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How well is the museum performing? A joint use of DEA and BSC to measure the performance of museums

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**Highlights**

- A two-stage model with weights restrictions measures the performance of museums
- This is the first model that exploits an integrated DEA-BSC approach for museums
- In the first stage the museums performance for each BSC perspective is evaluated
- In the second stage the overall performance score is computed
- An empirical analysis to Venice MUVE museums shows the applicability of the model

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