/2021). University of Sharjah, College of Business Administration.
- *Evaluating efficiency gains from possible mergers and acquisitions: Evidence from the Middle East and North Africa (MENA) banking industry* (27/02/2020). University of Sharjah, College of Business Administration.
- *A Bayesian approach for correcting bias of data envelopment analysis estimators* (14/02/2019). University of Sharjah, College of Business Administration.
- *A multi-parametric method for bias correction of DEA efficiency estimators* (22/03/2018). University of Sharjah, College of Business Administration.
- *Performance measurement with multiple interrelated variables and threshold target levels: Evidence from retail firms in the U.S.* (15/11/2016). University of Sharjah, College of Business Administration.
- *Evaluating the structural reform of central government departments in Greece* (13/10/2015). London School of Economics, Hellenic Observatory.
<http://www.lse.ac.uk/europeanInstitute/events/2015-16/Past-Events-2015-16.aspx>
PowerPoint:
<http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/CMS%20pdf/Events/2015-16/Evaluating-the-structural-reforms-of-the-CGDs-in-Greece.pdf>
Podcast:
http://richmedia.lse.ac.uk/hellenicobservatory/20151013_1800_structuralReformOfCentralGovDeptsInGreece.mp3

Seminars

- Public Management Skills and Tools (17-19/06/2013). EU Twinning Project: TR-2009-IB-JH-02.

PUBLICATIONS

Research Papers

1. Vlachos, I., Zervopoulos, P.D. and Cheng, G. (2024). Supply chain performance evaluation using a network data envelopment analysis model with bias-corrected estimates. *Annals of Operations Research*, 337, 343–395. (ABS: 3)
2. Aljneibi, R.S., Zervopoulos, P.D. and Kanas, A. (2024). Investigating the effects of ICT, education, and R&D on economic efficiency and technology heterogeneity: A cross-country analysis. *Heliyon* 10(7), e28168.

3. Lootah, A.M.A.N, Al Tamimi, H.A.H. and Zervopoulos, P.D. (2024). Assessing the impact of M&As motives influencing the M&A decision making process in the UAE banking sector. *International Journal of Economics and Financial Issues*, 14(3), 192-205.
4. Almazrouei, F., Sarker, A. E., Zervopoulos, P. D. and Yousaf, S. (2024). Organizational Structure, Agility, and Public Value-Driven Innovation Performance in the UAE Public Services. *Heliyon*. <https://doi.org/10.1016/j.heliyon.2024.e33261>
5. Zervopoulos, P.D., Triantis, K., Sklavos, S. and Kanas, A. (2023). An alternative Bayesian data envelopment analysis approach for correcting bias of efficiency estimators. *Journal of the Operational Research Society* 74(4), 1021–1041. (ABS: 3)
6. Assad, N., Jaafar, A. and Zervopoulos, P.D. (2023). The Interplay of Financial Reporting Quality and Investment Efficiency: Evidence from the US. *Journal of Financial Reporting and Accounting*. (ABS: 1)
7. Assad, N., Jaafar, A. and Zervopoulos, P.D. (2023). The Interplay of Real Earnings Management and Investment Efficiency: Evidence from the US. *Cogent Business & Management* 10(2), 2237174. (ABS: 1)
8. Bin Taliah, A.R. and Zervopoulos, P.D. (2023). Airline performance using a Bayesian meta-frontier approach. *Heliyon* 9, e20391.
9. Kanas, A., Molyneux, P. and Zervopoulos, P.D. (2023). Systemic risk and CO2 emissions in the U.S. *Journal of Financial Stability* 64, 101088. (ABS: 3)
10. Alshehhi, J.M. and Zervopoulos, P.D. (2023). The effect of institutional factors on environmental efficiency: A cross-country analysis using a Bayesian data envelopment analysis approach. *Journal of Cleaner Production* 395, 136401. (ABS: 2)
11. Kanas, A. and Zervopoulos, P.D. (2022). Federal home loan bank advances and systemic risk. *Review of Quantitative Finance and Accounting* 59, 1525 – 1557. (ABS: 3)
12. Al Tamimi, H., Duqi, A., Kanas, A. and Zervopoulos, P.D. (2022). Directional distance function DEA estimators for evaluating efficiency gains from possible mergers and acquisitions. *Journal of the Operational Research Society* 73(6), 1240–1257. (ABS: 3)
13. ElKelish, W. and Zervopoulos, P.D. (2022). Meta-frontier and measures of efficiency emphasizing optimal corporate governance risk across countries. *Corporate Governance* 22(1), 89–113. (ABS: 2)
14. Kanas, A. and Zervopoulos, P.D. (2021). Systemic risk, real GDP growth, and sentiment. *Review of Quantitative Finance and Accounting* 57, 461–485. (ABS: 3)
15. Mitropoulos, P., Zervopoulos, P.D. and Mitropoulos, I. (2020). Measuring performance in the presence of noisy data with targeted desirable levels: Evidence from healthcare units. *Annals of Operations Research* 294, 537–566. (ABS: 3)
16. Kanas, A. and Zervopoulos, P.D. (2020). Systemic risk-shifting in U.S. commercial banking. *Review of Quantitative Finance and Accounting* 54(2), 517–539. (ABS: 3)
17. Zervopoulos, P.D., Sklavos, S., Kanas, A. and Cheng, G. (2019). A multi-parametric method for bias correction of DEA efficiency estimators. *Journal of the Operational Research Society* 70(4), 655–674. (ABS: 3)
18. Kounetas, K. and Zervopoulos, P.D. (2019). A cross-country evaluation of environmental performance: Is there any convergence-divergence pattern in technology gaps? *European Journal of Operational Research* 273(3), 1136–1148. (ABS: 4)
19. Kanas, A., Kotios, A. and Zervopoulos, P.D. (2019). Semi-parametric real exchange rates dynamics. *Review of Quantitative Finance and Accounting* 52(2), 643–656. (ABS: 3)

20. Pantouvakis, A., Vlachos, I. and Zervopoulos, P.D. (2017). Market orientation for sustainable performance and the inverted-U moderation of firm size: Evidence from the Greek shipping industry. *Journal of Cleaner Production* 165, 705–720. (ABS: 2)
21. Zervopoulos, P.D., Brisimi, T.S., Emrouznejad, A. and Cheng, G. (2016). Performance measurement with multiple interrelated variables and threshold target levels: Evidence from retail firms in the US. *European Journal of Operational Research* 250, 262–272. (ABS: 4)
22. Cheng, G. and Zervopoulos, P.D. (2014). Estimating the technical efficiency of health care systems: A cross-country comparison using the directional distance function. *European Journal of Operational Research* 238, 899–910. (ABS: 4)
23. Cheng, G., Zervopoulos, P., and Qian, Z. (2013). A variant of radial measure capable of dealing with negative inputs and outputs in data envelopment analysis. *European Journal of Operational Research* 225, 100–105. (ABS: 4)
24. Xu, J., Zervopoulos, P., Qian, Z. and Cheng, G. (2013). A universal solution for units-invariance in data envelopment analysis. *Theoretical and Practical Research in Economic Fields* 3 (2), 124-131.
25. Brissimis, S.N. and Zervopoulos, P.D. (2012). Developing a step-by-step effectiveness assessment model for customer-oriented service organizations. *European Journal of Operational Research* 223, 226–233. (ABS: 4)
26. Zervopoulos, P. and Palaskas, T. (2011). Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high quality service units: An input-oriented approach. *IMA Journal of Management Mathematics* 22 (4), 401–417. (ABS: 2)
27. Fafaliou, I. and Zervopoulos, P. (2005). The ambiguity of the enterprise resource planning (ERP): Hit or doom? *European Research Studies Journal* 8 (3-4), 103–121.

