

THE EVIDENCE AND IMPACT OF ROLE CONFLICT ON COPY EDITORS WHO WORK
AT COMPANIES THAT PRODUCE NEWSPAPERS AND WEBSITES

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ABSTRACT

This study predicted that copy editors have experienced role conflict, which would manifest itself as job satisfaction and responsibility conflict. A questionnaire was developed to test the hypotheses. Analysis found that most copy editors' responsibilities at least partially conflict. The number of tasks copy editors have is a predictor for the frequency of responsibility conflict. Social media, website management, and page proofs are tasks copy editors might have that are moderately correlated with the frequency of role conflict. It might be best to have one person focus on those types of tasks, which would allow all of the other editors take on tasks that require longer, in-depth tasks, rather than have all the editors be perpetually distracted. Analysis also found that the alignment of copy editors' values with those of the company were more highly correlated than any other satisfaction variable, including salary, shifts, and co-workers.