

Modification of EFQM Business Excellence Model for Public Libraries in Iran (Case study of Khuzestan Province)

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Abstract

Purpose: This paper tried to identify and determine nine factors in EFQM Business Excellence Model for public libraries of Khuzestan province as pilot study of public libraries in Iran. Results could provide appropriate and applicable model for the evaluation of quality services in these libraries.

Methodology: This research was performed with the mixed method structure (in two qualitative and quantitative phases) and Delphi study and survey method was used for implementation. Research population included: Delphi panel members (9 experts in public libraries) and Khuzestan province public libraries' managers (93 persons). Delphi panel tool used in order to determine and extract measures and questionnaire which gained from Delphi panel was used in order to investigate managers' viewpoints. Factor Score Regression with Bootstrap-p method used in AMOS v. 21 to analyze the data.

Findings: Results showed that overall structure of Business Excellence Model for Khuzestan public libraries was similar with 2013 version of EFQM but, noticeable changes were made in the scores of these nine measures. On the basis of results, scores of measures namely "processes", "products and services", "customer" and "society" increased. Also, "leadership", "partnership & resources", "strategy", "stuff results" and "business results" decreased and "people" criteria did not changed.

Originality/Value: In this research, we tried to re-examine the EFQM measures to coordinate them with Iran public libraries in Khuzestan Province. By means of the extracted scores, managers potentially have a tool for the evaluation of the public libraries services.

Keywords: Business Excellence Model, Khuzetan Public Libraries, Modification of EFQM Model, EFQM.