Submitted Studies

1. ElKelish, W.W., Kanas, A., Zervopoulos, P.D. and Al Mahameed, M. “Intellectual capital and firms’ efficiency: Survival amid the pandemic crisis.” Submitted to *The British Accounting Review*.
2. Alshehhi, J.M., Zervopoulos, P.D. and Ozturk, I. “The effect of sustainable socio-economic development on environmental performance: A cross-country analysis during fluctuating times.” *Energy Strategy Reviews*.
3. Zervopoulos, P.D., Kanas, A., Fouteris, A. and Cheng, G. “A Bayesian approach for correcting bias of data envelopment analysis estimators using the super-efficiency frontier.” Submitted to *Socio-Economic Planning Sciences*.
4. Taliah, A.B. and Zervopoulos, P.D. “Airline performance measurement using bias-corrected network data envelopment analysis estimates: Evidence from a turbulent era.” Submitted to *Heliyon*.
5. Alyammahi, A., Sarker, A.E. and Zervopoulos, P.D. “An Integrative Framework on the Relationships among Entrepreneurial Orientation, Learning Orientation, Organization Structure and the Growth of Government.” Submitted to *Transforming Government: People, Process and Policy*.

Working Papers

1. Zervopoulos, P., Emrouznejad, A. and Sklavos, S. (2019) A Bayesian approach for correcting bias of data envelopment analysis estimators. *MPRA Paper* 91886, University Library of Munich.

2. Fafaliou, I. and Zervopoulos, P.D. (2014) Strategy in practice: a quantitative approach to target setting. *MPRA Paper 54054*, University Library of Munich.
3. Xu, J., Zervopoulos, P., Qian, Z. and Cheng, G. (2012) A universal solution for units-invariance in data envelopment analysis. *MPRA Paper 41633*, University Library of Munich.
4. Zervopoulos, P. (2012) Dealing with small samples and dimensionality issues in data envelopment analysis. *MPRA Paper 39226*, University Library of Munich.
5. Filippou, M. and Zervopoulos, P. (2011) Developing a hybrid comparative optimization model for short-term forecasting: An ‘idle time interval’ roadmap for operational units strategic planning. *MPRA Paper 41573*, University Library of Munich.
6. Filippou, M. and Zervopoulos, P. (2011) Developing a short-term comparative optimization forecasting model for operational units’ strategic planning. *MPRA Paper 30766*, University Library of Munich.
7. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) A rational road to effectiveness attainment. *MPRA Paper 31202*, University Library of Munich.

Books

1. Palaskas, T., Zervopoulos, P. and Stoforos, C. (2013) *Measurement of Effectiveness and Efficiency of the Greek Public Administration* (Ref. No.: 13). Academy of Athens: Athens (ISBN: 978-960-404-264-7).

Edited Books

1. Emrouznejad, A., Zervopoulos, P.D., Ozturk, I., Jamali, D. and Rice, J. (2024). *Business Analytics and Decision Making in Practice: Proceedings of the International Conference on Business Analytics in Practice* (ICBAP 2024). Springer (ISBN-13: 978-3031615887).

Monographs

1. Makrydemetres, A., Zervopoulos, P.D. and Pravita, M.E. (2016) *Reform of public administration in Greece; Evaluating structural reform of central government departments in Greece: Application of the DEA methodology*, GreeSE Paper No. 97, Hellenic Observatory, London School of Economics and Political Science: London. <http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/pubs/GreeSE.aspx>
2. Zervopoulos, P. (2010) *The role of e-Governance in the effectiveness of public administration: A semi-parametric approach*, PhD Thesis, Panteion University: Athens.
3. Zervopoulos, P. (2007) *Wine industry*, Foundation for Economic & Industrial Research: Athens.
4. Zervopoulos, P. (2007) *Defense industry*, Foundation for Economic & Industrial Research: Athens.
5. Zervopoulos, P. (2006) *Apparel industry and trade*, Foundation for Economic & Industrial Research: Athens.
6. Zervopoulos, P. (2006) *Processed tomato industry*, Foundation for Economic & Industrial Research: Athens.
7. Zervopoulos, P. (2006) *Petroleum trading companies financial analysis*, Foundation for Economic & Industrial Research: Athens.

Chapters in International Books

1. Sarker, A.E., Tipu, S.A., Zervopoulos, P., Khalifa, A., Jamali, D., Al Athmay, A.A.A., and Sultan, R.A. (2023). *Understanding Public Value Creation Through the Interaction Effects Between Entrepreneurship and Corruption*, cited in Alareeni, B., and Elgedawy, I., *AI and Business, and Innovation Research: Understanding the Potential and Risks of AI for Modern Enterprises*, Studies in Systems, Decision and Control (SSDC, vol. 440), Springer, 337–346.
2. Zervopoulos, P.D. (2014) *Measuring the performance of service organizations and the effects of downsizing on performance: Evidence from the Greek Citizen Service Centres*, cited in Emrouznejad, A. and Cabanda, E., *Managing Service Productivity: Uses of Frontier Efficiency Methodologies and MCDM for Improving Service Performance*, Springer (International Series in Operations Research & Management Science), 127-154 (ISBN-10: 3662434369, ISBN-13: 978-3662434369).
3. Vargas Serrano, F., Renteria Guerrero, L., Cheng, G., Zervopoulos, P. and Castellanos Moreno, A. (2014) *Global financial crisis and bank productivity in Mexico*, cited in Osman, I.H., Anouze, A.L. and Emrouznejad, A., *Strategic performance measurement and management using data envelopment analysis: Theory and applications*, IGI Global, 581-599 (ISBN-10: 1466644745, ISBN-13: 978-1466644748).
4. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) *Developing quality-driven production equilibria*, cited in Ungureanu, L., *Mathematical Models in Economics*, ASERS Publishing: Craiova, 159-176 (ISBN: 978-606-92386-6-0).

Chapters in Greek Books

1. Zervopoulos, P. and Tsampra, M. (2012) *Economic and spatial perspectives of the operational restructuring of public organisations: The development of a framework for applying public policy*, Administrative Science Review (17), Sakkoulas Publications, Athens (ISBN/ISSN: 1106-8957-2).
2. Zervopoulos, P. and Palaskas, T. (2011) *Performance – effectiveness – efficiency measurement methods in public sector: International and Greek experience*, Administrative Science Review (16), Sakkoulas Publications, Athens: 95-132 (ISBN/ISSN: 1106-8957-1).

Blog Posts & Columns

1. Alshehhi, J.M. and Zervopoulos, P.D. (2023) Corruption can increase environmental efficiency and improve economy in developing countries. Phys.Org – American Institute of Physics. Available online:
<https://phys.org/news/2023-11-corruption-environmental-efficiency-economy-countries.html>
2. Tsepi, C. and Zervopoulos, P.D. (2019) *Public administration: Evaluation and rewards (in Greek)*. Liberal and Eleftheros Typos. Available online:
 - a. <https://www.liberal.gr/arthro/247532/apopsi/arthra/kratiki-leitourgia-kai-axiologisi.html>
 - b. <https://www.eleftherostypos.gr/apopseis/395706-kratiki-leitourgia-kai-axiologisi/>
3. Zervopoulos, P.D. (2019) *The impact of the Kyoto agreement on environmental performance*. University Forum Magazine – University of Sharjah 110, 28-29. Available online:

http://www.sharjah.ac.ae/en/Media/Publications/Documents/University%20Forum/Flip/Menbar_110/HTML/files/assets/basic-html/page29.html

4. Makrydemetres, A., Zervopoulos, P. D. and Pravita, M. (2015) *The crossroad of reforms for the Greek public administration*. London School of Economics and Political Science. Available online:
<http://blogs.lse.ac.uk/greeceatlse/2015/10/09/greekpublicadministration/>

