

A Study on the General Center for Convergence Research Satisfaction of Humanities and Social Sciences-based Convergence Researchers

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ABSTRACT

The purpose of this study to analyze the perception of the general center for convergence research through the satisfaction analysis of the general center for convergence research at the present time when the ripple effect of convergence research has continued to increase. To carry out the study, a total of 74 questionnaires were collected from November 5 to 10, 2021, and 74 were used for the analysis. The results of the study are as follows. First, it was found that the convergence researchers have a very high level of overall satisfaction with the general center for convergence research. Second, it was found that all of the roles played by the general center for convergence research were generally important for the convergence researchers. Therefore, in terms of the general center for convergence research, it is essential to play a role that the convergence researchers recognize as important. It should be established as a general center for convergence research that can support researchers with a useful role.

1. Introduction

The convergence across various fields of study has begun in order to find an integrated solution for the various social problems of the present age. A necessity of a new research paradigm has been raised as various complex problems that could not be solved with existing knowledge of a single academic field had been induced and various convergence research is currently conducted to pursue a sustainable socio-economic development, centering on major advanced countries (Han & Kyung, 2011). Accordingly, the need for convergence research was emphasized in Korea, and the interdisciplinary convergence research support program was conducted by the National Research Foundation in 2009. The convergence research support has been expanded and is also in progress as a general joint convergence research support project (convergence) after being established in 2019. In order to support convergence researchers, the National Research Foundation and its affiliated

convergence research center are playing roles to create a forum for the achievements of convergence researchers and for research sharing purposes.

The General Center for Convergence Research serves as an institution to help support the development of convergence research by sharing the research information and networking by and among the convergence researchers, discover the agenda of convergence research based on the humanities and society, and raise awareness through publicity about the achievements and necessity of convergence research. It also provides opportunities for sharing of convergence research by holding HubCon conferences, performance presentations and seminars every year and manages websites for the General Center for Convergence Research, providing a one-stop service to provide information on the results of convergence research tasks and seminars. In addition, it publishes data including best practice reports and trend reports twice a year, seeking efforts to spread convergence research and help the convergence research team through various activities including provision of the convergence DB and promotion activities (newsletters, other distributions, SNS).

The present study aimed to examine the role of the General Center for Convergence Research that is practically necessary for convergence researchers at the present time with an increase of ripple effect of convergence research and its improvement plans and to investigate the meaning of the General Center for Convergence Research for the researchers. In the end, this study intends to suggest improvement plans and implications to provide the improved role of the General Center for Convergence Research to researchers conducting convergence research.

2. Theoretical Study of the Convergence Research

2.1 *Limit of convergence research*

In contrast to the conceptual purpose and expected effect, the convergence research has several difficulties throughout the course of the research process, and constant questions about ‘what is convergence between disciplines’ are raised (Kim et al., 2018). It is pointed out that it is difficult to achieve the targeted convergence results without solving various practical difficulties specific to convergence research and in order to reduce such repeated trial and error, a medium for sharing experiences of convergence researchers is needed (Noh & Shin, 2019; Thurow et al., 1999).

In the study of Lovelace et al. (Lovelace et al., 2001), it was explained that convergence research can be successfully conducted when active communication in a comfortable atmosphere is formed. In the study of Boone & Hendriks (Boone & Hendriks, 2009), it was stated that acting cooperatively and sharing a lot of information may have a positive effect on performance. Conversely, Paik (Paik, 2016) explained that it was difficult to proceed with convergence research due to difficulties in mutual understanding and communication and differences in research methods. Kim & Park (Kim & Park, 2015) mentioned that an auxiliary role medium should be provided for network formation and smooth communication of convergence researchers. A study by Shields et al. (Shields et al., 2005) pointed out that the formation of a friendly atmosphere, an open mind to other disciplines, and a place where researchers can meet are factors that can promote interdisciplinary convergence

research and to overcome these limitations, above all else, the need for a system for mutual knowledge sharing, cooperation, and communication among researchers is constantly being raised. As such, it is repeatedly proved that the auxiliary role of the General Center for Convergence Research is continuously needed for the spread of research and network formation of convergence researchers.

