



Designing and Explaining the Model of Factors Affecting Performance in Market Orientation in the Technical and University of the Iran

Fatemeh Mohajerani¹, Behrooz Hajipour², Shahriyar Azizy³, Akbar Alem Tabriz⁴

Received: Oct. 12, 2018; Accepted: Dec. 03, 2018

Extended Abstract

The most important factor affecting university market practice is the employment of graduates in the market and, consequently, the improvement of market orientation. Marketing in the educational industry has a special relationship with the employment of graduates in the field of education. Identifying the factors that have been operating on the market and improving the performance of graduates is one of the most important goals of this research. Considering that the topic of performance in the market of different areas of educational planning, macro education in the country, curriculum development, and other subjects is included in the field of interdisciplinary subjects, Different types of educational management, strategic management, engineering, and curriculum designing involve market performance management. Conforming to the space requirement of the problem, this paper presents a three-step process model. Regarding analyzing the dimensions and components identified using the Fuzzy Delphi technique, the structural interpretation analysis of the relationship with the industry and industrial projects plays an important role in market orientation and the matching of academic training and market requirements, as well as the factor of being due to Including the level of well-being and infrastructure of the faculty and the surrounding area has a high impact on the level of performance in the market according to the results of an example of nine universities and colleges.

Keywords: performance-oriented market, university, process models, PLS

1. PhD Student of Business Administration, Management and Accounting, Shahid Beheshti University, Tehran, Iran (Corresponding Author).

✉ ftm@gmail.com

2. Professor of Management, Management and Accounting, Shahid Beheshti University, Tehran, Iran

✉ b-hajipour@sbu.ac.ir

3. Assistant Professor of Management, Management and Accounting, Shahid Beheshti University, Tehran, Iran

✉ sh_azizi@sbu.ac.ir

4. Professor of Management, Management and Accounting, Shahid Beheshti University, Tehran, Iran

✉ a-tabriz@sbu.ac.ir



INTRODUCTION

Universities and higher education institutions are continuously considered to be the highest center of thought and science production in the community and play a key role in the scientific excellence and motivating the intellectual, religious, cultural and political movements of the community through the thoughtful presence and activity of thinkers, scholars, scholars and students (Haydarzadeh, 2003). Universities need to evaluate and continuously evaluate their performance in order to fulfill their critical duties and continuous promotion (Hassanzadeh and Ghadiri, 2010). However, one of the important features of any economic system is the tension between the structure of education and employment, and the link between employment and education has always been considered in the economic and social planning simultaneously (Sousani Gharebond et al., 2013). Although the success of the organization in the market is due to the market organization's performance, it can be said that performance is one of the important characteristics of the organization's results (Khodadad Hosseini, 1394).

According to the research summarized in the above, the employment of university graduates and higher education institutions in the market is of great importance as the result of the universities operating in the developing market. In fact, the functional performance of the market out of the factors and indicators in the university is of high importance as a leverage and appropriate planning guide. The most important of these factors can be counted as the result of graduates' employment in the market and, consequently, improving market performance. The identification of these factors, which is the development or performance of the market, is of great importance in policymaking and planning of university administrators and the Ministry of Science. In the case of the discovery of the communication model and the importance of each of these factors, a coherent and efficient program for the growth of universities and the improvement of market performance can be achieved, the importance of this issue in terms of youth employment in a country and the optimization of the educational system and in one word the optimal market performance. The graduates are obviously attracted to the study. On the other hand, the technical and professional university of the country, in terms of its mission and policy, is to provide students with the skills to work quickly in order to meet the needs of the industry as the leading and pioneer in this field. Nowadays, due to the wide extent of the university, which includes 173 colleges and colleges for many girls and boys, it can be regarded as a leverage effect on the employment of young people in the country. Therefore, in this research, the university has been selected as a case study based on the importance and sensitivity of the proposed university.

