
An ANP-PROMETHEE approach for ranking internet service providers (ISP's) operating in Rasht

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Abstract This descriptive-analytical survey is conducted with the aim of ranking internet service providers operating in Rasht using ANP-PROMETHEE approach. To this end, some criteria were identified by reviewing existing literature and consulting with experts and then they were sorted into three main criteria (technical, business, cost). A questionnaire in the form of pairwise comparison was designed and responded by experts to determine importance weight of the criteria. Then the weights of each criterion was calculated by the use of ANP method. The results of analysis showed that the criterion "reliability" with the weight of (0.27184) is the most important criteria and the criterion "references" with the weight of (0.00018) is the least important one. Afterward a surevey with the aim of scoring alternatives with respect to each criterion was conducted and the net flow of each alternative was calculated by applying PROMETHEE II and and the considered alternatives was completely ranked. The results showed that the firm "ANDISHE SABZ KHAZAR" is the best internet service provider operating in Rasht.

Keywords : Keywords: Ranking, ISP, ANP, PROMETHEE, Supplier ion , Evaluation.

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