2.2 Preceding study of satisfaction

In a study by Kim et al. (Kim et al., 2018) on satisfaction of convergence researcher, it has been explained that sufficient online and offline encounters, successful convergence characteristics of research, appropriate role sharing among researchers, hope for publicity of the necessity of convergence research and presentations of guideline has a significant effect on satisfaction with the convergence research process. The more the researchers felt that the events hosted by the General Center for Convergence Research were held in a suitable location and the less difficult the convergence research was than the individual research, the higher the satisfaction with the results of the convergence research. In addition, it was confirmed that the higher the satisfaction with the improvement of communication and understanding with convergence researchers and the promotion of the necessity of convergence research, the higher the intention to continue convergence research. In the satisfaction study of the interdisciplinary convergence research support program research team by Kim & Lee (Kim & Lee, 2018), it was found that the researchers were generally satisfied with the convergence research process, but they felt difficulties in the convergence research process overall with the relatively greater difficulties induced by a pressure on the results of convergence research, the burden on the research director and difficulty given a lack of knowledge of other majors in joint research across multiple fields caused by the nature of interdisciplinary convergence research. In addition, it was found that the researchers felt that the great advantage of convergence research is that it helps them interact and form networks with various researchers through the convergence research, and the higher the responsibility for research, the higher the satisfaction with the exchange, and the need for research exchange was perceived.

3. Research Method

3.1 Research questions

The purpose of this study is to provide the data for strengthening the convergence research related capacity, quality management and improvement of service through the analysis of satisfaction with the general center for convergence research of interdisciplinary convergence research support project and general joint convergence research support project. To achieve the purpose of this study, the following research questions were provided in Fig. 1.

First, what do convergence researchers think is satisfied with the general center for convergence research?

Second, what factors should be improved in the general center for convergence research based on satisfaction survey?

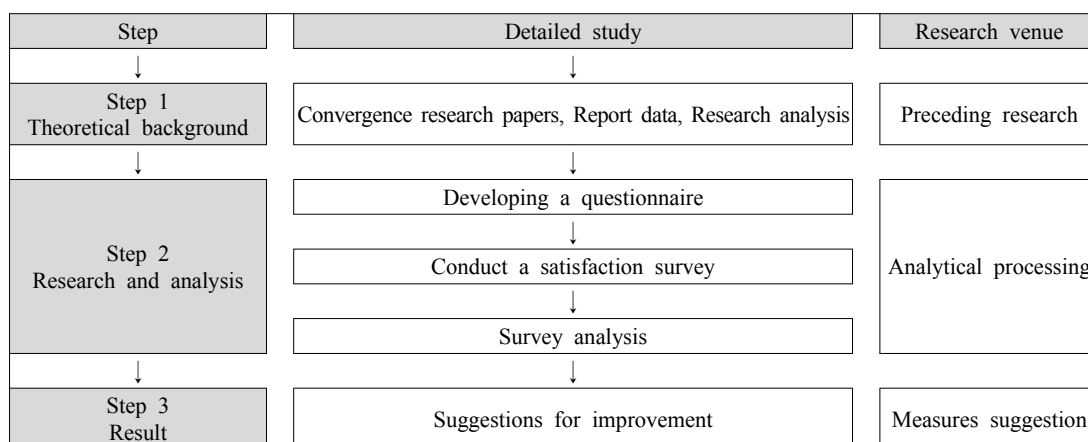


Fig. 1. Research procedures and contents

3.2 Research method and procedures

In this study, measurement items were derived based on previous studies to measure the satisfaction of the general center for convergence research that the humanities and social-based convergence researchers actually feel. The questionnaire consisted of 24 questions including overall satisfaction, events, publication materials, DB, promotion, detailed items, other (selective), and demographic characteristics. All questions except for other opinions were composed of 5-point Likert scale.

The sample collection of this study was conducted through an online survey for about 6 days from November 5 to 10, 2021, and it was limited to the senior researcher, cooperation researcher, and research assistants participating in the humanities and social-based convergence research. This online survey was distributed directly by researchers from the general center for convergence research, and 74 people participated in the online survey, and a total of 74 copies (100.0%) recovered were used for the final analysis. To achieve the purpose of this study, frequency analysis and descriptive statistical analysis were performed using SPSS 22.0, and the details are shown in Table 1.