Professional Reports

1. *Regional economic development and entrepreneurship in Messinia county* (Greece) (2008), Regional Development Institute: Athens.
2. Energy Observatory: *Forecast energy demand in Greece and investment strategy development on renewable energy sources for the state electric company* (2007), Global Insight Consulting Company (France) and Foundation for Economic & Industrial Research (Greece).
3. *Hellenic Industry Annual Report* (2007), Hellenic Federation of Enterprises.
4. *National Budget Subsidized Companies Financial Analysis* (2006), Foundation for Economic & Industrial Research
5. *Illiteracy: Social and Cultural Perspectives* (1996), Arsakeio Foundation (*high school publication – prize winner*)

International Conference Proceedings

1. Zacharias, C., Zervopoulos, P.D., Emrouznejad, A., Triantis, K., and Cheng, G. (forthcoming) *A kernel Bayesian data envelopment analysis approach for bias correction of efficiencies*. Business Analytics and Decision Making in Practice - Proceedings of the International Conference on Business Analytics in Practice (ICBAP 2024). University of Sharjah and University of Surrey, UK. Springer.
<https://link.springer.com/book/9783031615887>
2. Alshehhi, J., and Zervopoulos, P.D. (forthcoming) *The Role of Institutional Factors in Shaping Environmental Performance: Evidence from Developed and Developing Countries*. Business Analytics and Decision Making in Practice - Proceedings of the International Conference on Business Analytics in Practice (ICBAP 2024). University of Sharjah and University of Surrey, UK. Springer. doi: 10.1007/978-3-031-61589-4
<https://link.springer.com/book/9783031615887>
3. Zervopoulos, P.D., Kanas, A., Emrounejad, A., and Molyneux. P. (forthcoming) *Can super-efficiencies improve bias correction? A Bayesian data envelopment analysis approach*. Advances in Theory and Applications of Performance Measurement and Management - Proceedings of DEA45 - International Conference on Data Envelopment Analysis. University of Surrey, UK. Springer.
<https://link.springer.com/book/9783031615962>
4. Cheng, G., and Zervopoulos, P.D. (2023) *A proxy measure for addressing infeasibility in super-efficiency data envelopment analysis*. 11th International Conference on Mathematical Modeling in Physical Sciences. AIP Conference Proceedings.
<https://doi.org/10.1063/5.0164920>
5. Kangooni, H.E., and Zervopoulos, P.D. (2023) *Efficiency measurement of the colleges at the University of Sharjah*. Advances in Science and Technology, 129, 117–136. (ISSN: 1662-0356)

6. AlHammadi, E.A., and Zervopoulos, P.D. (2023) *Performance measurement of airports incorporating employees' and customers' perspectives*. Advances in Science and Technology, 129, 97–116. (ISSN: 1662-0356).
7. Gholoom, S.I.A., and Zervopoulos, P.D. (2023) *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*. Advances in Science and Technology, 129, 63–76. (ISSN: 1662-0356)
8. Shah, S.F., Zervopoulos, P.D., and Aboelmaged, M. (2023) *Sustainable performance measurement: An application to the U.S. car industry*. Advances in Science and Technology, 129, 77–95. (ISSN: 1662-0356)
9. Vargas, F.S., Renteria, L.G., Marchini, G.W., Cheng, G., and Zervopoulos, P.D. (2014) *A dynamic network DEA model: An application to Mexican commercial banks before and after the 2008 global financial crisis*, cited in Emrouznejad, A., Banker, R., Doraisamy, S.M. and Arabi, B., Recent Developments in Data Envelopment Analysis and its Applications. Proceedings of the 12th International Conference of DEA, Kuala Lumpur, Malaysia, 9-13 (ISBN: 978-1-85449-487-0).
10. Vargas, F.S., Renteria, L.G., Cheng, G., Zervopoulos, P.D., and Castellanos, A.M. (2014) *Mexican banks' productivity and global financial crisis*, cited in Banker, R., Emrouznejad, A., Vargas, F. and Flores, P., Sustainable Development and Performance Measurement. Proceedings of the International DEA Workshop, Sonora, Mexico, 55-72 (ISBN: 978-1-85449-482-5).
11. Fafaliou, I. and Zervopoulos, P.D. (2014) *Strategy in practice: A quantitative approach to target setting*, cited in Giannias, D.A., Mihiotis, A. and Sfakianaki, E., Hellenic Open Business Administration International Conference. Proceedings, Patras, Greece (ISBN: 978-960-538-937-6).
12. Vargas, F., Renteria, L., Cheng, G., Zervopoulos, P. and Castellanos, A. (2013) *Deregulation, productivity and profit in Mexican banking*, cited in Banker, R., Emrouznejad, A., Bal, H., Alp, I. and Cengiz, M.A., Data Envelopment Analysis and Performance Measurement. Proceedings of the 11th International Conference of DEA, Samsun, Turkey, 127-132 (ISBN: 978-1-85449-477-1).
13. Zervopoulos, P., Vargas, F. and Cheng, G. (2012) *Reconceptualising the DEA Bootstrap for improved estimations*, cited in Banker, R., Emrouznejad, A., Miranda Lopes, A.L. and de Almeida, M.R., Data Envelopment Analysis theory and applications. Proceedings of the 10th International Conference on DEA, Natal, Brazil, 257-264 (ISBN: 978-185449-437-5).
14. Vargas, F., Renteria, L., Castellanos, A., Zervopoulos, P. and Cheng, G. (2012) *Deregulation and performance of Mexican banking*, cited in Banker, R., Emrouznejad, A., Miranda Lopes, A.L. and de Almeida, M.R., Data Envelopment Analysis theory and applications. Proceedings of the 10th International Conference on DEA, Natal, Brazil, 87-94 (ISBN: 978-185449-437-5).
15. Zervopoulos, P., Vargas, F. and Cheng, G. (2011) *A rational road to effectiveness attainment*, cited in Vargas, F., Boncheva, A.I., Meijer, G. and Flores, B.B., *New Challenges, New Methodologies*. Proceedings of the XI ISINI Conference, Pearson: Hermosillo, 295-312 (ISBN: 978-607-32-0867-3).
16. Zervopoulos, P. and Palaskas, T. (2010) *Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high-quality service units: An input-oriented approach*, cited in Emrouznejad, A., Osman, I.H. and Anouze, A.L., Performance Management and Measurement with Data Envelopment Analysis. Proceedings of the 8th International Conference of DEA, Beirut, Lebanon, 239-244 (ISBN: 978-1-85449-481-8).

National Conference Proceedings

1. Zervopoulos, P., Palaskas, T. and Tsampra, M. (2014) *A restructuring methodology for public organisations: Introducing a customised optimisation model*, cited in Makrydemetres, A., Samatas, M., Prevedourou, E. and Pravita, M.I., *Reforms in Public Administration: Opportunities, Prospects, Weaknesses*. Proceedings of the 4th Conference of Administrative Scientists, Greece, 113-120 (ISBN: 978-960-568-088-6).

PROJECTS

I have worked on eleven research and technical assistance projects, with a total budget exceeding €15.5m, serving as project manager, principal and co-principal investigator.