PURPOSE

According to the above, the main issue of the current research is to investigate the gap between the skills training offered in technical and professional centers (the performance of technical universities in the market) and their lack of conformity with the market needs, as well as increasing the level of unemployment, as well as lack of basic skills and Focused capabilities in the workforce active in the market. However, according to studies conducted in Iran, studies in this field did not identify the components and performance indicators of the technical and professional university in the market; hence the need to develop a native scale for the higher education industry is felt. Also, recognizing various effective factors of universities in the market, trying to develop and improve these factors and providing appropriate policies, not only helps to improve performance in attracting graduates by the market, but also by developing the level of knowledge, increasing employment, reducing the amount of wasting force Human and rising GDP will help improve the country's economic conditions.

Therefore, in this research not only the necessity of examining the market orientation of the technical university is considered, but its components are identified and the infrastructure necessary for success according to the conditions in Iran and its results are examined and answered to this question. That is why some of the skill centers are better than other technical centers / colleges and ultimately a comprehensive model for the technical university units. One of the main goals of this research is to identify the effective factors of the technical and professional university in the market and model the relations between these factors. The goal of this research is the existence of a coherent and integrated model that addresses the requirements and skills of the market to meet the demands and accelerated employment of graduates that provide strategic policy and decision-making to improve the operational level of the current centers. On the other hand, according to research conducted in conjunction with world-class universities, moving to third-generation universities, developing and setting up information technology and virtual education, optimizing budgeting policies, equity between educational centers as well as improving the academic level affordable to Students and other non-conformities and requirements are essential and necessary in order to achieve the highest levels of world-class university education. Modeling and identification without examining different samples from the relatively large statistical society of the technical and vocational college with more than 173 colleges, as well as measuring the strengths and weaknesses of the leading and low-performing centers will not be possible. Another important issue in this research is the modernist theory of the educational industry and the importance of market orientation. According to the definitions given in this theory, employment is one of the most important indicators of the market orientation of the educational industry and universities.



Interdisciplinary
Studies in the Humanities

Abstract



METHODOLOGY

At this stage, firstly, by sending a fuzzy Delphi questionnaire, important criteria are identified and then the weight of the criteria will be calculated using the fuzzy hierarchical analysis method. Then, using clustering techniques, the criteria and identified factors are clustered. After doing this, using the structural equation method in the research model software was analyzed. In the end, an interpretive structural modeling technique is used for modeling.

RESULT

It should be aware that it is impossible to control or eliminate these types of factors in behavioral science research. However, researchers try to identify these factors as much as possible, identify, and take all necessary precautions to reduce them. This research was due to the descriptive nature of the conceptual model, which was faced with a variety of challenges in the light of the current situation in the vocational education and training system. The lack of access to information and data centers as well as the diverse views of experts in this field required an analytical look to respect the validity and reliability of the work. In this research, the design and validation of the communication model between the effective factors identified by the university on the market have been addressed. One of the most important achievements of this research is to achieve the factors that make students work in the market and better market performance. These factors are precisely identified with the real world needs. The model presented in this research is based on three periods before entering the market, when entering the market and after entering the real world market for graduate students. This makes application and optimal use for decision making and strategic planning of experts and managers of educational units.

CONCLUSION

Among the identified factors, we can mention the time of employment, statistical ratios such as the ratio of employment in each field of study, infrastructure, the relationship of the university with the industry, the rehabilitation of the courses and many other factors taken from the state of the educational system of the country, especially the technical and vocational universities. The proposed model is based on structural equation analysis and the validity and reliability of the used fans are demonstrated by the identification of critical criteria to model and its analysis. The model of this research has been analyzed for data collected from the technical and vocational college. The reason for choosing this university is its skill and its programs and its aspirations, which always emphasize the employment and skills required according to market demand.

NOVELTY

Considering the importance of the issue of employment in the country as well as one of the main pillars of economic development in this study, identifying the effective factors of the university on performance in the market and discovering the relationship model between these factors is considered as the main goal of this research. The dimensions and components of the university are divided into two sections within the academic and extra-university sections. In this research, the dimensions and components of the subset of these two sections are identified. The technical and vocational college, as a college student, has always sought to educate students in order to measure market needs, and cares about more employment than other universities. In this research, this university is considered as a case study. On the other hand, since this university has nearly 173 colleges / centers all over the country, it is not possible to review all these centers due to the time limit and 9 centers will be targeted. One of the most important goals in this research is to identify the effective factors that lead to growth and development in graduate employment at different faculties.



