FEAR AND TYRANNY IN INFORMATION TECHNOLOGY: AN EDUCATIONAL PERSPECTIVE

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Abstract

In a university setting, many information technology (IT) departments may adopt fear-based and tyrannical management methods, wielding their power over users within the academic institution. As discussed in this paper, this management style is argued to be counterproductive for academic performance and innovation. The qualitative data used in the study identifies key drivers of such petty tyranny in university IT departments and examines its effects on the performance and innovation of users within the academic community.

The findings suggest that the personality traits of IT managers, particularly those associated with the dark triad, play a role in diminishing performance and innovation within the universities. Moreover, the study reveals that the relationship between managerial traits and negative outcomes is moderated by factors such as the level of bureaucracy and accountability of IT managers to university upper management.

In conclusion, the paper recommends implementing measures in university IT departments to address these issues. It suggests conducting personality screenings, specifically to identify dark triad traits, during the hiring process for IT managers. Additionally, the ongoing monitoring of current managers is proposed to detect and mitigate tyrannical behaviors that create a culture of fear within the university environment.