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Fall 9-2004

### PSY 110S.02: Organizational Psychology

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**THE UNIVERSITY OF MONTANA  
COLLEGE OF TECHNOLOGY  
APPLIED ARTS AND SCIENCES DEPARTMENT  
COURSE SYLLABUS**

**PSY 110S  
ORGANIZATIONAL PSYCHOLOGY**

**SEMESTER CREDITS:** 3

**CONTACT HOURS PER SEMESTER:** 45

Lecture hours per week: 3

Lab hours per week: 0

**INSTRUCTOR:** Ed Moore

**E-MAIL:** emoore@mso.umt.edu

**PHONE:** (406) 243-7861

**OFFICE LOCATION:** Health and Business Bldg.

**OFFICE HOURS:** By appointment

**RELATIONSHIP TO PROGRAMS:** This course is a requirement for all College of Technology Associate of Applied Science Degrees.

**COURSE DESCRIPTION:** Foundation in the psychological processes that influence behavior of people in work settings.

**REQUIRED TEXT:** *ORGANIZATIONAL BEHAVIOR* by Stephen P. Robbins

**POLICIES**

- **"Make- up" quizzes are not given for any reason.**
- No form of extra credit is offered in this course.
- No "drop slips" will be signed, after the 30<sup>th</sup> day of class.
- University of Montana policies dictate that students are not to bring their children to class.
  - Students with disabilities documented by DSS will receive appropriate accommodation in this course. Please speak with me after class or in my office. Please be prepared to provide a letter from your DSS Coordinator.

**ATTENDANCE POLICY:**

Students are expected to attend all class meetings. Attendance will be taken randomly; "points" **are not** awarded for attendance.

**SOURCE OF COURSE GRADE:**

5 weekly quizzes @ 60 points each = 300 points (49%)

3 short writing assignments = 200 points (33%)

    Research Design 40 points

    Behavior Modification 80 points

    Motivation 80 points

Portfolio = 110 points (18%) **This is due at the last class meeting-no exceptions**

Final Exam will replace your lowest score

**STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:****GRADING SCALE:**

**A = 100-90%**

**B = 89-80%**

**C = 79-70%**

**D = 69-60%**

**F = 59% AND BELOW**

**STUDENT PERFORMANCE OUTCOMES:**

Upon completion of this course, the student will be able to:

1. Describe the major focus of the field of organizational psychology, including the three basic units of analysis used.
2. Trace the historical developments and schools of thought that influence the workplace of the present and future.
3. Describe the impact of globalization of the economy on the operation of organizations.
4. Explain the elements in the psychological process of perception.
5. Explain how the attribution process helps understand the causes of others' behavior.
6. Identify the "big five" dimensions of personality and explain how they relate to organizational behavior.
7. Define motivation and explain its importance in the field of organizational psychology.
8. Distinguish between the work-related motives of achievement, power, and affiliation.
9. Define attitudes and understand their basic components.
12. Identify and describe the major theories of job satisfaction.
13. Identify different types of groups operating within organizations and understand how they develop.
14. Explain how individual performance in groups is affected by the presence of others, the cultural diversity of group membership, and the number of others with whom one is working.
15. Describe the process of communication and its role in organizations.
16. Describe various types of individual differences with respect to how people communicate with each other.
17. Distinguish between formal and informal communication networks, and explain the influence of each on organizational communication.
18. Define conflict and indicate how it can produce positive as well as negative effects.
18. Identify why it is important for organizations to change
19. Explain the major factors making people resistant to organizational change and some ways of overcoming them.

### *Course Outline*

- I. Introduction to Organizational Psychology (OP)
  - A. Definition of the Organization.
  - B. Definition of Organizational Psychology
    - 1. OP applies the Scientific Method.
  - C. OP employees three levels of analysis.
    - 1. The individual
    - 2. The group
    - 3. The organization
- II. History of the Workplace and OP  
The Present and Future workplace
- III. Perception
  - A. The Perception Process
    - 1. stimuli
    - 2. perceptual system
    - 3. filter
    - 4. selectivity
    - 5. organize
    - 6. interpret
  - B. Perception Exercise--Perception Slides
  - C. Social Perception
    - 1. The Attribution Process
    - 2. The Imperfect Nature of Social Perception
    - 3. Organizational applications
- IV. Individual Differences: Personality and Abilities
  - A. Personality basic issues and key issues
  - B. Work-Related Aspects of Personality
    - 1. the five dimensions of personality
    - 2. positive and negative affectivity
    - 3. type A behavior pattern
    - 4. self efficacy
    - 5. self monitoring
    - 6. Machiavellianism
    - 7. achievement motivation
  - C. Abilities
    - 1. intellectual
    - 2. physical
- V. Motivation in Organizations
  - A. Motivation Defined--arousal, direction, maintenance of behavior
    - 1. Key points about motivation
  - B. Motivating by meeting needs
    - 1. Maslow's Theory
    - 2. Alderfer's ERG Theory
  - C. Motivating by Setting Goals
    - 1. Locke and Latham's Goal-Setting Theory

- 2. Guidelines for setting goals
  - D. Motivation by being fair
    - 1. Adams' Equity Theory
  - E. Expectancy Theory
- VI. Work-Related Attitudes
  - A. Basis definition of attitudes
  - B. Three components of attitudes
  - C. Job Satisfaction
  - D. Organizational Commitment
  - E. Prejudice
- VII. Group Dynamics and Teamwork
  - A. Group defined
  - B. Types of groups within the organization
  - C. Structural dynamics of work groups
  - D. Individual performance in groups
    - 1. Social Facilitation (working in the presence of others)
    - 2. Performance in culturally diverse groups
    - 3. Social Loafing
  - E. Teams
    - 1. Teams defined and distinguished from groups
    - 2. Types of teams
    - 3. Effective team performance
- VIII. Communication in Organizations
  - A. Definition
  - B. Process of communication
    - 1. a basic model and its parts
  - C. The role of communication in organizations
  - D. Nonverbal communication
    - 1. Dress
    - 2. Time
    - 3. Space
  - E. Personal Communication Styles
  - F. Gender differences in Communication
  - G. Formal and informal communication in organizations
- IX. Conflict
  - A. Definition/description of conflict
  - B. Causes of conflict
  - C. Phases of conflict
  - D. Conflict styles
  - E. Conflict Management
- X. Organizational Culture
  - A. Organizational culture defined
  - B. Cultures within organizations
  - C. Identifying organizational cultures
  - D. Formation of organizational culture
  - E. Consequences and capacity to change
- XI. Organizational Change
  - A. The prevalence of change in organizations

- B. The change process
- C. Resistance to Change