Interdisciplinary
Studies in the Humanities

Abstract

BIBLIOGRAPHY

- A Study of Policy Formulation in the Informal System of Iranian Curriculum. *Journal of Organizational Culture Management*, 12(2), 345-374.
- Abdollahzadeh Salmasi, A., Anvari, M., Anvari, N., & Sharifi, S. (2016). Role of Higher Education Centers in Employment and Entrepreneurship. *Journal of Skill Training*, 4(14), 7-20.
- Abubakar, M. S. (2010). *Revitalizing TVET for technology entrepreneurship and industrial development: Measure, design and applicability*. A paper presented at the national centre for technology management. 18(6)-43.
- Afonso, A., Ramirez, J., Diaz Puente, j. M. (2012). University - industry cooperation in the education domain to foster competitiveness and employment. *Procedia - Social and Behavioral Sciences*, 46, 3947-3953.
- Agarwal, S., Pandey, G. N., & Tiwari, M. D. (2012). Data mining in education: Data classification and decision tree approach. *International Journal of e-Education, e-Business, e-Management and e-Learning*, 2(2), 140-144.
- Agasisti, T., & Catalano, G. (2006). Governance models of university systems-towards quasi-markets? Tendencies and perspectives: A European comparison. *Journal of Higher Education Policy and Management*, 28(3), 245-262. doi: 10.1080/13600800600980056
- Alavi, S. B., & Gholipour, A. (2009). Identifying Factors Affecting Behaviors Beyond the Role of Faculty Members of Universities: a Study at Sharif University of Technology. *Iranian Journal of Management Sciences*, 4(14), 1-30.
- Alavipour, M., (2008). *Theoretical Foundations and Methodology of Interdisciplinary Studies*. Tehran, Iran: Institute for Social and Cultural Studies.
- Alipour, A. R., & Nasri, F. (2017). Investigation and Analysis of Educational Performance Indices of University of Marine Sciences by BSC - TOPSIS. *Journal of Teaching in Marine Sciences*, 4(2), 45-60.
- An Analysis of the Impact of Globalization on the Labor Market. *Journal of Productivity Management*, 3(10), 219-241.
- Aref, M. R., & Kiani Bakhtiari, A. (2011). The Necessity of Converting Knowledge to Science and Technology. *Journal of Science Cultivation*, 3(1), 6-16.
- Askun, B., & Yıldırım, N. (2011). Insights on entrepreneurship education in public universities in Turkey: Creating entrepreneurs or not?. *Journal of Social and Behavioral Sciences*, 24(1), 663- 676.
- Atalay, M., Anafarta, N., & Sarvan, F. (2013). The relationship between innovation and firm performance: An empirical evidence from Turkish automotive supplier industry. *Procedia- Social and Behavioral Sciences*, 75, 226-235.
- Ehsani, M. A., & Taheri Bazkhaneh, S. (2018). Āzmun-e ruykard-e taqāzāmehtar be rošd-e