1. University of Sharjah (U.A.E.) (2022–2025) (Budget: €9,000). Project Title: *Holistic approach of Eco-innovation, Digitalization, and Entrepreneurship in the MENA region* (Ref.: 23030448). (with Dr. Syed Abidur Rahman)
Position: Co-Principal Investigator. **Responsibility:** (a) Modeling and Data analysis.
2. University of Sharjah (U.A.E.) (2022–2024) (Budget: €11,000). Project Title: *Measuring Efficiency Gains from the Rise of National Champions in the EU Banking Industry Adopting Convex and Non-Convex Technologies* (Ref.: 2203030427). (with Prof. Al Tamimi, H. and Duqi, A.)
Position: Principal Investigator. **Responsibility:** (a) Novel stochastic optimization model development, (b) Empirical analysis
3. University of Sharjah (U.A.E.) (2022–2024) (Budget: €10,000). Project Title: *The Impact of Entrepreneurship on Efficiency and Meta-Efficiency: A Cross-Country Analysis* (Ref.: 2203030428). (with Prof. Tipu, S., Prof. Jamali, D., Dr. Sarker, A. E., Dr. Khalifa, A. and Dr. Athmay, A. A. D.)
Position: Co-Principal Investigator. **Responsibility:** (a) Model development and application, (b) Data analysis.
4. University of Sharjah (U.A.E.) (2020–2022) (Budget: €21,000). Project Title: *Pandemic Risk and Corporate Technical Efficiency during COVID-19 Crisis* (Ref.: CoV19-0103). (with Dr. Elkelish, W.W. and Kounetas, K.)
Position: Co-Principal Investigator. **Responsibility:** (a) Novel optimization model development, (b) Quantitative analysis.
5. University of Sharjah (U.A.E.) (2019–2021) (Budget: €12,000). Project Title: *Hypothetical Mergers and Acquisitions in MENA Banks* (Ref.: 1903030419). (with Prof. Al Tamimi, H.)
Position: Co-Principal Investigator. **Responsibility:** (a) Novel optimization model development, (b) Quantitative analysis.
6. University of Sharjah (U.A.E.) (2017–2018) (Budget: €8,500). Project Title: *Bias-Corrected Efficiency Estimators: A Bayesian DEA Approach* (Ref.: 1703030204-P).
Position: Principal Investigator. **Responsibility:** (a) Proposal writing, (b) Development of methodology, (c) Application of the novel methodology to real-world data sets and analysis of the results.
7. European Commission & General Secretariat of Research and Technology (Greece) (2014–2015) (Budget: €90,000). Project Title: *Archimedes III: Operational Planning of Primary Health Care Services in Suburban and Rural Areas* (Ref.: MIS 383592). (with Dr. Mitropoulos, I. and Prof. Mitropoulos, P., Technological Educational Institute of Patras, Greece).

- Position:** Co-Principal Investigator. **Responsibility:** Measurement of performance of health care units using novel and existing Data Envelopment Analysis (DEA) models.
8. London School of Economics, Hellenic Observatory (2013–2015) (Budget: £10,000). Project Title: *Evaluating the Structural Reform of Central Government Departments in Greece: Application of the DEA Methodology* (Ref.: 1–NBG1–2013). (with Prof. Makrydemetres, A. and Dr. Pravita, M., University of Athens, Greece).
Position: Co-Principal Investigator. **Responsibilities:** (a) Proposal writing, (b) Design and supervision of users’ satisfaction measurement survey, (c) Measurement of performance of the Greek Central Government Departments using novel and existing DEA models, (d) Reporting.
http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/research/research_projects_external_2013.aspx
Project report:
http://www.lse.ac.uk/europeanInstitute/research/hellenicObservatory/CMS%20pdf/Research/NBG_2013_Research_Call/Anthony-Makrydemetres-Project-Report.pdf
9. European Commission & Information Society (Greece) (2014) (Budget: €13.8m). Project Title: *Design and Implementation of Fiscal Reforms with the use of Information Systems, Operational Support of Central Government Bodies* (Ref.: ΟΠΣ 376421).
Position: Evaluator. **Responsibility:** Evaluation of the outputs of the project and reporting.
10. European Commission, Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas (Spain) & Turkish Ministry of Justice (2013-2014) (Budget: €1.8m). Project Title: *Improved Capacity of Civil Enforcement Offices* (Ref.: TR-2009-IB-JH-02).
Positions: (a) Project manager, (b) Expert in quantitative analysis and public sector reform. **Responsibilities:** (a) Supervision of the project, (b) Development of a new operational model for the Turkish Civil Enforcement Offices, (c) Development and implementation of a performance measurement framework, (d) Reporting.
11. Academy of Athens (Greece) (2011–2012) (Budget: €15,000). Project Title: *Measurement of Effectiveness and Efficiency of the Greek Public Administration* (Ref.: 200/770). (with Prof. Palaskas, T. and Dr. Stoforos, C., Panteion University, Greece).
Position: Co-Principal Investigator. **Responsibilities:** (a) Proposal writing, (b) Design and supervision of users’ satisfaction measurement survey, (c) Measurement of the effectiveness and efficiency of public organisations using novel and existing DEA models, (d) Reporting.

External Reviewer

Research project proposal (2019) *Benchmark of performance measurement model for small-medium enterprises in UAE*. Ajman University: United Arab Emirates.

OTHER AWARDS

- Certificate of appreciation (2018) College of Business Administration, University of Sharjah.

- 1st & 2nd prize in national entrepreneurship competition (2014) University of Ioannina (Greece) (<http://www.upatras.gr/index/announcements/id/1228/lang/el>).
- 1st prize in national entrepreneurship competition (2013) University of Ioannina (Greece).

SUPERVISION

- Completed PhD theses
 1. Assad, N.F. (Graduated December 2023). *Accounting, reporting quality and its relationship with CSR (cost & investment efficiency)*. College of Business Administration, University of Sharjah. *Co-Supervisor*
 2. Almazrouei, F.A.S.A. (Graduated June 2024). *The moderating role of organizational structure on the relationship between change readiness, organizational agility, and service innovation performance in the public sector*. College of Business Administration, University of Sharjah. *Co-Supervisor*
- PhD theses
 1. Al Hashmi, R. (2023–today). The prediction of students’ drop-out at the University of Sharjah using machine learning approaches. College of Business Administration, University of Sharjah. *Main Supervisor*
 2. Alqassimi, S.A.S.S. (2021–today). *Assessing public sector efficiency and quality of governance: A cross-country empirical study*. College of Business Administration, University of Sharjah. *Main Supervisor*
 3. Bintaliah, A.R.S.M. (2021–today). *Performance measurement of full-service and low-cost airlines drawing on a three-stage internal structure: Cost-efficiency - Revenue-generation - Customer-experience*. College of Business Administration, University of Sharjah. *Main Supervisor*
 4. Alshehhi, J.M.K.S. (2021–today). *The effect of institutional factors on economic efficiency and technology gaps*. College of Business Administration, University of Sharjah. *Main Supervisor*
 5. Aljneibi, R.S.R.A. (2021–today). *Cross-country analysis of ICT impact on economic efficiency*. College of Business Administration, University of Sharjah. *Main Supervisor*
 6. Lootah, A.M.A.N. (2021–today). *Evaluating the impact of mergers & acquisitions on banks’ performance in the GCC banking sector*. College of Business Administration, University of Sharjah. *Co-Supervisor*
 7. Alyammahi, A.H.S.T. (2021–today). *The effects of entrepreneurial orientation on government organization growth in UAE public management – entrepreneurship*. College of Business Administration, University of Sharjah. *Co-Supervisor*
- Completed Postgraduate Dissertations

