

Organizational Psychology Psychology 338

Department of Psychology
University of Waterloo

Instructor: Dr. D. Brown

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Office: PAS 4045

Office Hour: Friday 1:30-2:30

Class Meetings: Monday 6:30-9:20

Required Text: Johns, G., and Saks, A.M. (2011). Organizational Behaviour: Understanding and managing life at work. (8th Edition). Scarborough, ON: Prentice Hall.

Course Website: <http://uwace.uwaterloo.ca>

Teaching Assistants: Jayna Mitchell, Sana Rizvi, Tracy Xiong

TA Office Hours:

Jayna Mitchell — Tues 11:00-12:00 (e-mail: j5mitchell@uwaterloo.ca); Office: PAS 4232

Sana Rizvi — Wed 1:00-2:00 (e-mail: s5rizvi@uwaterloo.ca); Office: PAS 4230

Tracy Xiong — Thur 9:00-10:00 (e-mail: txxiong@uwaterloo.ca); Office: PAS 4238

Antireq for 338: (1) Msci 211; (2) Bus 388 at WLU; (3) Bus 288 at WLU starting in the Fall of 2004; SCBUS 225

Course Objectives

This course will introduce you to the major theories and practices in the field of Organizational Behaviour. The primary emphasis in this course is on the psychological processes that influence the workplace environment, the nature of work, and the behaviour of workers.

Course Requirements (Details of each component are provided below)

<u>Requirement</u>	<u>Date</u>	<u>Value</u>
Case Analysis #1	Sept 27 th	5%
Midterm Exam #1	Oct 4 th	25%
Case Analysis #2	Nov 1 st	5%
Midterm Exam #2	Nov 8 th	25%
Case Analysis #3	Nov 29 th	5%
Midterm Exam #3	Dec 6 th	25%
Research Experience		4%
In Class Exercises		6%
TOTAL		100%

Examinations (75%)

The exams will consist of 45-50 multiple-choice questions. Questions will come from the textbook and lectures. Midterm exams will be held during the first half of class time on each of the scheduled days (6:30 – 7:45) and are scheduled for the following dates: Mon, Oct 4th, Mon, Nov 8th, and Mon, Dec 6th. Each midterm will contain only that material that was covered since the previous exam (i.e., **non-cumulative**). The purpose of the exams is to assess the extent to which students have mastered the relevant course material.

Case Analyses (15%)

The case analysis component of this course will require you to analyze a situation and apply the material and theories from the relevant chapter to answer the assigned case questions. The main purpose of this assignment is to get students to apply the course material, both to solidify their knowledge as well as to better understand the application of organizational behaviour. The due dates, cases, and questions to be analyzed can be found below.

Format rules for case answers (failure to follow these guidelines will adversely influence your grade):

1. Case answers must be typed/machine printed (Do not hand in a paper that has been hand written!!).
2. The body of the paper **MUST** be **double spaced** with **1" margins** all around.
3. Your text must be in **12 point font**.
4. Please do not use covers. Use a single staple in the upper left hand corner.
5. Your paper must be spell checked and demonstrate the appropriate use of grammar.

Evaluation of case answers

Case answers will be evaluated using the following:

1. Did the paper follow format rules
2. Did the student provide a comprehensive answer (i.e., clearly explain and apply the relevant material from the chapter, support their points with information from the case and or the chapter)
3. Can a reader understand the answer (i.e., being able to explain your answer after the fact is not a good answer! Your written answers should stand on their own)
4. Is the answer correct

Late Submissions

Case analyses are due at the start of class (i.e., 6:30 p.m.) on the due date. Late submissions will be penalized 20% for each week day it is late. For instance, if you would have received the full 5% for the assignment, but you handed in your assignment 1 day late, then you will receive 4% for the assignment. Electronic submissions will not be accepted (i.e., you must hand in a hard copy).

Case	Due Date	Chapter Pages	Question	Value
The Well-Paid Receptionist	Sept 27	Chap 4 140-143	1, 2, 3, 5	5%
Mayfield Department Stores	Nov 1	Chap 5 175	1, 2, 3	5%
Standard Media Plan	Nov 29	Chap 11 387-389	1, 2, 5, 6	5%

In Class Exercises (6%)

Throughout the semester we will complete in class exercises. On three occasions, predetermined by the instructor, students will be asked to hand in their work. Each in class exercise will be worth 2% of your overall grade. The purpose of this exercise is to reward class participation and attendance. If you hand in a **completed exercise**, you will receive full credit (i.e., 2%).

RESEARCH EXPERIENCE (4%)

Experiential learning is considered an integral part of the undergraduate program in Psychology. Research participation is one example of this, article review is another. A number of undergraduate courses have been expanded to include opportunities for Psychology students to earn grades while gaining research experience.

Since experiential learning is highly valued in the Department of Psychology, students may earn up to 4% of the final mark in this course through research experience (i.e., the course work will make up 96% of your final mark and research experience will make up the other 4% for a maximum grade of 100%).

The two options for earning research experience grades (participation in research and article review) are described below. Students may complete any combination of these options to earn research experience grades.

Option 1: Participation in Psychology Research

Research participation is coordinated by the Research Experiences Group (REG). Psychology students may volunteer as research participants in lab and/or online (web-based) studies conducted by students and faculty in the Department of Psychology. Participation enables students to learn first-hand about psychology research and related concepts. Many students report that participation in research is both an educational and interesting experience. Please be assured that all Psychology studies have undergone prior ethics review and clearance through the Office of Research Ethics.

