

Study on the Stages of Knowledge Flow in Central Libraries of Tehran Universities by the Pattern of American Productivity & Quality Center

Authors : Amir Reza Asnafi, Ehsan Tajabadi, Mohsen Hajizeinolabedini

Abstract : The purpose of this study is to identify the concept of knowledge flow in central libraries of Tehran universities in by the pattern of American Productivity & Quality Center (APQC). The present study is an applied and descriptive survey in terms of its purpose and the methodology used. In this study, APQC framework was used for data collection. The study population is managers and supervisors of central libraries' departments of public universities of Tehran belonging to the Ministry of Science, Research and Technology. These libraries include: Central Libraries of Al-Zahra University, Amir Kabir, Tarbiat Modarres, Tehran, Khajeh Nasir Toosi University of Technology, Shahed, Sharif, Shahid Beheshti, Allameh Tabataba'i University, Iran University of Science and Technology. Due to the limited number of members of the community, sampling was not performed and the census was conducted instead. The study of knowledge flow in central libraries of public universities in Tehran showed that in seven dimensions of knowledge flow of APQC, these libraries are far from desirable level and to achieve the ideal point, many activities in the field of knowledge flow need to be made, therefore suggestions were made in this study to reach the desired level. One Sample t Test in this research showed that these libraries are at a poor level in terms of these factors: in the dimensions of creation, identification and use of knowledge at a medium level and in the aspects of knowledge acquisition, review, sharing and access and also Manova test or Multivariable Analyze of Variance proved that there was no significant difference between the dimensions of knowledge flow between these libraries and the status of the knowledge flow in these libraries is at the same level as well. Except for the knowledge creation aspect that is slightly different in this regard that was mentioned before.

Keywords : knowledge flow, knowledge management, APQC, Tehran's academic university libraries

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