

Estimation of Weights for the Indicator of Quality of Service

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Development of indicator of quality of services on the basis of regression model is considered in the paper. The dependent variable in this model is the overall quality estimation and is restricted to one of a fixed set of possible values (are called categories). The independent variables are the particular quality attributes. The aim – to estimate the unknown regression coefficients which are in fact the weights of particular quality attributes. The numerical example of model estimation was done on the basis of results of questionnaire of transport experts about quality of service in Riga Coach Terminal.

The model allows to estimate influence of particular quality indicators on the overall quality estimation and to simplify monitoring of quality indicators.