

55E '01

**Psy 43490**  
**Organizational Psychology**  
**On-Line**  
**Summer 2001**

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 Text: **Organizational Behavior; Nahavandi & Malekzadeh**

On Line Student Notes: On line courses give you the opportunity to individualize your schedule. This can be good news and/or bad news ... if you are a procrastinator; you need to know that you must stay on top of the weekly requirements, as they are accountabilities built into the requirements. I cannot accept late work, barring an obvious and documentable personal crisis. Because I approach teaching from an experiential orientation and ask learners to contribute their findings and discoveries to the class so you will be required to be involved weekly.

Please be aware that I will check my email and phone messages several times a week and you should allow for this in your approach to class work, in other words, don't wait until the last minute to contact me then feel I am the reason your work is not in on time.

**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 impact/interaction of individual processes, group processes, and organizational processes upon productivity, job satisfaction, absenteeism, and turnover. The course will cover:

- . *Psychology in context*: psychology and organizations
- . *Social psychology of work behavior*: emotions, diversity, motivation, attitudes, social behavior in organizations, leadership, and stress management
- . *Person-work-organization fit*: analyzing work, performance appraisal and feedback, staffing: attraction, interview skills, selection, and placement, training and development, and the work context
- . *Behavior Management*: communication, groups and teams, decision making, interpersonal skills, designing effective organizations, managing change in organizations
- . *Multiple ways of knowing*: intuition, emotional intelligence, and imaginal (visualization, image and body) wisdom
- . *Organizational culture*

We will approach the course material in an explorative, cooperative and experiential way; learning not only from the text and lectures but from our own experiences and views. There will be required mini internet research projects and weekly self assessments of your relationship to the subject matter. Each learner in the course will be offering something to the group and together we will all assess, evaluate, and expand our understanding of organizational psychology.

**Objectives:**

- . Students will demonstrate an understanding of the application of the scientific method to

managerial problems within organizations.

- . Students will demonstrate an understanding of the impact of individual, groups, and organizational structures on productivity, job satisfaction, absenteeism, and turnover.
- . Students will demonstrate an understanding of the dynamic nature of organizational structures.
- . Students will demonstrate an applied practice of the principles within this course
- . Students will demonstrate an understanding of the application of psychological principles to organizational structures.
- . Students will assess their personal skills, abilities and commitment relative to specific subject matter.
- . Students will demonstrate an understanding of the ethical concerns within the context of organizational psychology.
- . Students will demonstrate an understanding of the cross-cultural concerns within the context of organizational psychology.
- . Students will demonstrate proficiency with internet research relative to specific topics.
- . Students will demonstrate an understanding of improving the quality of an individual's life at work.
- . Students will demonstrate an understanding of organizational cultures.
- . Students will demonstrate an understanding of the social, emotional, and interpersonal skills necessary to manage within an organizational context.
- . Students will demonstrate an understanding of the value and application of multiple ways of knowing within an organizational context.

#### **Assignments:**

The week begins on Monday with weekly assignments and "lecture-ets" posted on the web board, you will have until noon on Sunday of that week to submit your assignments to me.

There are assignments that are due weekly, some are individual assignments and some are group assignments. With each type of assignment I will give you a specific length requirement, this is a very important consideration for online work and I ask that each of you work to honor the limit that I put on your submitted work. Brevity is not always easy and requires practice and concise knowledge about the subject matter. If you are the type of thinker that needs to meander before you get to the point, don't send me your musing thoughts; edit your work.

Each week I will post what chapter you are to read and what the assignments are for you individually and within your group. You will be assigned a group the first week of class with more details following.

Each week you will read one to two chapters, I will ask you questions and/or select several exercises from the chapter, which might include:

- . Review questions
- . Discussion questions
- . Point of view exercises
- . Self assessment
- . Up-close feature
- . Internet research exercise
- . Self test
- . Weekly Personal learning log

I will give you more specific information about these as I assign them to you. The individual work that you do will help you to get clear on the material of the course and/or will bring up more

questions for you to bring to your small group work. The small group work will play a substantial role in the learning process of this class. I will be asking you weekly to work in your small group and address subject matter from the chapter (s) we are working on. Additionally, with small groups I want you to assess and evaluate the process of working in your small groups. Through the process of small group work you will experience some of the issues of organizational psychology first hand. Again, I will give you more information with your first assignment.  
(weekly assignments combined, account for 30% of grade)

Two papers:

**Paper I            Customer Service Analysis (20% of grade)**

Students will visit five (5) organizations/businesses (e.g. Sears, Foodland, McDonalds, Bank of Hawaii, Borders, Starbucks) and observe their customer service relative to you. I want you to name the organization and indicate the services provided, describe the status of the organization - crowded, clean, are there lines with just one person waiting on everyone. As you observe and record stretch yourself to incorporate all your multiple ways of knowing, how does it feel in your body to be at this business, what do you know intuitively, what images come to you that give you more information about the business, what do you find yourself day dreaming about relative to this business and what you know about organizational psychology? With this "in mind" observe and record the following:

- . Job skills - do they know what they are doing? Are they organized, appropriately attired?
- . Interpersonal skills - do they greet you, say your name, make small talk, are they rude, intrusive, do they acknowledge you as a person, how are their communication skills?
- . Emotions and body language - do they smile, frown, are they angry, have a chip on their shoulder, etc.?
- . What is your intuitive "hit" on this business, what image do you get that might capture this sense? Can you find any "hard evidence" to back up your intuitive knowing (if you don't it doesn't make your intuitive take any less valid)?
- . Answer the following questions:
  - What impact does their job skills, interpersonal skills and emotional display have upon you and the other customers?
  - What impact does the environment of the place of business have on you, does it enhance or detract from the service you are there to receive?
  - How would you rate their service on a scale of 1-10 with 1=awful and 10=excellent
  - Does the customer's gender, age, race, emotional status, appearance have any effect upon how the customer is treated? Explain.
  - What does the customer service of the organization tell you about how they feel about their customers?
  - Is there a discrepancy between what they would like you to believe about their customer service and what you actually experience. Why do you think this is?
  - Assess areas where improvements are needed and make your recommendations.

**Paper II            Organizational Analysis (20% of grade)**

- A. Interview a manager, administrator, director, executive officer, etc. of a business organization, school etc. and a minimum of two (2) employees within the same organization. Describe the type of service(s) provided. Indicate how the employer and employees view the following areas:
- . Their role and function in the organization including length of employment in current role
  - . How their role and function impacts on the organization
  - . How the organization impacts on their behavior and emotions
  - . Their level of job satisfaction

- . **Productivity: effectiveness and efficiency of the organization**
- . **Ways to improve effectiveness and efficiency of the organization**
- . **Leadership in the organization - address interpersonal skills of managers and employees**
- . **Other problems within the organization**
- . **Solutions to other problems within the organization**

**B. Your analysis of:**

- . **How the manager and employees look at productivity**
- . **Their solutions for productivity**
- . **Additional problems indicated by managers and employees**
- . **Their solutions to additional problems**
- . **Your solutions to productivity and additional problems within the organization, remember to take multiple ways of knowing into consideration (what did you feel in your body, what was your intuition, what image did you get, did you find any data to back up your personal experience)**

**Midterm exam (10% of grade)**

**Final Exam (20 % of grade)**