Table 1. Question configuration

| | Contents | N |
|-------|---|----|
| 1 | Overall satisfaction | 1 |
| 2 | Satisfaction with the event | 1 |
| 3 | Satisfaction with publication materials | 1 |
| 4 | Satisfaction with convergence DB | 1 |
| 5 | Satisfied with the promotion | 1 |
| 6 | Experience of visiting the website | 1 |
| 7 | Overall satisfaction on the website | 1 |
| 8 | Satisfaction with detailed items on the website | 5 |
| 9 | Primary role | 6 |
| 10 | Other | 1 |
| 11 | Demographic characteristics | 5 |
| Total | | 24 |

4. Research Result

4.1 Status of demographic characteristics

The general characteristics of the study subjects are as follows in Table 2. Women accounted for 68.91% and men accounted for 31.08%. In terms of age, the group aged 40-49 accounted for 45.94% and those aged 50-59 accounted for 32.43%, and as for the area of the affiliated organization, Chungcheong-do was the largest group, accounting for 41.89%. In terms of the participation status, the co-researcher accounted for 56.75% and the responsible researcher accounted for 36.48%, and as for the major, the social science accounted for 35.13% and the humanities accounted for 29.72%, respectively.

Table 2. Demographic characteristics (N=74)

| Contents | | N | % |
|---------------------------------|----------------------------|----|-------|
| Gender | Male | 23 | 31.08 |
| | Female | 51 | 68.91 |
| Age | ≥ 29 | 2 | 2.70 |
| | 30-39 | 12 | 16.21 |
| | 40-49 | 34 | 45.94 |
| | 50-59 | 24 | 32.43 |
| | 60 ≤ | 2 | 2.70 |
| Area of affiliated organization | Seoul, Gyeonggi-do | 20 | 27.02 |
| | Chungcheong-do | 31 | 41.89 |
| | Gyeongsang-do | 13 | 17.56 |
| | Jeolla-do, Jeju-do Island | 10 | 13.51 |
| Participation status | Responsible researcher | 27 | 36.48 |
| | Co-researcher | 42 | 56.75 |
| | Research assistant | 4 | 5.40 |
| | Other | 1 | 1.35 |
| Major | Engineering | 8 | 10.81 |
| | Social science | 26 | 35.13 |
| | Art and physical education | 8 | 10.81 |
| | Medicine and pharmacy | 9 | 12.16 |
| | Humanities | 22 | 29.72 |
| | Natural science | 1 | 1.35 |
| Total | | 74 | 100.0 |

4.2 Result of satisfaction survey

4.2.1 Overall satisfaction with the general center for convergence research

As a result of analyzing the overall satisfaction of the general center for convergence research that the convergence researchers think, 98.64% were satisfied and 0.00% were not satisfied. The average of overall satisfaction was 4.84, which showed that the overall satisfaction of the general center for convergence research was generally satisfied. The detailed analysis results are as follows in Table 3.

Table 3. Overall satisfaction

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.84 | 0.165 |
| Dissatisfied | 0 | 0.00 | | |
| Normal | 1 | 1.35 | | |
| Satisfied | 10 | 13.51 | | |
| Very satisfied | 63 | 85.13 | | |
| Total | 74 | 100.0 | | |

4.2.2 Satisfaction with the event held

As a result of analyzing whether the events (Symposium, HubCon conference) held at the Center for Convergence Research are helpful for spreading convergence research and securing government budget, 98.63% of the respondents were helpful and 1.35% of the respondents were not helpful. The average was 4.87, and the events (Symposium, HubCon conference) held at the general center for convergence research were found to help spread convergence research and secure the government budget. The detailed analysis results are as follows in Table 4.

Table 4. Satisfaction with the event held

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.87 | 0.201 |
| Dissatisfied | 1 | 1.35 | | |
| Normal | 0 | 0.00 | | |
| Satisfied | 7 | 9.45 | | |
| Very satisfied | 66 | 89.18 | | |
| Total | 74 | 100.0 | | |

4.2.3 Satisfaction with the published materials

As a result of analyzing how much satisfaction is with the data such as best case report and trend report published twice a year at the convergence research center, 95.94% were satisfied and 1.35% were not satisfied. The average was 4.78, and it is generally satisfied with the data such as best case report and trend report published twice a year at the general center for convergence research. The detailed analysis results are as follows in Table 5.

Table 5. Satisfaction with publication materials

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.78 | 0.309 |
| Dissatisfied | 1 | 1.35 | | |
| Normal | 2 | 2.70 | | |
| Satisfied | 9 | 12.16 | | |
| Very satisfied | 62 | 83.78 | | |
| Total | 74 | 100.0 | | |

4.2.4 Satisfaction with convergence DB

As a result of analyzing how satisfied the convergence DB provided by the general center for

convergence research, it was analyzed as 97.29% were satisfied and 0.00% were not satisfied. The average was 4.82, which showed satisfaction with the convergence DB provided by the general center for convergence research. The detailed analysis results are as follows in Table 6.

