An analysis of the managerial performance of Italian museums using a generalised conditional efficiency model

Museums are among the most relevant cultural institutions and assume a central relevance in countries, like Italy, which have an outstanding cultural heritage. This makes the evaluation of their efficiency of primary importance. The literature evaluating museums’ efficiency has often neglected the distinction between outputs under the direct control of museums and outcomes that depend on users’ involvement. The latter aspect is however crucial to evaluate museums’ performance. In this paper, we employ a generalised conditional efficiency model to assess the true efficiency of Italian museums, i.e. the efficiency in the provision of museums’ service potential, consistently dealing with the impact of the socio-demographic and institutional environment in which museums operate.