

Public Abstract

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Title:MEASUREMENT OF PERCEIVED CONFLICT BETWEEN MEMBERS IN AMERICAN HIGHER EDUCATION MERGED LIBRARY AND INFORMATION TECHNOLOGY DEPARTMENTS

This survey study is designed to examine how mergers impact the perceived conflict levels of two occupational groups, library and IT professionals. The anticipated outcomes are as follows: a) to re-assess the psychometric properties of the ROCI-I, b) to determine the perceived conflict levels of merged library and information services department employees as determined by the ROCI-I, and c) to determine if difference exists between perceived conflict levels of library and IT professionals.

The most common higher education departmental merger is that of the library and the information technology department (Hardesty, 1998). Unfortunately, the merger of these two departments has been cited as a source of conflict within the organization (Renaud, 2001; Wagner, 2000). No quantitative evidence existed regarding the actual levels of perceived conflict between these two groups or the degree to which levels of conflict differ between the two groups. It was further unknown whether the instrument used to measure conflict levels still possessed adequate reliability and validity given that the last psychometric tests involved data from 1983. In addition, this study also verified the reliability and validity of the ROCI-I in assessing perceived conflict levels among library and IT professional populations. For these reasons this study is significant in that it will both add previously unknown quantitative data to the library and IT merger discussion and inform conflict researchers as to the psychometric properties of the ROCI-I.