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A multidimensional approach to measuring bank branch efficiency

Anna Grazia Quaranta, Anna Raffoni, Franco Visani

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Highlights

- The paper presents a 3 step approach to measuring bank branches efficiency
- The main aim is to represent the multidimensional nature of bank efficiency
- The approach is then applied to the 23 branches of a small-sized Italian bank
- The results confirm the potential effectiveness of the proposed approach



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