1. Al Hammadi, S. (2020). *Cross-country evaluation of energy efficiency: A metafrontier approach*. University of Sharjah (MBA)
 2. Kangooni, H. (2019–2020). *Efficiency measurement of the Colleges at the University of Sharjah*. University of Sharjah (MBA)
 3. AlShamsi, N. (2019–2020). *Performance measurement of after-school activities at Sharjah Children Centers*. University of Sharjah (MBA)
 4. Gholoom, S. (2019). *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*. University of Sharjah (MBA)
 5. Al Hammadi, E. (2019–2020). *Performance measurement of airports incorporating employees' perspective*. University of Sharjah (MBA)
 6. Al Hamadi, H. (2018–2019). *Measuring the performance of the retail bank supply chain*. University of Sharjah (MBA)
 7. Vafeiadi, E. (2017–2018). *Efficiency measurement of mergers and acquisitions in the pharmaceutical industry*. Open University of Cyprus (MSc in Healthcare Management)
 8. Al Jasmi, M.Y.M. (2018). *Efficiency measurement of national health care systems*. University of Sharjah (MBA)
 9. Shah, S.F.S.T. (2017–2018). *Sustainable competitive advantage: Evidence from the U.S. automotive industry*. University of Sharjah (MBA)
 10. Mattar, M.R.S. (2017–2018). *Meta-efficiency measurement and application to the airline industry*. University of Sharjah (MBA)
 11. Giorgi, M. (2014–2015). *The cost of hospitalization of inpatients undergoing thyroidectomy: An application of the DRGs*. Open University of Cyprus (MSc in Healthcare Management)
 12. Soufis, E. (2014–2015). *Cost-effectiveness study of hypoplastic orchiectomy as compared to pharmaceutical hormone castration in metastatic prostate cancer*. Open University of Cyprus (MSc in Healthcare Management)
- Undergraduate dissertations (>40) (2011–2014). University of Patras (Greece) and University of Western Greece. Department of Business Administration of Food & Agricultural Enterprises.

INTERNAL EXAMINER

- Doctoral research proposals
Keisse, H.H. (2023). *The impact of ESG engagement and gender diversity on corporate investment efficiency: Evidence from European listed firms*. DBA, College of Business Administration, University of Sharjah. Advisor: Jaafar, A.A.B.
 - Postgraduate dissertations
Alhmodi, S.A.A. (2019). *The perception of parties involved in M&A's*. MBA, College of Business Administration, University of Sharjah. Advisor: Molyneux, P.
-

EXTERNAL EXAMINER

- Postgraduate dissertations
 1. Alhmoudi, S.A.A. (2019) *The perception of parties involved in M&A's*. MBA, College of Business Administration, University of Sharjah. Advisor: Molyneux, P.
 2. Jawad, A.A. (2017) *Modeling and analyzing factors affecting financial performance in service industry*. Department of Industrial Engineering & Engineering Management, College of Engineering, University of Sharjah. Advisor: Bashir, H.

ADMINISTRATIVE ROLES & RESPONSIBILITIES

Program & Course coordinator

1. Director of the Doctor of Business Administration program, University of Sharjah, College of Business Administration (August 2023–today)
2. Coordinator of the Doctor of Business Administration program, University of Sharjah, College of Business Administration (August 2021–August 2022)
3. Coordinator of the course: Strategic Management; University of Sharjah, Department of Management (September 2017–June 2018)
4. Coordinator of the course: Research Methods; University of Sharjah, Department of Management (January 2018–August 2020)
5. Coordinator of the course: Operations & Supply Chain Management; University of Sharjah, Department of Management (January 2017–December 2017)
6. Coordinator of the course: Creative Thinking & Problem Solving; University of Sharjah, Department of Management (September 2016–December 2016)

Committees

1. Scientific Research and Seminars Committee (Chair); University of Sharjah, College of Business Administration (September 2022–today)
2. DBA Scientific Committee (Member); University of Sharjah, College of Business Administration (July 2022–today)
3. Curriculum Committee (Chair assistant – Supply Chain concentration); University of Sharjah, Department of Management (September 2021–today)
4. Graduate Programs Committee (Member); University of Sharjah, College of Business Administration (September 2021–today)
5. New Faculty Mentoring Program (Chair & Mentor); University of Sharjah, Department of Management (September 2020–today)
6. Research and Faculty Development Committee (Member); University of Sharjah, Department of Management (September 2021–today)
7. Governance and Operating Model Committee (Member); University of Sharjah (October 2019–August 2020)
8. Task force member to establish the *MSc in Business Analytics*; University of Sharjah, College of Computing and Informatics (October 2019–today)
9. Research and Seminar Committee (Chair); University of Sharjah, Department of Management (September 2019–August 2021)

10. Faculty Recruiting Committee (Member); University of Sharjah, Department of Management (September 2019–today)
11. Scientific and Research Committee (Member); University of Sharjah, College of Business Administration (September 2018–August 2021)
12. Teaching & Learning Committee (Chair); University of Sharjah, College of Business Administration (September 2020–August 2021)
13. College Admission Tests & Student Passion Committee (Member); University of Sharjah, College of Business Administration (September 2020–August 2021)
14. Committee member; Feasibility study: Offering a B.Sc. in Business Administration; University of Sharjah, Department of Management (March 2018)
15. Accreditation Committee (Member), University of Sharjah, Department of Management (September 2017–August 2020)
16. Ph.D. Research Committee (Member); University of Sharjah, College of Business Administration (October 2016–June 2017)
17. Research Committee (Member); University of Sharjah, College of Business Administration (October 2016–June 2017)
18. ‘Emirates after Oil’ Committee (Member); University of Sharjah, College of Business Administration (December 2016–June 2017)

SCHOLARSHIPS

1. The George & Victoria Karelias Foundation (2007-2009) (€10,000 PhD studentship).

CONFERENCE & WORKSHOP PARTICIPATION

Invited Speaker

1. Zervopoulos, P.D. (2022). *A proxy measure for addressing infeasibility in super-efficiency data envelopment analysis*. 11th International Conference on Mathematics Modeling in Physical Sciences: International Year of Basic Sciences for Sustainable Development. University of Peloponnese: Greece.

International Refereed Conferences

1. Zervopoulos, P.D. and Emrouznejad, A. (2024). *A Bayesian approach for correcting bias of data envelopment analysis estimates using the super-efficiency frontier*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.
2. Zacharias, C., Zervopoulos, P.D., Emrouznejad, A., Triantis, K. and Cheng, G. (2024). *A kernel Bayesian data envelopment analysis approach for bias correction of efficiencies*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.
3. Alshehhi, J. and Zervopoulos, P.D. (2024). *The effect of institutional factors on environmental efficiency: A cross-country analysis using a Bayesian data envelopment analysis approach*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.