- eqtesādi dar Iran: Kārbordi az rahyāft-e pārametr-e moteghayyer dar tul-e zamān [Testing the demand oriented approach to economic growth in Iran: An application of time-varying parameter]. *Quarterly Journal of Economic Growth and Development Research*, 8(30), 133-145.
- Emidian, Frank; Emidian, Morteza; Safari, Mahnaz (1394). Evaluation of the quality of performance of departments of Dezful Islamic Azad University based on the European Quality Management Excellence Model (EFQM). *Quarterly Journal of Medical Education Development Center*, 6 (2), 157-147.
- Grissemann, U., Plank, T. A., & Brunner-Sperdin, A. (2013). Enhancing business performance of hotels: The role of innovation and customer orientation. *International Journal of Hospitality Management*, 33, 347-356.
- Hajizad, M., Salehi, M., & Ghayekhloo, M. (2011). Ta'sir-e Fanāvare-ye Ettelā'āt va Ertebātāt bar mahārathā-ye kārāfarini-ye morabbiyān-e marākez-e fanni va herfei-ye ostān-e Mazandaran [The impact of ICT on entrepreneurship skills of educators in Mazandaran vocational and training centers]. *Journal of Information and Communication Technology Educational Sciences*, 2(2), 5-18.
- Harm Students and the Economy for Years to Come, Center on Budget & Policy Priorities. Hayrinen-Alestalo, M., & Peltola, Ulla (2006). The problem of a market-oriented university. *Higher Education*, 52(2), 251-281. doi: 10.1007/s10734-004-2749-1
- Hassanzadeh Baganihkt, Sudabeh; and Salehiman, Ibrahim (1395). Improving the quality of human resources education Higher education with emphasis on the production and construction of social capital. *Quarterly Journal of Human Resource Education and Development*, 3 (10), 49-23.
- Heidari Mousa Narenji, H., & Heidari Mousa Narenji, M. (2013). Tahlil-e ta'sir-e āmuzešhā-ye fanni va herfei bar amalkard-e taxassosi va asarboxši-ye šoghllhā-ye mahārati: Motāle'e-ye mowredi kārxānejāt-e towlid-e badane-ye xodro dar ostān-e Kermanshah [The effect of technical-vocational training on job performance and effectiveness of specialized skills: Case study: Vehicle manufacturing plants located in Kermanshah]. *Quarterly Journal of Skill Training*, 1(2), 49-73.
- Heidari, Ali; Divandari, Ali; Arabi; Seyyed Mohammad; and Seyd Kalali, Nader (1395). The relationship between dynamic capabilities and company performance by mediating operational capabilities. *Business Management Perspective*, 15 (3), 140-125.
- Heidarzadeh, K., & Naebzadeh, Sh. (2009). Arzyābi-ye ta'sir-e bāzārgerāi-ye towse'eyāfte bar amalkard-e kasb-o-kār-e šerkathā-ye paziroftešode dar burs-e ovrāq-e bahādār va erā'e-ye čārčub-e kārbordi. *Journal of Future Studies Management*, 20(1), 13-39.
- Hosseininia, Gh., Ataie, P., & Yaghoubi Farani, A. (2017). Arzyābi-ye mahārathā va vižegihā-ye kārāfarināne-ye dānešjuyān va ta'sir-e ān bar qasd-e kārāfarini (Mowred-e motāle'e: Marākez-e Āmuzeš-e Elmi – Kārbordi Mahārat) [An assessment of students' entrepreneurial skills and characteristics and the impact on their entrepreneurial intention: A case of Maharat Applied Science Centers]. *Iranian Journal of Engineering Education*, 19(73), 25-44.



Interdisciplinary
Studies in the Humanities

Abstract



- Hurley, R. F., Hult, G. T. M., & Knight, G. A. (2003). Innovativeness: Its antecedents and impact on business performance. *Industrial Marketing Management*, 33, 429-38. doi: 10.1016/j.indmarman.2003.08.015
- Iqbal, M. (2011). Knowledge economy and university performance. *Int J Acad Res*, 3(5), 27-32.
- Jaehoon, R., Baekyung, P., & DoHyung, L. (2010). Drivers of innovativeness and for performance innovative SMEs in South Korea: Mediation of learning orientation. *Technovation*, 30, 65-75.
- Kaleka, A. (2011). When exporting manufacturers compete on the basis of service:resources and marketing capabilities driving service advantage and performance. *Journal of International Marketing*, 19(1), 40-58. doi: 10.1509/jimk.19.1.40
- Keat, O. Y., Selvarajah, C., & Meyer, D. (2011). Inclination towards entrepreneurship among university students: An empirical study of Malaysian university students. *International Journal of Business and Social Science*, 2(4), 220-206.
- Kennedy, J., Mendes, R. (2002). Population structure and particle swarm performance. *Proceedings of the 2002 Congress on Evolutionary Computation. CEC'02 (Cat. No.02TH8600)*
- Khayri, S., Yaghoubi, J., & Yazdanpanah, M. (2011). Investigating barriers to enhance entrepreneurship in agricultural higher education from the perspective of graduate students. *Procedia- Social and Behavioral Sciences*, 15, 2818-2822. doi: 10.1016/j.sbspro.2011.04.195
- Khoursandi Taskouh, A. (2008). *Goftemān-e miyānreṣṭei-ye dāneš: Mabāni-ye nazari, gunešenāsi, xat-e mašyhāyi barāye amal dar āmuzeš-e āli*. Tehran, Iran: Institute for Social and Cultural Studies.
- Kotecha, P., Walwyn, D., & Pinto C., 2011, 'Deepening Research Capacity and Collaboration across Universities in SADC', A Southern African Universities Regional Research and Development Fund, May 2011.
- Longbottom, D. (2008). The need for education and training in the use of the organizational excellence models for quality management in UK higher education institutions. *Quality Assurance in Education*, 10(1), 26-36.
- Lourenço, R. T., & Mano, M. (2017). The role of general councils in the supervision of the organizational performance of higher education institutions, world academy of science, engineering and technology. *International Journal of Educational & Pedagogical Sciences*, 11(12), 3524.
- Madandar Arani, A., & Sarkar Arani, M. R. (2009). *Education and Development: New Issues in Economics*. Tehran, Iran: Ney.
- Mahmoud, M. A., Blankson, C. H., Owusu-Frimpong, N., Nwankwo, S., & Trang, T. P. (2016). Market orientation, learning orientation and business performance: The mediating role of innovation. *International Journal of Bank Marketing*, 34(5), 623-648. doi: 10.1108/IJBM-04-2015-0057

