Introduction to ClimateQUAL® Lite

Association of Research Libraries
Webcast Briefing
September 11, 2014
12:15 p.m.–12:45 p.m. EST
Welcome

Shaneka Morris
Statistics Editorial Assistant,
Association of Research Libraries
Thank You for Joining Us

• Everyone will be muted to cut down on background noise

• We welcome questions. Please type your questions and ARL staff stand ready to answer all of them

• If time permits, we will have a question and answer session at the end of the presentation

http://www.climatequal.org/
Agenda

- Introduction ClimateQUAL®
- Theory and Background
- ClimateQUAL® Lite
  - Statistical Validation (psychometrics)
  - Scales
- Survey Administration and Results
- Questions and answers as time allows

http://www.climatequal.org/
Introduction to ClimateQUAL®

Shaneka Morris
Statistics Editorial Assistant,
Association of Research Libraries
ClimateQUAL® Assessment

Measures staff perceptions concerning:

- the library's commitment to the principles of diversity
- organizational policies and procedures, and
- staff attitudes

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Goals of ClimateQUAL® Project

• Develop a tool that assesses the “health” of a library
  • Whether the policies, procedures and practices of a library are supporting its mission and facilitating meeting current and future customer needs.

• Develop large database of norms to help libraries interpret their results

• Develop an active community of libraries that share experiences and interventions to improve the effectiveness of libraries participating in community

• Track changes in libraries over time to permit objective feedback regarding effectiveness of attempted practices/interventions

• Empirical validation of the healthy organization theory
http://www.climatequal.org/
The survey is not publicly available
The survey is not distributed in advance of survey administration
On the website:
  - In-depth descriptions of the scales
  - 2 sample questions per scale
ClimateQUAL®: Theory and Background

Paul Hanges, Ph.D.

Associate Chair & Director of Graduate Studies; Professor, Social, Decision, and Organizational Science, University of Maryland

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Organizational Climate

• Organizational climate refers to the interpretative frameworks shared by employees regarding the priorities of their organization and it helps them understand what behavior is rewarded, supported, and expected in the organization (Schneider, 1990).

• Employees develop these organizational perceptions as a result of their attempts to make “sense” of the policies, practices, and procedures endorsed and enacted in an organization.

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Organizational Attitudes

• The organizational attitude measures included in ClimateQUAL® are different reflections of the current workforce’s morale.

• In other words, these measures can be thought of as an assessment of the current health of the employed workforce.

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Healthy Organization

• A healthy organization is one that is responsive to its environment

• ASA Cycle

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ClimateQUAL® Long Form
Organizational Climate Scales

9 Climate Scales:
• Climate for Deep Diversity
• Climate for Psychological Safety
• Climate for Justice
• Climate for Innovation: Co-Workers
• Climate for Continual Learning
• Climate for Leadership
• Climate for Teamwork
• Climate for Demographic Diversity
• Climate for Customer Service

http://www.climatequal.org/
ClimateQUAL® Long Form Organizational Attitudes Scales

7 Attitude Scales:
• Task Engagement
• Organizational Commitment
• Organizational Citizenship Behaviors
• Organizational Withdrawal
• Job Satisfaction
• Team Psychological Empowerment in the Workplace
• Work Unit Conflict

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ClimateQUAL® Lite

ClimateQUAL™
Organizational Climate and Diversity Assessment

http://www.climatequal.org/
Why ClimateQUAL® Lite?

• Decrease completion time
• Preserve data integrity
• Allow institutions to assess library staff perceptions of the key concepts in the Healthy Organization Theory.
• Allow libraries using the Lite version to use the normative database for benchmarking

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Psychometric Properties of ClimateQUAL® Lite

• Analyzed responses from a total of 53 libraries.
  • The majority of the libraries were in the USA, four libraries were from England and two from Canada.

