

A Comparative Study of Organizational Culture in Public and University Libraries and its Relationship with the Users' Satisfaction

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Abstract

Purpose: The purpose of the present article is comparatively study of the organizational culture in Tehran city public and university libraries and its relationship with the user's satisfaction.

Method: This research is an applied type research conducted by a descriptive survey method. Research population includes three groups of librarians, managers of Tehran city public and university libraries, and library users. Among the public libraries (affiliated to the public libraries foundation), those libraries were selected which had at least three librarians. A total of 22 public libraries and 11 university libraries were selected. Among the users of university libraries, 383 users and among the users of public libraries, 381 users were selected randomly as the samples. Organizational culture questionnaires were prepared based on Kameron and Quinn's competing values framework model. The data were analyzed by descriptive and inferential statistics including Mann-Vitney and Spearman correlation tests.

Findings: Based on the research findings, the prevailing organizational culture in Tehran city public libraries is an ethnicity organizational culture and the university libraries culture is a hierarchal culture. There was no significant difference between Tehran city public libraries and university libraries from the point of view of organizational culture. No significant relationship was observed between public libraries users' satisfaction and the type of organizational culture of these libraries, but the relationship was significant (0.66) between university libraries users' satisfaction and the type of organizational culture of these libraries.

Originality/Value: Till now, there has been no comparative study ever conducted on the organizational culture and the relationship between organizational culture and users' satisfaction in Iran libraries and in the library and information studies.

Keywords: Organizational Culture, Subcultures, Public Libraries, University Libraries, Users' Satisfaction