4. Aljneibi, R.S., Zervopoulos, P.D. and Kanas, A. (2024). *Investigating the effects of ICT, education, and R&D on economic efficiency and technology heterogeneity: A cross-country analysis*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.
5. Taliyah, A.R.B. and Zervopoulos, P.D. (2024). *Using a Bayesian meta-frontier approach to evaluate airlines' performance: The nexus between airlines' efficiency and customers' satisfaction*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.
6. Alqassimi, S.A., Zervopoulos, P.D., Sarker, A.E. and Fousteris, A. (2024). *Estimating the effect of formal institutions on public sector efficiency: An application to health, education, and environmental efficiency*. International Conference on Business Analytics in Practice 2024, University of Sharjah and Surrey Business School, Sharjah: UAE.
7. Zervopoulos, P.D., Kanas, A., Emrouznejad, A. and Molyneux, P. (2023). *Can super-efficiencies improve bias correction? A Bayesian data envelopment analysis approach*. DEA45: International Conference on Data Envelopment Analysis. Surrey Business School, University of Surrey: UK.
8. Elkelish, W., Kanas, A., Zervopoulos, P. and Al Mahammed, M. (2023). *Intellectual capital and firms' efficiency: Survival amid pandemic crisis*. 32nd Asian-Pacific Conference on International Accounting Issues. Bond Business School, Bond University: Australia.
9. Sarker, A.E., Tipu, S.A., Zervopoulos, P., Khalifa, A., Jamali, D., Al Athmay, A.A., Sultan, R.A. (2023). *Understanding public value creation through the interaction effects between entrepreneurship and corruption*. ICBTISTANBUL 2023: The International Conference on Business and Technology: Turkey.
10. Molyneux, P., Kanas, A. and Zervopoulos, P.D. (2023). *Systemic risk and CO₂ emissions in the U.S*. International Conference on Sustainable Finance and Green Fintech. Abu Dhabi University: UAE.
11. Bin Taliyah, A.R. and Zervopoulos, P.D. (2022). *Performance measurement of full-service and low-cost airlines drawing on a three-stage structure: Cost-efficiency – Revenue-generation – Customer experience*. 14th Research Forum. University of Sharjah: UAE.
12. Al Tamimi, H., Duqi, A., Kanas, A. and Zervopoulos, P.D. (2021). *Directional distance function DEA estimators for evaluating efficiency gains from possible mergers and acquisitions*. OR63 Conference. The Operational Research Society and the University of Southampton, Southampton: United Kingdom.
13. Zervopoulos, P.D., Emrouznejad, A., Sklavos, S. and Cheng, G. (2021). *A super-efficiency Bayesian data envelopment analysis approach for bias-corrected estimators*. 31st European Conference on Operational Research, European Association of Operational Research Society and the Hellenic Operational Research Society, Athens: Greece.
14. AlHammadi, E.A. and Zervopoulos, P.D. (2021). *Performance measurement of airports incorporating employees' and customers' perspectives*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
15. Ghooloom, S.I.A. and Zervopoulos, P.D. (2021). *The effect of mergers and acquisitions on efficiency: Evidence from the pharmaceutical industry*.

- International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
16. Kangooni, H.E. and Zervopoulos, P.D. (2021). *Efficiency measurement of the colleges at the University of Sharjah*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
 17. Shah, S.F., Zervopoulos, P.D. and Aboelmaged, M.G. (2021). *Sustainable performance measurement: An application to the U.S. car industry*. International Symposium in Engineering and Business Administration. University of Sharjah, Sharjah: United Arab Emirates.
 18. Vlachos, I., Zervopoulos, P.D. and Cheng, G. (2020). *Multi-source triads: An efficiency model based on Stochastic DEA*. Production and Operations Management Society 2020, ISBA, College of Business Administration, Florida International University, Miami: USA.
 19. Shah, S. and Zervopoulos, P.D. (2020). *Sustainable competitive advantage: Evidence from the U.S. automobile industry*. The Fourth Industrial Revolution: Transforming Businesses (FIR 2020), Higher Colleges of Technology, Sharjah: United Arab Emirates.
 20. Zervopoulos, P.D. and Triantis, K. (2019). *A Bayesian data envelopment analysis approach for correcting bias of efficiency estimators: Evidence from the EU banking sector*. European Workshop on Efficiency and Productivity Analysis (EWEPA) 2019, Loughborough University, London: United Kingdom.
 21. Kanas, A., Kotios, A. and Zervopoulos, P.D. (2018). *Semi-parametric real exchange rates dynamics*. International Conference on Business & Economics, Hellenic Open University, Athens: Greece.
 22. Cheng, G. and Zervopoulos, P.D. (2017). *A proxy approach to dealing with the infeasibility problem in super-efficiency data envelopment analysis*. 1st American University in the Emirates International Research Conference, Dubai: United Arab Emirates.
 23. Zervopoulos, P.D., Emrouznejad, A. and Sklavos, S. (2017). *A Bayesian approach for correcting bias of DEA efficiency and super-efficiency estimators*. 15th International Conference on Data Envelopment Analysis, Prague: Czech Republic.
 24. Zervopoulos, P.D. (2016). *Efficiency measurement of healthcare units: A Bayesian DEA approach*. 10th International Conference on Computational and Financial Econometrics (CFE 2016) and 9th International Conference on Computational and Methodological Statistics (CMStatistics 2016), Seville: Spain.
 25. Zervopoulos, P.D. (2015). *Bias-corrected performance measurement of health care units in the presence of targeted variables*. 8th International Conference of the ERCIM WG on Computational and Methodological Statistics (CMStatistics 2015), London: UK.
 26. Zervopoulos, P.D., Kounetas, K.E. and Sarikaya, H. (2015). *Reconceptualizing the DEA bootstrap for improved estimations*. Workshop on the Econometrics and Statistics of Efficiency Analysis: Recent Developments and Perspectives (LECCEWEPA 2015), Lecce: Italy.
 27. Kounetas, K.E. and Zervopoulos, P.D. (2015). *Countries' energy performance revisited using a generalized directional distance function under a metafrontier framework. Is there any convergence-divergence pattern for technology gaps?*

- Workshop on the Econometrics and Statistics of Efficiency Analysis: Recent Developments and Perspectives (LECCEWEPA 2015), Lecce: Italy.
28. Zervopoulos, P.D., Mitropoulos, P. and Mitropoulos, I. (2015). *Incorporating target levels with possibility of noise in performance measurement: Evidence from primary health care*. 13th International Conference on Data Envelopment Analysis, Braunschweig: Germany.
 29. Sarikaya, H., Zervopoulos, P.D. and Vargas Serrano, F. (2015). *Unbiased efficiency estimators: A Bayesian DEA approach*. 13th International Conference on Data Envelopment Analysis, Braunschweig: Germany.
 30. Mitropoulos, P., Zervopoulos, P.D. and Mitropoulos, I. (2015). *Evaluating the efficiency and quality in primary care: A comparative study between Greek and Cypriot health centers*. 4th International Symposium & 26th National Conference on Operational Research, Chania: Greece.
 31. Vargas, F., Renteria, L., Cheng, G. and Zervopoulos, P. (2014). *Mexican banks' productivity and global financial crisis*. 2014 International Data Envelopment Analysis Workshop, Hermosillo: Mexico.
 32. Zervopoulos, P. and Mitropoulos, I. (2014). *Relaxed normality assumption in stochastic DEA for efficient handling of big data* (Stream: Business Analytics Optimization & Big Data). 20th Conference of the International Federation of Operational Research Societies (IFORS 2014), Barcelona: Spain.
 33. Vargas, F., Marchini, G., Renteria, L., Cheng, G. and Zervopoulos, P. (2014). *A Dynamic Network Dea Model with an Application to Mexican Commercial Banks after the 2008 Global Financial Crisis*. 12th International Conference on Data Envelopment Analysis, Kuala Lumpur: Malaysia.
 34. Fafaliou, I. and Zervopoulos, P. (2014). *Strategy in practice: A quantitative approach to target setting*, Hellenic Open Business Administration (HOBA 2014). Hellenic Open University, School of Social Sciences, Athens: Greece.
 35. Vargas, F., Renteria, L., Castellanos, A., Cheng, G. and Zervopoulos, P. (2013). *Deregulation, productivity and profit in Mexican banking*. 11th International Conference on Data Envelopment Analysis, Samsun: Turkey.
 36. Zervopoulos, P., Vargas, F. and Cheng, G. (2012). *Reconceptualising the DEA Bootstrap for improved estimations*. 10th International Conference on Data Envelopment Analysis, Natal: Brazil.
 37. Vargas, F., Renteria, L., Castellanos, A., Zervopoulos, P. and Cheng, G. (2012). *Deregulation and performance of Mexican banking*. 10th International Conference on Data Envelopment Analysis, Natal: Brazil.
 38. Anastasopoulos, M., Filippou, M. and Zervopoulos, P. (2011). *Dimensionality free short-term comparative optimisation forecasting model*. OR 2011: International Conference on Operations Research, Zurich: Switzerland.
 39. Vargas, F., Renteria, L., Gang, C. and Zervopoulos, P. (2011). *Mexican banking productivity after NAFTA*. 9th International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.
 40. Anastasopoulos, M. and Zervopoulos, P. (2011). *Introducing a data generation process to tackle the dimensionality problem of non-parametric techniques: Evidence from Data Envelopment Analysis*. 9th International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.
 41. Zervopoulos, P. and Filippou, M. (2011). *Developing a hybrid comparative optimization model for short-term forecasting: An 'idle time' interval roadmap for operational units' strategic planning*. 9th International Conference on Data Envelopment Analysis and Performance Management, Thessaloniki: Greece.

