

**EPRA International Journal of Environmental Economics,
Commerce & Educational Management (ECEM)**

Volume: 4 March-April 2017-18

**DETERMINATION OF CRITICAL SUCCESS FACTOR
FOR LIBRARY PERFORMANCE: AN APPLICATION OF
FUZZY ANALYTIC HIERARCHY PROCESS (FAHP)****S.K. Illangarathne¹**¹School of Management, Wuhan University of Technology, P.R. China-430070**ABSTRACT**

Proposing a novel framework for evaluating performance based on the combination of fuzzy AHP and fuzzy comprehensive evaluation method. Determining the factors and sub-factors in the evaluation index system, and then calculating the factor and subfactor weights by the extent analysis fuzzy AHP method. By the constructed system, evaluating performance can be conducted by the fuzzy comprehensive evaluation method. The approach can provide an effective, reasonable and accurate results of the assessment. Evaluating performance is the main means to improve Service quality and can play a major role in strengthening the management of institutions. For this purpose, a fuzzy analytic hierarchy process (FAHP) method integrating the fuzzy logic and AHP methods is used to determine performance indexing criteria more effectively, easily and applicable for a Universities libraries. Shortly, the objectives of the research are; to define a step-by-step approach for an efficient performance indexing variable selection in Measuring library performance.

KEYWORDS: Performance Evaluation, Critical Factors, FAHP, Library Performance