

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. (2005). Organizational Behaviour: Understanding and managing life at work. (7th Edition). Scarborough, ON: Prentice Hall.

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

Teaching Assistants: Jennifer Komar, Zhenhua Wang, Pylin Chuapetcharasopon

TA Office Hours:

Jennifer Komar —Thursday 1:00 –2:00 (e-mail: jakomar@uwaterloo.ca); Office: PAS 4237

Zhenhua Wang —Wednesday 3:15 – 4:15 (e-mail: z27wang@uwaterloo.ca); Office: PAS 4238

Pylin Chuapetcharasopon —Office Hour TBA (pchuapet@uwaterloo.ca); Office: PAS 4239

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

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 28 th	5%
Midterm Exam #1	Oct 5 th	25%
Case Analysis #2	Nov 2	5%
Midterm Exam #2	Nov 9	25%
Case Analysis #3	Nov 30	5%
Midterm Exam #3	Dec 5	25%
Research Experience		4%
<u>In Class Exercises</u>		<u>6%</u>
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 5th, Mon, Nov 9th, and Sat, Dec 5. 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)
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.

Case	Due Date	Chapter Pages	Question	Value
Accounting for Failure	Sept 28	Chap 2 111-114	2, 3, 4, 5	5%
The Boiler Room	Nov 2	Chap 5 183-184	1, 2, 3, 5	5%
Computer Services Team at AVIONICS	Nov 30	Chap 9 333-335	2, 3, 4, 5	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. Participation in research is one example of this. A number of undergraduate courses have been expanded to include opportunities for Psychology students to volunteer as research participants enabling them to learn first-hand about psychology research and related concepts. Many students report that participation in research is both an educational and interesting experience.

Since experiential learning is highly valued in the Department of Psychology, students may earn up to 4% of your final mark in this course through research experience (i.e., your 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%).

This can be done in two ways. First, you may participate in studies conducted by students and faculty in the Department of Psychology. Participation is worth 0.5 participation credits (percentage points) for each half-hour of participation. Researchers will record student's participation and the REG Coordinator will advise the course instructor of the total credits earned by each student at the end of the term. Second, if you do not wish to participate in research, you may choose an alternative approach to earning the same number of credits; this is explained below in "Alternative to participating in research."

Please note 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 sh/he participated.

How to sign up for studies:

Once you are registered in this course, you will get an account on Sona (our web-based Study Sign-Up system) at <http://uwaterloo.sona-systems.com> and you will receive an email with your UserID and Password. IF YOU DO NOT RECEIVE this email, please report this to regadmin@uwaterloo.ca immediately. .

- 1) Log On to Sona: User ID is your Quest ID (eg. j2smith)
Password is your Student ID (eg 2001234)
- 2) Human Subjects/Privacy Policy: Please Read/Acknowledge
- 3) Prescreen Questionnaire: Please take 10 minutes to provide this demographics information. There is no credit for this and you may decline if you wish however completing it will increase your eligibility for studies.
- 4) Sign-up for Online Surveys and/or Lab studies:
 - a. Go to “Studies” page to view the list of available studies.
 - b. Click on the Titles of studies that are eligible for this course.
 - c. Read the Study Information page.
 - d. For Online studies: Click on “View Timeslots” and/or “Participate”.
 - e. For Lab studies: Click on “View Timeslots” to set up lab appointments.
- 5) Feedback and Credits: Upon completion of the study you will receive feedback about the study hypothesis, design and predictions. Within 48 hours you will be granted the credit. Credits will be converted to grades and added to your final grade at the end of the term.

Mass Testing Survey (for 1.0 participation credit):

Researchers often select participants based on their responses to the measures in this survey. Completing it increases your eligibility for other studies. Note that you can only do this survey if you have completed the Prescreen questionnaire. Doing both Prescreen Questionnaire and Mass Testing Survey helps you (by providing more qualifying studies) and it helps researchers (by identifying more qualified participants). The Mass Testing Survey will be available until Tuesday October 20 at which time it will go offline, so please try to complete it before that date.

Study Restrictions and Important Dates:

- i) The first day to start participating in studies is Monday September 14.
- ii) The study must be eligible for a credit in this course (as noted in the Eligibility Requirements column on your Studies page).
- iii) **Only 2 of your credits for this course** can be for **Online** studies.
- iv) You should try to spread your participation out over the term i.e., if you wait until late in the term there may not be enough studies available for you.
- v) The last day to participate for **credit** is Friday December 4.
- vi) The last day to participate for **remuneration/pay** is Tuesday December 22.

Denial of access to studies: Completing studies that you have signed up for!

It is very important that you complete the studies that you have signed up for. For Lab studies this means showing up for the scheduled appointment. For Online studies this means completing the survey before the deadline that is posted in the timeslot. Please note that a study sign-up is a firm commitment to the researcher running the study so if you cannot keep the lab appointment or complete the survey before the deadline, please cancel the Sign-Up or contact the researcher in advance. Failure to attend 3 (THREE) Lab and/or Online studies that you have signed up for

without providing adequate prior notice to the researcher may result in denial of access to further studies. Details are provided on the FAQ page on your Sona account.

For information, instructions, help with login problems etc. please contact:

REG website: <http://www.arts.uwaterloo.ca/~regadmin/regparticipant>

REG Coordinator: regadmin@uwaterloo.ca

Alternative to participating in research

Students are not required to participate in research, and not all students wish to do so. As an alternative to participation in research, students may submit short reviews (1½ to 2 pages) of journal articles relevant to the course material. Each review article counts as one percentage point. You should contact your TA to get approval before writing the review. To receive credit, you must follow specific guidelines. The article review must:

- **Be submitted before December 5. 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.

Students may complete any combination of a) participation in research or b) article review up to a total of 4 credits (i.e., 4% grade).

TENTATIVE COURSE SCHEDULE

Days	Topic	Readings
Sept 14	Introduction to Organizational psychology	Chapter 1 and Appendix (P. 589-602)
Sept 21	Personality and Learning	Appendix (P.589-602), Chapters 2
Sept 28	Perception and Job Attitudes	Chapter 3 and 4 CASE ANALYSIS #1 DUE
Oct 5	Midterm # 1 Chapters 1, 2, 3, 4, & Appendix (P. 590-602)	
Oct 5, Oct 19	Motivation	Chapters 5 & 6
Oct 26	Groups and Teamwork Social influence, Socialization, and Culture	Chapters 7 and 8
Nov 2	Communication	Chapter 10 CASE ANALYSIS #2 DUE
November 9	Midterm #2 Chapters 5, 6, 7, 8, 13	
Nov 9	Conflict and Stress	Chapter 13
Nov 16	Conflict and Stress and Decision Making	Chapter 13 and 11
Nov 23	Leadership	Chapter 9
Nov 30	Power, Politics, and Ethics Organizational Change	Chapter 12, 16 CASE ANALYSIS #3 DUE
Dec 5	Midterm #3 Chapters 7, 9, 11, 12 & 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.

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>

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>

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>

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

- a) 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
- b) 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.