42. Zervopoulos, P., Vargas, F. and Cheng, G. (2011). *A rational road to effectiveness attainment*. 11th ISINI Conference, Hermosillo: Mexico.
43. Filippou, M. and Zervopoulos, P. (2011). *Developing a short-term comparative optimization forecasting model for operational units' strategic planning*. 7th National & International Conference, Hellenic Society for Systemic Studies, Athens: Greece.
44. Zervopoulos, P. and Brissimis, S.N. (2011). *Developing a step-by-step effectiveness assessment method for customer-oriented service organizations*. 7th National & International Conference, Hellenic Society for Systemic Studies, Athens: Greece.
45. Zervopoulos, P. and Palaskas, T. (2010). *Applying quality-driven, efficiency-adjusted DEA (QE-DEA) in the pursuit of high-efficiency – high quality service units: An input-oriented approach*. 8th International Conference on Data Envelopment Analysis, Performance Management and Measurement, Beirut: Lebanon.

Workshops

1. Research Workshop (2020) *Socio-technical supervision of autonomous infrastructures: The case of traffic control centers*. Virginia Tech / INFRABEL / Georgetown University / Brigham Young University, Virginia: USA

National Refereed Conferences & Forums

1. Kounetas, K. and Zervopoulos, P.D. (2019) *Annex I and non-Annex I countries' productive performance revisited: Is there a convergence-divergence pattern in technology gaps?* 1st College of Business Administration Symposium, University of Sharjah, Sharjah: United Arab Emirates
2. Al Hamadi, H. and Zervopoulos, P.D. (2019) *A two-stage network system for measuring banking efficiency: Evidence from the Middle East and North Africa (MENA) region and Turkey*. 13th Scientific Research Forum for Graduate Students, University of Sharjah, Sharjah: United Arab Emirates
3. Zervopoulos, P. (2013) *Target setting for public organisations in the post-memorandum era*. 5th Conference of Administrative Scientists, Komotini: Greece.
4. Pravita, M. and Zervopoulos, P. (2012) *Rate of change in public policies: Programmes, policies and people*. 2nd Conference of Institutions and Public Policies, Athens: Greece.
5. Zervopoulos, P., Palaskas, T. and Tsampra, M. (2011) *A restructuring methodology for public organisations: Introducing a customised optimisation model*. 4th Conference of Administrative Scientists, Thessaloniki: Greece.

Summit Conferences

1. US–Greek Armed Forces Supplies Financial Management Review (2010) (*delegate of the Greek Ministry of Defense*)

Session Chair

1. International Conference on Business Analytics in Practice (2024). Session chair: *Data envelopment analysis*. University of Sharjah and Centre for Business Analytics in Practice, University of Surrey.
2. International Symposium in Engineering and Business Administration (2021). Session chair: *Engineering & Business Administration*. University of Sharjah, Sharjah: United Arab Emirates.
3. EWEP A XVI European Workshop on Efficiency and Productivity Analysis (2019). Session chair: *Banking*. Loughborough University, London: United Kingdom.
4. 15th International Conference on Data Envelopment Analysis (2017). Session chair: *DEA Modeling and Algorithms*. Prague School of Economics, Prague: Czech Republic.
5. 13th International Conference on Data Envelopment Analysis (2015). Session chair: *Health*. Technische Universität (TU) Braunschweig, Braunschweig: Germany.
6. 9th International Conference on Data Envelopment Analysis and Performance Management (2011). Session chair: *Public Services*. University of Macedonia, Thessaloniki: Greece.

Scientific Committee Member

1. DEA2024: International Conference on Data Envelopment Analysis. Birla Institute of Management Technology and Centre for Business Analytics in Practice at the University of Surrey, Delhi, India
<https://dataenvelopment.com/dea2024/committees>
2. DEA45: International Conference on Data Envelopment Analysis (2023). Surrey Business School, University of Surrey, UK
<https://dataenvelopment.com/dea45/committees/>
3. HELORS 2023: 9th International Symposium and 31st National Conference on Operational Research. University of West Attica, Greece
<http://eeee2023.uniwa.gr/committees.htm>
4. 18th International Conference on Data Envelopment Analysis (2021). Birla Institute of Management Technology, Delhi: India
<https://www.dea-society.com/dea-20-21>
5. 14th Balkan Conference on Operational Research (2020). *Operational Research in the Era of Digital Transformation and Business Analytics*. University of Macedonia: Greece
<http://balcor2020.uom.gr/committees.php>
6. 17th Special Conference of the Hellenic Operational Research Society & 13th Meeting of Multicriteria Decision Analysis (2019). *Multicriteria Decision Making in the Primary and Secondary Economic Sectors*. Technological Educational Institute of Central Macedonia: Greece
<http://www.eeee.org.gr/PublicPages/Conference.aspx?ID=21>
7. 16th Special Conference of the Hellenic Operational Research Society & 12th Meeting of Multicriteria Decision Analysis (2018). *Applications of Multicriteria Analysis in Shipping and Transportation*. University of Piraeus: Greece
<http://www.eeee.org.gr/PublicPages/Conference.aspx?ID=17>

8. 15th International Conference on Data Envelopment Analysis (2017). The University of Economics, Prague: Czech Republic
<http://www.deaconference.com/dea2017/home/committees.html>
9. 14th International Conference on Data Envelopment Analysis (2016). Jiangnan University, Wuhan: China
<http://deaconference.com/dea2016/home/committees.html>
10. 14th Special Conference of the Hellenic Operational Research Society & 11th Meeting of Multicriteria Decision Analysis (2015) *Agricultural Development and Rural Economy using Multicriteria Decision Analysis*. University of Patras, Agrinio: Greece
http://www.deapt.upatras.gr/multicriteria_decision_analysis_conference/eng/Committees.html

Organising Committee Chair & Member

1. International Conference on Business, Energy and Sustainability: Synergy for Sustainable Futures (2025). University of Sharjah, UAE.
(<https://www.sharjah.ac.ae/en/Media/Conferences/ICBE/Pages/cc.aspx>)
2. International Conference on Business Analytics in Practice (2024). University of Sharjah and Centre for Business Analytics at Surrey Business School, UAE. *Chair*
(<https://www.sharjah.ac.ae/en/Media/Conferences/ICBAP/Pages/default.aspx>)
3. International Symposium in Engineering and Business Administration (2021). University of Sharjah, Sharjah: UAE. *Member*
(<https://www.sharjah.ac.ae/en/academics/Colleges/business/Pages/eb.aspx>)
4. 1st College of Business Administration Symposium (2019) *Towards Social Responsibility, Innovation, and Sustainable Business*. University of Sharjah, Sharjah: UAE (Chair of the Registration Committee). *Member*
5. 11th ISINI Conference (2011) *New Challenges, New Methodologies*, Sonora University, Hermosillo: Mexico (<http://www.isini2011.uson.mx/organisers.htm>). *Member*

Project Selection Committee Member

1. 6th International Forum on Innovation and Entrepreneurship (2021). *Sharjah Chamber Award Innovators*. University of Sharjah and Sharjah Chamber of Commerce and Industry, Sharjah: United Arab Emirates.
2. 5th International Forum on Innovation and Entrepreneurship (2020). *Sharjah Chamber Award for Innovators*. University of Sharjah and Sharjah Chamber of Commerce, Sharjah: United Arab Emirates.