• Analysis techniques:
  • Factor analyses of individual questions
  • Analysis of internal consistency reliability (Cronbach’s alpha)
  • Compute the intra-class correlation coefficient (ICC) (shows that ClimateQUAL® Lite scales assesses organizational climate and not individual level perceptions)

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## Psychometric Properties of ClimateQUAL® Lite

### Results:

<table>
<thead>
<tr>
<th>Analysis Technique</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factor Analysis</td>
<td>All scale questions substantially exceed the 0.40 cutoff. (Greater than 0.40 = good)</td>
</tr>
<tr>
<td>Internal consistency reliability analysis (Cronbach’s Alpha)</td>
<td>All have exceptional levels of reliability and Cronbach’s Alphas are statistically significant.</td>
</tr>
<tr>
<td>ICC</td>
<td>All scales have ICC(1)s substantially above 8% and all ICC(1)s are statistically significant. (Average ICC(1) in the research literature when organizational climate is assessed is 8%).</td>
</tr>
</tbody>
</table>

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Psychometric Properties of ClimateQUAL® Lite

- Conclusions:
  - Scales have desirable psychometric properties.
  - Scales measure organizational climate and not individual level perceptions.
  - These conclusions apply to BOTH versions of ClimateQUAL®

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ClimateQUAL® Lite
Organizational Climate Scales

6 Climate Scales:
• Climate for Deep Diversity
• Climate for Psychological Safety
• Climate for Justice
• Climate for Innovation: Co-Workers
• Climate for Continual Learning
• Climate for Leadership
• Climate for Teamwork
• Climate for Demographic Diversity
• Climate for Customer Service

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ClimateQUAL® Lite
Organizational Attitude Scales

1 Attitude Scale:
• Task Engagement
• Organizational Commitment
• Organizational Citizenship Behaviors
• Organizational Withdrawal
• Job Satisfaction
• Team Psychological Empowerment in the Workplace
• Work Unit Conflict

http://www.climatequal.org/
ClimateQUAL® Lite
Sample Questions

Sample questions on the ClimateQUAL® website at

http://www.climatequal.org/about/concepts/sample
Survey Administration & Results

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Association of Research Libraries
<table>
<thead>
<tr>
<th>ClimateQUAL®</th>
<th>ClimateQUAL® Lite</th>
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<tbody>
<tr>
<td>• Approximately 150 questions</td>
<td>• Approximately 80 questions</td>
</tr>
<tr>
<td>• 9 climate dimensions</td>
<td>• 6 climate dimensions</td>
</tr>
<tr>
<td>• 7 organizational attitude scales</td>
<td>• 1 organizational attitude scales</td>
</tr>
<tr>
<td>• Additional demographic questions</td>
<td>• Additional demographic questions</td>
</tr>
<tr>
<td>• 20-50 minutes to complete</td>
<td>• 10-20 minutes to complete</td>
</tr>
</tbody>
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Conducting the Survey

• Question context
  • The library as a whole
  • Designated team or work unit

• A free-text comments box

• Participants need to survey at least 50 part-time or full-time employees, possibly including student workers

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Conducting the Survey

- Web-based survey administered online within the StatsQUAL platform
- Staff should allow 10–20 minutes to complete
  - Median survey time: approx. 13 min
- Survey typically lasts for 3 weeks

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Conducting the Survey

- Respondent confidentiality is of paramount concern, given the sensitive nature of the questions and responses
- An overview report is provided to the library with the comments of the respondents
- To protect confidentiality
  - Raw data are not shared with the institution
  - Data are not reported for that groups with too few responses
- Only libraries with large enough sample sizes can receive additional analysis for specific subgroups within the organization, as an add-on service

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Putting the Results in Context

• Feedback from the survey is grounded in a baseline from the libraries that have already participated

• Normative data (available to current and past participants):
  - All Libraries through 2013
  - All Individuals through 2013

• Results review phone call with ARL Staff

• Quarterly ClimateQUAL Calls—closed forum for current and past participants
Join Us!

Shaneka Morris

Statistics Editorial Assistant,
Association of Research Libraries
Join Us!

Join the growing community of ClimateQUAL® participants!

We are currently enrolling institutions in the 2014-15 administration of ClimateQUAL®. If you are interested, please contact us at climatequal@arl.org.

Resources

• Informational video:
  http://youtu.be/0LIE3l7tPAo

• Publications about ClimateQUAL®
  http://www.climatequal.org/publications

• Shared Workspace login - ClimateQUAL® participants only
  http://www.climatequal.org/
Selected Resources

more at: http://www.climatequal.org/publications


  Audio available at: http://www.arl.org/resources/pubs/mmproceedings/158mm-proceedings.shtml

THANK YOU