Educational focus of participation in research

To maximize the educational benefits of participating in research, students will receive feedback information following their participation in each study detailing the following elements:

- Purpose or objectives of the study
- Dependent and independent variables
- Expected results
- References for at least two related research articles
- Provisions to ensure confidentiality of data
- Contact information of the researcher should the student have further questions about the study

- Contact information for the Director of the Office of Research Ethics should the student wish to learn more about the general ethical issues surrounding research with human participants, or specific questions or concerns about the study in which s/he participated.

Participation is worth 0.5 participation credits (grade percentage points) for each half-hour of participation. Researchers will record student's participation and will advise the course instructor of the total credits earned by each student at the end of the term. Study scheduling, participation and grade assignment is managed online on the SONA website.

Detailed instructions on how to use SONA to participate in studies can be found at <http://www.arts.uwaterloo.ca/~regadmin/regparticipant/sonainfo/#SonaSignUp>

More information about the REG program is available at: <http://www.arts.uwaterloo.ca/~regadmin/regparticipant/>

Option 2: Article Review as an alternative to participation in research

Students are not required to participate in research, and not all students wish to do so. As an alternative, students may opt to gain research experience by writing short reviews (1½ to 2 pages) of research articles relevant to the course. The course instructor will specify a suitable source of articles for this course (i.e., scientific journals, newspapers, magazines, other printed media). *You must contact your TA to get approval for the article you have chosen before writing the review.* Each review article counts as one percentage point. To receive credit, you must follow specific guidelines. The article review must:

- **Be submitted before the last lecture. Late submissions will NOT be accepted under ANY circumstances.**
- Be typed
- Fully identify the title, author(s), source and date of the article. A copy of the article must be attached.
- Identify the psychological concepts in the article and indicate the pages in the textbook that are applicable. Critically evaluate the application or treatment of those concepts in the article. If inappropriate or incorrect, identify the error and its implications for the validity of the article. You may find, for example, misleading headings, faulty research procedures, alternative explanations that are ignored, failures to distinguish factual findings from opinions, faulty statements of cause-effect relations, errors in reasoning, etc. Provide examples whenever possible.
- Clearly evaluate the application or treatment of those concepts in the article.
- Keep a copy of your review in the unlikely event we misplace the original.

TENTATIVE COURSE SCHEDULE

Days	Topic	Readings
Sept 13	Introduction to Organizational psychology	Chapter 1 and Appendix (P. 565-578)
Sept 20	Personality and Learning	Appendix (P.565-578), Chapter 2
Sept 27	Perception and Job Attitudes	Chapter 3 and 4 CASE ANALYSIS #1 DUE
Oct 4	Midterm # 1 Chapters 1, 2, 3, 4, & Appendix (P. 565-578)	
Oct 4, Oct 18	Motivation	Chapters 5 & 6
Oct 25	Groups and Teamwork Social influence, Socialization, and Culture	Chapters 7 and 8
Nov 1	Communication: Guest Lecture Wendi Adair	Chapter 10 CASE ANALYSIS #2 DUE
November 8	Midterm #2 Chapters 5, 6, 7, 8, 10	
Nov 15	Conflict and Stress and Decision Making	Chapter 13 and 11
Nov 22	Leadership	Chapter 9
Nov 29	Power, Politics, and Ethics Organizational Change	Chapter 12, 16 CASE ANALYSIS #3 DUE
Dec 6	Midterm #3 Chapters 9, 11, 12, 13 & 16	

Additional Notes

Note for students with disabilities: The Office for Persons with Disabilities (OPD), located in Needles Hall, Room 1132, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodations to lessen the impact of your disability, please register with the OPD at the beginning of each academic term.

Academic Integrity: In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect and responsibility.

Discipline: A student is expected to know what constitutes academic integrity, to avoid committing academic offenses, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offense, or who needs help in learning how to avoid offenses (e.g., plagiarism, cheating) or about “rules” for group work/collaboration should seek guidance from the course professor, academic advisor, or the Undergraduate Associate Dean. When misconduct has been found to have occurred, disciplinary penalties will be imposed under Policy 71 – Student Discipline. For information on categories of offenses and types of penalties, students should refer to Policy 71 - Student Discipline, <http://www.adm.uwaterloo.ca/infosec/Policies/policy71.htm>

Grievance: A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70 - Student Petitions and Grievances, Section 4, <http://www.adm.uwaterloo.ca/infosec/Policies/policy70.htm>

Appeals: A student may appeal the finding and/or penalty in a decision made under Policy 70 - Student Petitions and Grievances (other than regarding a petition) or Policy 71 - Student Discipline if a ground for an appeal can be established. Read Policy 72 - Student Appeals,

<http://www.adm.uwaterloo.ca/infosec/Policies/policy72.htm>

Academic Integrity website (Arts): http://arts.uwaterloo.ca/arts/ugrad/academic_responsibility.html

Academic Integrity office (UW): <http://uwaterloo.ca/academicintegrity/>

Accommodation for Course Requirements

Students who are requesting accommodation for course requirements (*assignments, midterm tests, final exams, etc.*) due to illness should do the following:

- seek medical treatment as soon as possible and obtain a completed UW Verification of Illness Form:
http://www.healthservices.uwaterloo.ca/Health_Services/verification.html
- submit that form to the instructor within 48 hours.
- (preferably) inform the instructor by the due date for the course requirement that you will be unable to meet the deadline and that documentation will be forthcoming.

In the case of a missed final exam, the instructor and student will negotiate an extension for the final exam which will typically be written as soon as possible, but no later than the next offering of the course.

In the case of a missed assignment deadline or midterm test, the instructor will either:

1. waive the course component and re-weight remaining term work as he/she deems fit according to circumstances and the goals of the course, or
2. provide an extension.

In the case of bereavement, the instructor will provide similar accommodations to those for illness. Appropriate documentation to support the request will be required.

Students who are experiencing extenuating circumstances should also inform their academic advisors regarding their personal difficulties.