- Mashayekh, F. (2010). *New perspectives on educational planning*. Tehran, Iran: Samt.
- Mayangsari, L., Novani, S., & Hermawan, P. (2015). *Batik solo industrial cluster analysis as entrepreneurial system: A viable co-creation model perspective*. The 6th Indonesia International Conference on Innovation, Entrepreneurship and Small Business Procedia - Social and Behavioral Sciences, 169, 281-288.
- Mehr Alizadeh, Y., & Arman, S. A. (2008). A Study of the Labor Market Graduates' Market in Iranian State Universities. *Journal of Business Strategies*, 5(26), 73-87.
- Mehregan, M. R., & Dehghan Nayeri, M. (2009). Coherent Approach BSC - TOPSIS to Assess Top School Management Schools in Tehran Province. *Journal of Industrial Management*, 1(2), 153-168.
- Merchant, Z., Goetz, E. T., Cifuentes, L., Keeney-Kennicutt, W., & Davis, T. J. (2014). Effectiveness of virtual reality-based instruction on students' learning outcomes in K-12 and higher education: A meta-analysis. *Computers & Education*, 70, 29-40. doi: 10.1016/j.compedu.2013.07.033
- Mirkamali, S. M., & Narenji Sani, F. (2008). Study of relationship between the quality of work life and job satisfaction among faculty members of Tehran and industrial universities of Sharif. *Journal of Research and Planning in Higher Education*, 14(2), 71-101.
- Murray, J. Y., Gao, G. Y., & Kotabe, M. (2011). Market orientation and performance of export ventures: The process through marketing capabilities and competitive advantages. *Journal of the Academy of Marketing Science*, 39(2), 252-269.
- Nadeem, M., Ali, A., Maqbool, S., & Zaidi, S. U. (2012). Impact of anxiety on the academic achievement of students having different mental abilities at university level in Bahawalpur (Southern Punjab) Pakistan. *International Online Journal of Educational Sciences*, 2012, 4 (3), 519-528
- Naghbi, S., & Malekzadeh, Gh. (2014). A Model for Assessing the Role of Social Responsibility in Assessing the Performance of Small and Medium Enterprises (Case Study: Non-profit Higher Education Centers in Mashhad). *3rd Conference Melli-ye Hesābdāri va Modiriyat* [Third National Conference on Accounting and Management], University of Tehran Scientific Convention Center.
- Nair, C. S., & Mertova, P. (2009). Conducting a graduate employer survey: A Monash university experience. *Quality Assurance in Education*, 17(2), 191-203.
- Najib, M., & Kiminami, A. (2011). Innovation, cooperation and business performance. *Journal of Agribusiness in Developing and Emerging Economies*, 1(1), 75-96.
- Nakata, C., Subin, I., Heungsoo, P., & Young-Won, H. (2006). Antecedents and consequences of Korean and Japanese new product advantage. *Journal of Business Research*, 59(1), 28-36.
- Neely, A., Adams, C., & Crowe, P. (2001). The performance prism in practice. *Measuring Business Excellence*, 5(2), 6-12.