Table 6. Satisfaction with convergence DB

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.82 | 0.202 |
| Dissatisfied | 0 | 0.00 | | |
| Normal | 2 | 2.70 | | |
| Satisfied | 9 | 12.16 | | |
| Very satisfied | 63 | 85.13 | | |
| Total | 74 | 100.0 | | |

4.2.5 Satisfied with the promotion

As a result of analyzing how much the PR activities of the convergence research center (newsletter, article distribution, SNS etc.) are helpful to the researcher, 95.93% were helpful, 00.00% were not helpful. The average was 4.82, which shows that the PR activities of the general center for convergence research are helpful to the researcher. The detailed analysis results are as follows in Table 7.

Table 7. Satisfied with the promotion

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.82 | 0.229 |
| Dissatisfied | 0 | 0.00 | | |
| Normal | 3 | 4.05 | | |
| Satisfied | 7 | 9.45 | | |
| Very satisfied | 64 | 86.48 | | |
| Total | 74 | 100.0 | | |

4.2.6 Experience of visiting the website

In order to analyze the satisfaction of the website of the general center for convergence research, the analysis of the visit experience was conducted first. As a result of analyzing whether they have visited the website of the general center for convergence research, 93.24% of them have visited and 6.75% have not visited. Overall, it was found that they had experience visiting the website of the general center for convergence research. The detailed analysis results are as follows in Table 8.

Table 8. Experience of visiting the website

| Question | N | % |
|----------|----|-------|
| Yes | 69 | 93.24 |
| No | 5 | 6.75 |
| Total | 74 | 100.0 |

4.2.7 Overall satisfaction on the website

As a result of analyzing as to whether the website of the general center for convergence research

is satisfied overall, 98.55% were satisfied, and 00.00% were not satisfied. The average was 4.84, which showed that they were satisfied with the website of the general center for convergence research. The detailed analysis results are as follows in Table 9.

Table 9. Overall satisfaction on the website visitors

| Question | N | % | M | Std |
|-------------------|----|-------|------|-------|
| Very dissatisfied | 0 | 0.00 | 4.84 | 0.407 |
| Dissatisfied | 0 | 0.00 | | |
| Normal | 1 | 1.45 | | |
| Satisfied | 9 | 13.04 | | |
| Very satisfied | 59 | 85.51 | | |
| Total | 69 | 100.0 | | |

4.2.8 Satisfaction with detailed items on the website

As a result of analyzing the overall satisfaction of each detailed item of the website of the general center for convergence research, it was found that the ‘Convergence Times’ 4.86, ‘Convergence DB’ 4.84, ‘Journal’ 4.83, ‘Community’ 4.81. The overall satisfaction of the detailed items on the website was found.

First, the detailed results of ‘Convergence Times’ were analyzed as 98.55% were satisfied and 00.00% were not satisfied. The satisfaction average was analyzed to be 4.86, and it was found that were satisfied with ‘Convergence times’ among the detailed items of the website.

Second, the detailed results of ‘Convergence DB’ were analyzed as 97.10% were satisfied and 00.00% were not satisfied. The satisfaction average was analyzed to be 4.84, and it was found that were satisfied with the ‘Convergence DB’ among the detailed items on the website.

Third, the detailed results of ‘Journal’ were analyzed as 95.66% were satisfied and 00.00% were not satisfied. The satisfaction average was analyzed to be 4.83, and it was found that they were satisfied with the ‘Journal’ among the detailed items of the website.

Finally, the detailed results of ‘Community’ were analyzed as 95.65% were satisfied and 00.00% were not satisfied. The satisfaction average was analyzed to be 4.81, and it was found that were satisfied with the ‘Community’ among the detailed items of the website. The detailed analysis results are as follows in Table 10.

Table 10. Satisfaction with detailed items on the website

| Contents | Very unsatisfied | | Unsatisfied | | Normal | | Satisfied | | Very satisfied | | M | Std |
|-------------------|------------------|------|-------------|------|--------|------|-----------|-------|----------------|-------|------|-------|
| | N | % | N | % | N | % | N | % | N | % | | |
| Journal | 0 | 0.00 | 0 | 0.00 | 3 | 4.35 | 6 | 8.70 | 60 | 86.96 | 4.83 | 0.484 |
| Convergence times | 0 | 0.00 | 0 | 0.00 | 1 | 1.45 | 8 | 11.59 | 60 | 86.96 | 4.86 | 0.394 |
| Convergence DB | 0 | 0.00 | 0 | 0.00 | 2 | 2.90 | 7 | 10.14 | 60 | 86.96 | 4.84 | 0.441 |
| Community | 0 | 0.00 | 0 | 0.00 | 3 | 4.35 | 7 | 10.14 | 59 | 85.51 | 4.81 | 0.493 |

4.2.9 Satisfaction with major roles

The results of analyzing the overall satisfaction of the main roles of the general center for convergence research are as follows. ‘Colloquium supporting convergence research’ 4.91, ‘Establishment of communication to share the difficulties and know-how of convergence research’ 4.91, ‘Publicity for Convergence Research’ 4.89, ‘Conference to Enhancing Networks among Convergence Researchers’ 4.89, ‘Research achievement sharing seminar’ 4.85.

