

## عنوان مقاله:

An Evaluation of the Library Service Quality by Six-Sigma Methodology

## محل انتشار:

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## خلاصه مقاله:

**Background and Objectives:** This study was intended to investigate the opinion of the users of the Central Library of Astan Quds Razavi (CLAQR) regarding the provided services using Six-Sigma methodology. **Methodology:** This is an applied descriptive-survey study that explores the gap between the minimum level of expectations, the current status, and the maximum level of users' expectations regarding the human force services, information resources, and space available in the CLAQR. The data were collected by the Libqual Questionnaire and analyzed using SPSS ۲۳. **Findings:** The average score of ۷۲.۸۸% for users' opinions regarding the indicator of human force (HF) in CLAQR shows the relative satisfaction of users in this regard. Only the indicator of "prepared staff for answering the users' questions", with a ۵۰% satisfaction score, failed to meet the minimum expectations of the users. The average score of ۷۶.۸۸% regarding users' opinions about the quality of the available resources in the library also indicates their relative satisfaction. Among the indicators related to the quality of resources, "audiovisual materials" received the highest satisfaction score (۹۳.۳۳%). The average score of ۷۲.۹۵% for users' opinions indicates overall satisfaction with space and amenities available. However, the scores of some sub-indicators such as "comfortable and pleasant place" and "the presence of proper space for studying and learning" related to the current status were even lower than the minimum expectation level. **Discussion:** The results show that overall, CLAQR has been successful in gaining ۷۹.۲% user satisfaction. The proximity of the actual level of service to the maximum level of users' expectations enhances the quality of service provided by the library, and it will be possible to gain users' maximum satisfaction with greater effort and focus on removing existing shortcomings.

## کلمات کلیدی:

(Service Quality, Service Evaluation, Six-Sigma Methodology, Central Library of Astan Quds Razavi (CLAQR)

## لینک ثابت مقاله در پایگاه سیویلیکا:

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