- Nenadál, J. (2015). Comprehensive quality assessment of Czech higher education institutions. *International Journal of Quality and Service Sciences*, 7(2&3), 138-151.
- Niazi, M. (2011). Combined research methods, Third Methodological Movement in Social Sciences. *Journal of Iranian Social Studies*, 5(2), 158-181.
- Nicolescu, L. (2009). Applying marketing to higher education: Scope and limits. *Management & Marketing*, 4(2), 35-44.
- Olhager, J., & Prajogo, D. I. (2012). The impact of manufacturing and supply chain improvement initiatives: A survey comparing make-to-order and make-to-stock firms. *Omega-International Journal of Management Science*, 40(2), 159-165.
- Oni, C. S. (2007). Globalization and its implications for vocational education in Nigeria. *Essays in Education*, 21(1), 30-34.
- Palmer, T. B., & Short, J. C. (2008). Mission statement in US colleges of business: An empirical examination of their content with linkages to configuration & performance. *Academy of Management, Learning & Education*, 7(4), 454-470. Doi: 10.5465/amle.2008.35882187
- Parvin, L., Rahman, M. W., & Jia, J. (2012). Determinates of women microentrepreneurship development: An empirical investigation in rural Bangladesh. *International Journal of Economics and Finance*, 4(5), 254-260. doi: 10.5539/ijef.v4n5p254
- Podsakoff, P. M., Mackenzie, S. B., Paine, J. B., & Bachrach, D. G. (2000). Organizational citizenship behaviors: A critical review of the theoretical and empirical literature and suggestions for future research. *Journal of Management*, 26(3), 513-563.
- Prodan, I. (2007). *A model of technological entrepreneurship*. Handbook of Research on Techno-Entrepreneurship. Cheltenham, Edward Elgar Publishing Limited.
- Raciti, M. (2010). Marketing Australian higher education at the turn of the 21st Century: A précis of reforms, commercialisation and the new university hierarchy. *e-Journal of Business Education & Scholarship of Teaching*, 4(1), 32-41.
- Reveiu, A., & Dardala, M. (2013). The role of universities in innovative regional clusters. *Empirical Evidence from Romania, Social and Behavioral Science*, 93, 555-559. doi: 10.1016/j.sbspro.2013.09.238
- Rivza, B., Bikse, V., & Brence, I. (2015). Evaluation of higher education study programs and their development trends. *Procedia Economics and Finance*, 26, 643-650.
- Rong, K., Hu, G., Lin, Y., Shi, Y., & Guo, L. (2015). Understanding business ecosystem using a 6C framework in Internet-of-Things-based sectors. *Int. J. Production Economics*, 159, 41-55. Doi: 10.1016/j.ijpe.2014.09.003
- Rossi, F. (2010). The governance of university - industry knowledge transfer. *European Journal of Innovation Management*, 13(2), 155-171.
- Saadat Talab, A., Yasini, A., & Shirali, I. (2016). An Investigation of Strategic Human

