

Relationship between Spiritual Intelligence and Service Quality: The Case of Central Library of Astan Quds Razavi

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Abstract

Purpose: In this research we aimed at the investigation of the relationship between librarians' spiritual intelligence level and the quality of library services.

Methodology: This correlation study was conducted through survey method. The statistical population of the study consisted of all librarians and patrons of the Central Library of Astan Quds Razavi. A sample of 46 librarians and 384 patrons was selected using random stratified sampling method. Required data was collected through Amram and Drayer's spiritual intelligence questionnaire and a researcher-made questionnaire on library services quality. Validity and reliability of the questionnaires had acceptable measures.

Findings: The results showed that spiritual intelligence of studied public librarians was under mean level. Also, there was a significant relationship between librarians' spiritual intelligence and the quality of their services. Furthermore, there was a significant association between the components of spiritual intelligence including goodness, inner-direction, the concept, truth and honesty, and integrity and wholeness with quality of services.

Originality/Value: we tried to show that despite low level of spiritual intelligence of public librarians, there was significant correlation between this variable and quality of services. Thus, by official effort to increase in their spiritual intelligence, we may see better quality of services.

Keywords: Spiritual Intelligence, Service Quality, Public Librarians, Central Library of Astan Quds Razavi.