Title: Leadership style of Information Technology administrators in selected Adventist Educational Institutions in the Southern Asia-Pacific Region

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Abstract:

This study was conducted with the purpose to investigate the relationship between the leadership style of Information Technology (IT) administrators in selected Adventist colleges/universities in the Philippines, and the perception of the consumers about IT services in the mentioned institutions.

The population included in the study was the 8 IT leaders in the eight Adventist colleges/universities in the Philippines, and the consumers in the institutions, consisting of the faculty, staff and students. The total number of questionnaires was 676, from which 641 (94.8%) were usable. There were two sets of questionnaires, one for the IT leaders which measured selected demographic variables of the leaders, the self-perception of the leadership style, and some variables about the institution. The second set of questionnaires was for the consumers of the IT (faculty, staff and students) and measured selected demographic variables of the consumers, and their attitude toward the IT services.

The demographic profile showed that the respondents more mostly women (57.3%), in the population for faculty, staff and students. This was the reverse in the case of the IT leaders, where 75% were found to be males.
Significant differences were found in the perception of the IT services among the consumers, when consumers were grouped by age, number of years in the institution, and level of complete education. Significant differences were found between the faculty, staff and students, with the students indicating worse perception of the IT services.

For measuring the leadership style of the leaders, a model developed by the US Army was used. It measured three components of the leadership style: authoritative, democratic, and laissez-faire. Significant relationship was observed between the leadership style and the perception IT services by the consumers. Negative correlations were found between the attitude of consumers toward the IT department and the authoritative and democratic components of leadership, and a positive correlation was found between the laissez-faire style and attitude of the consumers toward the IT department.