- Resource Approaches on Entrepreneurial and Innovative Performance in Iranian Higher Education: Case Study of Shahid Beheshti University and Tehran. *Iranian Journal of Social Problems*, 6(2), 263-280.
- Sadeghi Bokani, N., and Sophie, S. (2010). The Role of Higher Education in National Development with Emphasis on Land Reconciliation. Regional Conference on Localization of the Model of Higher Education Development. Still, the desire for beta stresses the burden of Samiya Cesarean. Islamic Azad University, Sanandaj Branch, Human Sciences Unit, Islamic Azad University, Science and Research Branch.
- Sadri, A., & Zahedi, E. (2010). A follow-up study of the performance of the technical education system technician training system in Iran. *Quarterly Journal of Research and Planning in Higher Education*, 15(4), 99-112.
- Safari, H., & Khan Mohammadi, E. (2013). Draw a strategy map with regard to the attitude and confidence level of decision makers using the FEMALE DEMATEL technique. *Modiriyat-e Fardā Journal*, 12(37), 51-70.
- Schawel, C., & Billing, F. (2014). Balanced scorecard (BSC). In *Top 100 Management Tools* (pp. 27-30), Gabler Verlag.
- Selesho, J. M. (2014). Enhancing the culture of quality assurance in higher education: perspectives of managing institutional accountability. *Mediterranean Journal of Social Sciences*, 5(1), 405. doi: 10.5901/mjss.2014.v5n1p405
- Sepandarad, R. (2011). From scientific development to the localization of science. *Gozāreš*, 226, 29-31.
- Shah, M., & Jarzabkowski, L. (2013). The Australian higher education quality assurance framework: From improvement-led to compliance-driven. *Perspectives: Policy and Practice in Higher Education*, 17(3), 96-106. doi: 10.1007/s12564-011-9152-2
- Smulowitz, S. (2014). *Planned organizational change in higher education: Dashboard indicators and stakeholder sensemaking-a case study* (Doctoral dissertation). Rutgers University, New Brunswick, NJ, January.
- Sokovic, M., Pavletic, D., & Pipan, K. K. (2010). Quality improvement methodologies–PDCA cycle, RADAR matrix, DMAIC and DFSS. *Journal of Achievements in Materials and Manufacturing Engineering*, 43(1), 476-483.
- Swink, M., Narasimhan, R., & Wang, C. (2007). Managing beyond the factory walls: Effects of Four type of strategic integration. 25(1), 148-164. doi: 10.1016/j.jom.2006.02.006
- Tari, J. J., & Dick, G. (2016). Trends in quality management research in higher education institutions. *Journal of Service Theory and Practice*, 26(3), 273-296.
- Tari, J. J., & Espinosa, S. D. J. (2007). EFQM model self-assessment using a questionnaire approach in university administrative services. *TQM Magazine*, 19, 604-616.
- Taylor, M. M. (2008). A comprehensive assessment of Atlanta's status as high technology cluster Georgia Institute of technology.



Interdisciplinary
Studies in the Humanities

Abstract



- Urbano, D., Toledano, N., & Soriano, D. (2010). Analyzing social entrepreneurship from an institutional perspective: Evidence from Spain. *Journal of Social Entrepreneurship*, 1, 54-69.
- Vega-Va'zquez, M., Cossi'o-Silva, J. F., & Marti'n-Rui'z, M. (2012). Does the firm's market orientation behavior influence innovation's success?. *Management Decision*, 50(8), 1445-1464.
- Veladati Aliabadi, O. (2011). *Evaluation of the quality of activities of the University of Urmia based on the criteria of the European Quality Excellence Model (Master's Thesis)*. Faculty of Psychology and Educational, Shahid Beheshti University.
- Vlăsceanu, L., Grunberg, L., & Parlea, D. (2004). *Quality assurance and accreditation: A glossary of basic terms and definitions*. Bucharest: Unesco-Cepes, 25-46.
- Voss, R., Gruber, T., & Szmigin, I. (2007). Service quality in higher education: The role of student expectations. *Journal of Business Research*, 60(9), 949-959. doi: 10.1016/j.jbusres.2007.01.020
- Wang, K., Hu, G., Lin, Y., Shi, Y., & Guo, L. (2015). Understanding business ecosystem using a 6C framework in Internet-of-Things-based sectors. *Int. J. Production Economics*, 159, 41-55. doi: 10.1016/j.ijpe.2014.09.003
- Wilden, R., & Gudergan, S. P. (2015). The impact of dynamic capabilities on operational marketing and technological capabilities: Investigating the role of environmental turbulence. *Journal of the Academy of Marketing Science*, 43(2), 181-199.
- Wilden, R., Gudergan, S., Nielsen, B. B., & Lings, I. (2013). Dynamic capabilities and performance: Strategy, structure and environment. *Long Range Planning*, 46(1-2), 72-96. doi: 10.1016/j.lrp.2012.12.001
- Xie, C., & Steiner, S. D. (2013). Enhancing management education relevance: Joint creation of knowledge between business schools and business. *Business Education and Accreditation*, 5(2), 1-15.
- Yao, Q., & Qin, H. (2016). Marketing capability, competitive advantage and business performance. *INT. j. Technology, Policy and Management*, 16(3), 195-213.