Discussant

1. Hlebik, S., Silipo, D.B. and Verga, G. (2017) *Confidence in American banking*. 1st American University in the Emirates International Research Conference, Dubai: United Arab Emirates.

REFEREE

Academic Journals

European Journal of Operational Research, Omega, Journal of the Operational Research Society, Annals of Operations Research, International Journal of Production Economics, Computers and Operations Research, Journal of Banking & Finance, Economic Modelling, OR Spectrum, Energy, IMA Journal of Management Mathematics, Bulletin of Economic Research, Operational Research, Measurement, Operations Research for Health Care, Heliyon, International Journal of Health Economics and Management, International Journal of Health Economics and Finance, International Journal of Operational Research, International Journal of Decision Support Systems, International Journal of Productivity and Performance Management, Humanities and Social Sciences Communications, Heliyon, Central European Review of Economics and Management, Journal of Economic and Administrative Sciences, Asian Academy of Management Journal of Accounting & Finance, Science Journal of Economics, International Journal of Health Policy and Management, Journal of Geography and Regional Planning, Journal of Agricultural Biotechnology and Sustainable Development

Encyclopedia

Wikipedia (Efficiency & Productivity articles)

Certificates

1. Certificate of reviewing (2017) *European Journal of Operational Research*
2. Certificate of reviewing (2015) *Computers and Operations Research*
3. Certificate of reviewing (2013) *Omega*

REVIEWED BOOKS

1. *Public Management and Democracy: Quality and Effectiveness*, Sakkoulas Publications, Athens (ISBN: 978-960-445-659-8).

PROFESSIONAL AFFILIATIONS

1. The OR Society (2021–today)
2. Hellenic Institute of Administrative Sciences (2014–today)
3. European Economic Association (2012–today)
4. Performance Management Association (2012–today)

COMPUTER SKILLS

General:

MS Office (ECDL Certificate)

Statistics and Econometrics:	SPSS, EVIEWS, R
Mathematical Modelling:	MATLAB, GAMS
Programming:	Visual Basic, SQL, UML
Enterprise solutions:	MS SQL, SAP R/3

OTHER QUALIFICATIONS - CERTIFICATES

Technical skills

1. Certificate Title: *Deep Learning: Getting Started*. LinkedIn Learning (01/2023).
2. Certificate Title: *Artificial Intelligence Foundations: Machine Learning*. LinkedIn Learning (01/2023).
3. Certificate Title: *Artificial Intelligence Foundations: Thinking Machines*. LinkedIn Learning (01/2023).
4. Certificate Title: *Learning the R Tidyverse*. LinkedIn Learning (01/2023).
5. Certificate Title: *Creating Maps with R*. LinkedIn Learning (12/2022).
6. Certificate Title: *R for Excel Users*. LinkedIn Learning (12/2022).
7. Certificate Title: *Excel for Business Analysts*. LinkedIn Learning (12/2022).
8. Certificate Title: *Advanced and Specialized Statistics with Stata*. LinkedIn Learning (07/2022).
9. Certificate Title: *Introduction to Stata 15*. LinkedIn Learning (07/2022).
10. Certificate Title: *R Essential Training: Wrangling and Visualizing Data*. LinkedIn Learning (07/2022).
11. Certificate Title: *Data Science Foundations: Data Mining*. LinkedIn Learning (01/2022).
12. Certificate Title: *Excel 2016: Managing and Analyzing Data*. LinkedIn Learning (01/2022).
13. Certificate Title: *Data Strategy*. LinkedIn Learning (12/2021).
14. Certificate Title: *Machine Learning and AI Foundations: Clustering and Association*. LinkedIn Learning (02/2021).
15. Certificate Title: *Learning R*. LinkedIn Learning (02/2021).
16. Certificate Title: *Research and Informatics* (09/2010). School of Research and Informatics Officers of the Hellenic Army.
17. Certificate Title: *Programming in SQL and Java* (02/2005–05/2005). Delta Institute.
18. Certificate Title: *SAP R/3* (01/2005). SAP Hellas.
19. Certificate Title: *Visual Basic 6* (05/2003). Technological Institute of Piraeus.

Pedagogical skills

1. Certificate Title: *The Future of Education with AI Chatbots: Challenges, Opportunities and Implications*. Institute of Leadership in Higher Education. University of Sharjah (02/2023).
2. Certificate Title: *Interactive Learning Using Google Docs*. Institute of Leadership in Higher Education. University of Sharjah (05/2022).
3. Certificate Title: *Explore Academic Integrity Tools (iThenticate – Turnitin – SafeAssign)*. Institute of Leadership in Higher Education. University of Sharjah (02/2022).

4. Certificate Title: *Learning Data Analytics: 1 Foundations*. LinkedIn Learning (12/2021).
5. Certificate Title: *Data Science & Analytics Career Paths & Certifications: First Steps*. LinkedIn Learning (12/2021).
6. Certificate Title: *Fostering Students Engagement and Learning using Kahoot*. Institute of Leadership in Higher Education. University of Sharjah (11/2021).
7. Certificate Title: *Hybrid Learning: Hands-on Training*. Institute of Leadership in Higher Education. University of Sharjah (08/2021).
8. Certificate Title: *Teaching with Technology*. LinkedIn Learning (07/2021).
9. Certificate Title: *Learning How to Increase Learner Engagement*. LinkedIn Learning (07/2021).
10. Certificate Title: *Teaching Online: Synchronous Classes*. LinkedIn Learning (07/2021).
11. Certificate Title: *Teaching Techniques: Blended Learning*. LinkedIn Learning (06/2021).
12. Certificate Title: *Teaching Techniques: Making Accessible Learning*. LinkedIn Learning (06/2021).
13. Certificate Title: *Gamification for Interactive Learning*. LinkedIn Learning (06/2021).
14. Certificate Title: *Articulate 360: Interactive Learning*. LinkedIn Learning (06/2021).
15. Certificate Title: *Teaching Techniques: Development Curriculum*. LinkedIn Learning (06/2021).
16. Certificate Title: *Successful Online Exams: The Faculty Perspectives* (10/2020). Institute of Leadership in Higher Education. University of Sharjah.
17. Certificate Title: *Student Engagement at a Time of Change & Transformation* (10/2020). Institute of Leadership in Higher Education. University of Sharjah.
18. Certificate Title: *Qualtrics* (10/2020). College of Business Administration. University of Sharjah.
19. Certificate Title: *Online Exams* (10/2020). College of Business Administration. University of Sharjah.
20. Certificate Title: *Blackboard Ultra* (09/2020). College of Business Administration. University of Sharjah.
21. Certificate Title: *Blended Learning* (02/2020). Institute of Leadership in Higher Education. University of Sharjah.
22. Certificate Title: *Introduction to Online Learning* (11/2019). Institute of Leadership in Higher Education. University of Sharjah.
23. Certificate Title: *Using Edmodo (Netherlands) Simulations to Enhance Student Experience* (04/2019). Edmodo.
24. Certificate Title: *Academic Advising Workshop* (11/2018). Registration Department. University of Sharjah.
25. Certificate Title: *Using technology in education: a practical approach* (11/2018). Institute of Leadership in Higher Education. University of Sharjah.
26. Certificate Title: *Strategic instruction and services for University students with learning difficulties* (09/2018). Beacon College & Institute of Leadership in Higher Education. University of Sharjah.