PSY 434 ORGANIZATIONAL PSYCHOLOGY SPRING 1999

Instructor: Phone:	Robert G. Santee, Ph.D. 735-4720	Room: Time:	Tredtin Hall Planning Room MWF 10:00 - 10:50 AM		
	MW 8:00 - 9:00 AM				
	12:00 - 1:00 PM				
	TITh 11:00 - 12:00				
	By Appointment				
Tetts	Organizational Behavior; Robbins				
	The Art of Strat $\mathbf{M}_{:}$ Sun Tzu, translated by Thomas Cleary				
	The Art of Strat IVI; Sun 12u, transla	neu by T	nomas Cieary		

COURSE DESCRIPTION

The scope of this course is an exploration of organizational structure from the perspective of psychology. The focus of this course is an examination of the impactinteraction of individual processes, group processes, and organizational processes upon productivity, job satisfaction, absenteeism, and turnover. The course vrril focus on 1) psychology in context: psychology and organizations, 2) social psychology of work behavior: emotions, diversity, motivation, attitudes, social behavior in organizations, leadership, and stress management, 3) person-work-organization fit: analyzing work, performance appraisal and feedback, staffing: attraction, interview skills, selection, and placement, training and development, and the work context, 4) behavior management: communication, groups and teams, decision making, interpersonal skills, designing effective organizations, managing change in organizations, 5) emotional intelligence within organizations, and 6) organizational culture. The course will also focus on an Asian perspective to organizational management.

OBJECTIVES

- 1. Student will demonstrate an understanding of the application of the scientific method to managerial problems within organizations.
- 2. Student will demonstrate an understanding of the impact of individual, groups, and organizational structures on productivity, job satisfaction, absenteeism, and turnover.
- 3. Student will demonstrate an understanding of the dynamic nature of organizational structures.
- 4. Student will demonstrate an understanding of the application of psychological principles to organizational structures.
- 5. Student will demonstrate an understanding of the ethical concerns within the context of organizational psychology.
- 6. Student will demonstrate an understanding of the cross-cultural concerns within the context of organizational psychology.
- 7. Student will demonstrate an understanding of improving the quality of an individual's life at work

Student will demonstrate an understanding of organizational cultures. Student will demonstrate an undemanding of the social, emotional, and skills necessary to mLwxrge within an organizational context.

REQUIREMENTS

2 Exams200 pts each =400 pts3 Papers - All papers are to be typed, double spaced and include an
Introduction and Summary.400 pts

]Paper I - Customer Service Analysis

150 pts.

Student will visit five (5) organizan ons/businesses (e.g., Sears, Foodland, MacDonald's, Bank of Hawaii, CL-H Business Office, Borders, Gap) and observe their customer service relative to you. I want you to name the organization and indicate the sen (s) provided, describe the status of the organization - crowded, clean- are there lines with just one person waiting on everyone, e.g., long bank line and only one teller working while other tellers are in back standing around. Observe and record:

- 1. Job skills do they know what they are doing? Organized? Appropriately attired?
- 2. Interpersonal skills do they greet you, say your name, make small talk, are they rude, do they acknowledge you as a person, how are their communication skills?
- 3. Emotions do they smile, frown, are they angry, etc.?
- 4. Answer the follovdng questions:
 - a. What impact does their job skills, interpersonal skills and emotional display have upon you and the other customers?
 - b. How would you rate their service on a scale of 1-10 with 1 = awful, 10 = excellent
 - c. Does the customer's gender, age, race, emotional status, appearance have any effect upon how the customer is treated? Explain.
 - d. What does the customer service of the organization tell you about how they feel about their customers?
 - e_ List areas needed for improvement and suggest ways for improvement.

Paper H - Art of Strategy

100 pts

Application of the principals of the "Art of Strategy" to management of organizations in the 20th century_ This paper requires you to isolate out the basic principles of the "Art of Strategy" and demonstrate how they can be applied to managing organizations. Minimum 7 complete pages. This is a formal paper with a minimum of 5 references.

Paper III - Organizational Analysis

A.

- 1. their role and function in the organization including length of employment in ctrrent role
- 2. how their role and function impacts on the organization
- 3. how the organization impaz-s on their behavior and emotions
- 4. their level of job satisfactioc
- 5. productivity: effectiveness and efficiency of the organization
- 6. ways to improve effectiveness and efficiency of the organization
- 7. leadership in the organization address interpersonal skills of manager and employees
- 8. other problems Rithin the organization
- 9. solutions to other problems within the organization
- B. Your analysis of
 - 1. how the manager and employees look at productivity
 - 2. their solutions for productiNity
 - 3. additional problems indica ed by manager and employee
 - 4. their solutions to additions problems
 - 5. your solutions to productivity and additional problems within the organization

Total

800 pts

GRADING

A=720+ B=640-719 C=560-639 D=480-559

Week	Tonic	Readinp-s
1/11	Introduction, Cultural Diversity, Emotional Intelligence, Managing Behavior, Customer Relations	OB Ch 1 App AB
1/18	1/18 - HOLIDAY Individual Behavior, Perception,, Decision M ing	OB Ch 2-3
1/25	Job Satisfaction, Values, Attitudes	OB Ch 4
2/1	Motivation: Concepts	OB Ch 5
2/8	Motivation: Application 2/12 - CUSTOMER SERVICE PAPER DUE	OB <i>Ch</i> 6
2/15	2/15 - HOLIDAY Group Behavior; Work Teams	OB Ch 7-8
2/22	Communication, Interpersonal Skills	OB Ch 9
3/1	Leadership 3/5 - EXAM I	OB Ch 10
3/8	Power and Politics Art of Strategy	OB Ch 11 AS All
3/15	Conflict, Negotiation Art of Strategy	OB Ch 12 AS All
3/22	SPRING BREAK	
3/29	Organization Structure Art of Strategy 4/2 - HOLIDAY	OB Ch 13 AS All
4/5	Work Design, Stress Management	OB Ch 14
4/12	Human Resources Policies/Practices 4/16 - ART OF STRATEGY PAPER DUE	OB Ch 15
4/19	Organizational Culture	OB Ch 16
4/26	Organizational Change/Development 4/30 - ORGANIZATIONAL ANALYSIS PAPER DUE	OB Ch 17
5/6	FINAL EXAM -10:30 -12:30	