First, the analysis results of the PR on the convergence research were analyzed as 98.64% were important and 00.00% were not important. The average was analyzed to be 4.89, which showed that the promotion of convergence research is the major role to be performed at the general center for convergence research.

Second, the analysis results of the seminar were analyzed as 97.28% were important and 00.00% were not important. The average was 4.85, indicating that seminars are a major role to be performed at the general center for convergence research.

Third, the analysis results of colloquium were analyzed as 100.0% were important and 00.00% were not important. The average was analyzed to be 4.91, indicating that colloquium is the most important role to play for the general center for convergence research.

Fourth, the analysis results of the conference of the convergence research were analyzed as 97.29% were important and 00.00% were not important. The average was analyzed to be 4.89, indicating that conferences that strengthen networks are the main roles to be played at the general center for convergence research

Finally, the analysis results of sharing the difficulties and know-how of fusion research were analyzed as 100.0% were important and 00.00% were not important. The average was 4.91, and it was found that the most important role to be played in the general center for convergence research is to establish a place of communication to share the difficulties and know-how of convergence research. The detailed analysis results are as follows in Table 11.

Table 11. Satisfaction with major roles

| Contents | Very low | | Low | | Normal | | High | | Very high | | M | Std |
|---------------------------|----------|------|-----|------|--------|------|------|------|-----------|-------|------|-------|
| | N | % | N | % | N | % | N | % | N | % | | |
| Promotion | 0 | 0.00 | 0 | 0.00 | 1 | 1.35 | 6 | 8.10 | 67 | 90.54 | 4.89 | 0.125 |
| Seminar | 0 | 0.00 | 0 | 0.00 | 2 | 2.70 | 7 | 9.45 | 65 | 87.83 | 4.85 | 0.183 |
| Colloquium | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 7 | 9.45 | 67 | 90.54 | 4.91 | 0.087 |
| Conference | 0 | 0.00 | 0 | 0.00 | 2 | 2.70 | 4 | 5.40 | 68 | 91.89 | 4.89 | 0.153 |
| A place for communication | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 7 | 9.45 | 67 | 90.54 | 4.91 | 0.187 |

4.2.10 Other

As a result of analyzing other opinions that convergence researchers want to the general center for convergence research, it was analyzed by active sharing with the convergence research team and support for research activation.

5. Discussion

The purpose of this study was to find implications and directions for the improvement which could provide a rather more practical help for the researchers by measuring the satisfaction that the convergence researchers actually feel about the General Center for Convergence Research, and presenting the basic data for strengthening the research capacity, and managing and improving the service quality.

First, in this study, the convergence researchers attempted to figure out what factors were satisfied with the General Center for Convergence Research. The overall satisfaction level for the General Center for Convergence Research was analyzed as 4.84 points, and the event satisfaction was 4.87, the satisfaction with the published materials was 4.78, the satisfaction with the convergence DB was 4.82, the satisfaction with the public relations was 4.82, and the overall satisfaction of the website was Satisfaction level was 4.84, indicating that researchers feel that they are overall satisfied with the General Center for Convergence Research. Most of the convergence researchers were analyzed to have a very high level of satisfaction with the General Center for Convergence Research, which is interpreted that the satisfaction of the General Center for Convergence Research is highly evaluated as the DB provided by the General Center for Convergence Research, events held, and published materials are of practical help to convergence researchers.

Furthermore, in terms of the extent of satisfaction for each detailed item for the General Center for Convergence Research website, the level of satisfaction for convergence times was shown to be 4.86, 4.84 for the convergence DB, 4.83 for the journal/thesis submission and 4.81 for the community indicating researchers' very high extent of satisfaction with the details of the website. Currently, the General Center for Convergence Research continuously updates the convergence research news, press releases, and the DB related to the convergence research through its website for the convergence researchers, and the Convergence Research Society conducts academic journals and paper submissions twice a year. Since the services provided by the General Center for Convergence Research website were recognized as useful information for convergence researchers, it is estimated that the satisfaction of the General Center for Convergence Research website was high.

