

Abstract

Introduction: In various organizations different approaches are used for evaluating performance and applying quality. For evaluating performance quality, quality management models could be used. Organizational excellence model of European foundation of quality management (EFQM) is suitable for evaluating libraries and is solution of many performance problems in academic universities. Besides serving in health domain of the society, the state pharmacy faculty libraries have a full relation with the market and industry concerning their organizational role and goals. So these libraries should traverse the organizational excellence route with performance evaluation and respond their users and organization.

Methodology: The present study was a Mixing method which was conducted in time interval of October 2016 to April 2017. The study population includes 50 managers and librarian from 20 pharmacy libraries of the country which were examined as census. 45- question questionnaire, data collecting tool was, According to standard questionnaire of Organizational excellence model of European foundation of quality management. Scoring the options was performed using 5- option Likert scale. In the qualitative section, 3 experts and 7 people from the research community were interviewed and the data were analyzed using content aggregation. The research's findings analysis was done using descriptive statistics methods like percent, mean and standard deviation and Kruskal – Wallis analytical statistics test. Data entered SPSS version 24 software.

Findings: policy scale acquired the highest score (9.58%) and personnel management scale the lowest score (7.46%) in empowering scales. The customer results scale obtained the highest score (55.71%) and the scale of personnel management results the lowest score (4.35%). Totally, empowering scales obtained the highest score (2.261) from 500 scores and results scale acquired the lowest score (5.253) from 500 and total scores of these libraries of 1000 scores is scales of European quality excellence model (55.496). Therefore, the studied libraries performance was in intermediate level.

Conclusion: Concerning the findings, the state pharmacy libraries performance was evaluated intermediate. Studies of Vakili Mofrad & Aghilizadeh (2014) which indicates intermediate position of their examined organizations are consistent with findings of this study. Also, for various reasons like inattention of senior managers and shortage of financial resources, it is observed that these libraries acquired a weak score in the scale of personnel management and personnel results, so the sector of the state pharmacy libraries personnel management requires special attention and in the sections of policy and customer results, the performance of examined libraries is evaluated relatively appropriate but it is not ideal. In other sections (leadership, participations and resources, processes, the results of community performance key results), these libraries should improve their performance.

Keywords: organizational excellence mode, evaluation of services quality, libraries of state pharmacy faculties, performance evaluation