



242 | 37

Views | CrossRef citations to date | Altmetric | 0

Original Articles

A hybrid financial performance evaluation model for wealth management banks following the global financial crisis

Shun-Chiao Chang  & Pei-Hsuan Tsai

Pages 21-46 | Received 25 Jun 2012, Accepted 27 Apr 2013, Published online: 09 Jul 2015

 Cite this article  <https://doi.org/10.3846/20294913.2014.986771>



Sample our
Economics, Finance,
Business & Industry Journals
>> [Sign in here](#) to start your access
to the latest two volumes for 14 days



 References

 Citations

 Metrics

 Reprints & Permissions

[Read this article](#)

 Share

Abstract

The study constructs a hybrid approach to financial performance evaluation for wealth management (WM) banks affected by the global financial crisis from the middle of 2007 into 2008 utilizing an analytic hierarchy process (AHP) and the VlseKriterijumska Optimizacija I Kompromisno Resenje (VIKOR). Five aspects of multi-criteria group decision making including service, performance, professionalism, risk control, and consumers' confidence (SPPRC) reveal that consumers' confidence, risk control and service are the top three key factors for Taiwan's seven main WM banks in evaluating the performance of banking managers.

Keywords:

Additional information

Notes on contributors

Shun-Chiao Chang

Shun-Chiao CHANG has a MA and a PhD degree in Economics from National Tsing Hua University and SUNY at Stony Brook (US), respectively, He is a Professor in the Department of Business Administration and a Director of Leader Project at National Taiwan University of Science and Technology (NTUST). He has published more than 12 papers in journals, books, and conference proceedings including journals such as Journal of Economic Dynamics and Control, Global Economic Review, Tourism Economics, Economic Modelling, and Technological and Economic Development of Economy. His main research interests include the economic and strategic analysis of high-tech industry and global service trade.

Pei-Hsuan Tsai

Pei-Hsuan TSAI was born in 1983 in Taiwan. He received his PhD in Management from the National Taiwan University of Science and Technology (NTUST). He has published 8 papers in international journals including journals such as Technological and Economic Development of Economy, IMA Journal of Management Mathematics, European Journal of Operational Research, Service Industries Journal, Journal of Social Sciences, and Journal of Information and Optimization Sciences. His main research interests include multiple-criteria decision-making (MCDM), performance management, and management sciences.

Servicing the Super-Rich: New Financial Elites and the Rise of the Private Wealth Management Retail Ecology >

Jonathan V. Beaverstock et al.
Regional Studies
Published online: 19 Aug 2011



Information for

Authors
R&D professionals
Editors
Librarians
Societies

Opportunities

Reprints and e-prints
Advertising solutions
Accelerated publication
Corporate access solutions

Open access

Overview
Open journals
Open Select
Dove Medical Press
F1000Research

Help and information

Help and contact
Newsroom
All journals
Books

Keep up to date

Register to receive personalised research and resources by email



Sign me up