Second, based on this satisfaction survey, the role to be performed by the General Center for Convergence Research and the factors to be improved in the General Center for Convergence Research were identified. As a result, the colloquium supporting convergence research scored 4.91 points and 4.91 for providing a forum for communication to share difficulties and know-how of convergence research (operating a council, etc.), 4.89 for promoting convergence research, and 4.89 for strengthening the network between convergence researchers and 4.85 for a seminar for sharing research results, in such order respectively, thereby suggesting that all roles played by the General Center for Convergence Research are considered important overall. It can also be interpreted that most of the convergence researchers are complaining about many difficulties given the nature of convergence research, which is difficult for them to interconnect between disciplines and share among the convergence researchers. Therefore, it is evaluated that the General Center for Convergence Research needs to identify factors that can provide a practical help for the convergence researchers and improve them with priority.

6. Conclusion

Based on the result of the satisfaction analysis conducted in this study, the further improvement plans and implications for revitalizing the General Center for Convergence Research are as follows.

First, it was found that most convergence researchers were generally satisfied with the General Center for Convergence Research. However, considering the ripple effect of convergence research and the growing need for convergence research as the importance of problem solving in the form of convergence increases due to the convergence and complexity of society as a whole, it would be even more important to grow into a General Center for Convergence Research that can provide research support and practical convergence research help by including more convergence researchers to maintain high level of satisfaction among researchers. If a high level of satisfaction can be provided to convergence researchers, it is also expected to be helpful for the spread of convergence research in Korea.

Second, it was found that the convergence researchers felt that all roles played by the General Center for Convergence Research were overall important. It is found that they felt the most important need is the provision of a colloquium to help support the convergence researchers and a forum for sharing the difficulties and know-how of convergence research (such as operating a council), while the needs for publicity on convergence research, conferences to strengthen networks among convergence researchers, and seminars for sharing research results were also reported. Therefore, it is thought that it is necessary to strengthen the colloquium that supports convergence research for convergence researchers based on the humanities and social sciences, and the method of providing a forum for communication where difficulties and know-how of convergence research can be shared and in addition, it is also suggested that conferences and seminars on various topics should be continuously held and the information of the General Center for Convergence Research should be widely delivered to many convergence researchers as publicity activities for the Center are continuously conducted.

As the convergence researchers based on the humanities and social sciences were found to feel that the roles of the General Center for Convergence Research are generally important, cooperation and support from the General Center for Convergence Research are essential for strengthening the capabilities of convergence researchers and expanding networks. In addition, if the Center is further improved based on the opinions of convergence researchers, it will be reborn as a more meaningful General Center for Convergence Research.

This study aimed to find ways to strengthen the capacity of convergence research, manage service quality, and its improvement plans by analyzing the satisfaction level of the General Center for Convergence Research that convergence researchers actually feel.

The results of satisfaction survey analysis of this study suggest that it should be positioned as a General Center for Convergence Research that can include more convergence researchers as the importance of convergence research increases while maintaining the current high level of satisfaction. In addition to which, in order to be rearranged as a General Center for Convergence Research that is meaningful to convergence researchers, the Center should faithfully fulfill the role of a hub of researchers in a more useful role for convergence researchers. Currently, the General Center

for Convergence Research is preparing a place for interconnection to solve the trial and error of convergence researchers, and is actively carrying out public relations activities to inform related information. About 350 people, 18 conferences and research institutes, and 30 convergence research teams were included for the 2021 HubCon conference and performance presentation held online and offline, providing a real convergence research hub for the researchers. As such, the roles of the center, which are recognized as important by convergence researchers, must be executed, and the efforts to help support the convergence researchers must be continuously carried out.

In this study, the present satisfaction survey was conducted to explore the role of the General Center for Convergence Research, which convergence researchers feel satisfied with, and the venues to strengthen the capacity of convergence research and manage and improve service quality based on the satisfaction survey of the General Center for Convergence Research. However, in the process of conducting this satisfaction survey, limitations were such that it could only be conducted as an online satisfaction survey, and that all convergence researchers could not be included, and that only a total of 74 people participated in the online survey. Therefore, in a further research with expansion in the subjects of convergence researchers, it would be possible to derive more meaningful research results clarifying the main role of the General Center for Convergence Research and the satisfaction of the convergence researchers.

Conflicts of Interest

The authors declare that they have no conflicts of interest.

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