

LINCOLN UNIVERSITY

DEPARTMENT OF BUSINESS AND ECONOMICS

BA 320 – ORGANIZATION BEHAVIOR AND ADMINISTRATION

Course Units: 3 Units (45 lecture hours)

Semester: Spring 2014

Dr. Merwyn A. “Pete” Bogue, Jr., Associate Professor of Business Administration

Contact: University telephone: (510) 628-8010 (Leave messages for professor’s mailbox); Home telephone: (707) 746-5517 (Urgent calls only); Mailing address: P.O. Box 1371 Benicia, CA 94510; E-mail addresses: petebogue@yahoo.com (checked periodically for messages); pbogue@lincolnuca.edu (checked periodically for assignments)

Office Hours: By appointment

Course Description: An analysis of individual, interpersonal, and group behavior within organizations and the influence of human, cultural, technological, structural, and environmental factors. Examined are practices of management, such as designing jobs and organizational structures, evaluating and rewarding performance, organizational and employee development, and other management processes. These techniques include high performance organizations, management by objectives, total quality management, and the like; it uses varied approaches to leadership, conflict management, change, and adaptation to the environment. (3 units)

Prerequisites: None

Co-requisites: None

Instructional Materials and References: Robbins, Stephen P., and Timothy A. Judge, “Essentials of Organizational Behavior,” 12th ed. (Upper Saddle River, New Jersey: Pearson Prentice Hall, 2013). ISBN-13: 9780133254211 (Be mindful of chapter numbering differences among editions)

Companion Website: www.prenhall/robbins/ contains valuable resources for students, including an online study guide with short answer and essay quizzes.

Topical Outline: The course provides balanced coverage of all key concepts of Organizational Behavior. This includes not only traditional topics such as personality, motivation, and leadership, but also cutting-edge issues such as emotions, trust, work-life balance, workplace spirituality, knowledge management, and e-organizations. The topics of globalization and cross-cultural differences, diversity, and ethics are woven into the course.

Instructional Methods: Lectures supported by PowerPoint slides, discussion groups, class handouts and accompanying exercises, written and/or video case studies, Internet based exercises and/or quizzes, walking field trips to local businesses and/or government agencies, and guest lectures when appropriate.

Assignments: Various chapter behavioral objectives and readings in the textbook, related Internet exercises, written and/or video cases and selected case questions to be answered will be assigned during the course. Particular attention should be directed to chapter behavioral objectives and summaries containing implications for managers since they help to organize the content of the chapters and to identify the most important information to be included in the course examinations. Completion of chapter readings prior to class dates is essential not only to understanding the subject matter but also to enhancing the quality of participation in class.

Learning Objectives Keyed to Textbook Chapters:

****Chapters to be covered in course. Other chapters may be covered in lectures but will not be included in the content of quizzes or exams.**

****Chapter 1 Introduction to Organizational Behavior**

- Define organizational behavior (OB).
- Show the value to OB of systematic study.
- Identify the major behavioral science disciplines that contribute to OB.
- Demonstrate why few absolutes apply to OB.
- Identify the challenges and opportunities managers have in applying OB concepts.
- Identify the three levels of analysis in OB.

Chapter 2 Diversity in Organizations

- * Describe the two major forms of workforce diversity.
- * Recognize stereotypes and understand how they function in organizational settings.
- * Identify the key biographical characteristics and describe how they are relevant to OB.
- * Define *intellectual ability* and demonstrate its relevance to OB.
- * Contrast intellectual and physical ability.
- * Describe how organizations manage diversity effectively.

****Chapter 3 Attitudes and Job Satisfaction**

- Contrast the three components of an attitude.
- Summarize the relationship between attitudes and behavior.
- Compare and contrast the major job attitudes.
- Define job satisfaction and show how we can measure it.
- Summarize the main causes of job satisfaction.
- Show whether job satisfaction is a relevant concept in countries other than the United States.

****Chapter 4 Emotions and Moods**

- Differentiate emotions from moods, and list the basic emotions and moods.
- Identify the sources of emotions and moods.
- Show the impact emotional labor has on employees.
- Contrast the evidence for and against the existence of emotional intelligence.
- Apply concepts about emotions and moods to specific OB issues.
- Contrast the experience, interpretation, and the expression of emotions across cultures.
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**Chapter 5 Personality and Values

- Explain the factors that determine an individual's personality
- Describe the Myers-Briggs Type Indicator personality framework
- Identify the key traits in the Big Five personality model
- Explain how the major personality attributes predict behavior at work
- Contrast terminal and instrumental values
- List the dominant values in today's workforce
- Identify Hofstede's five value dimensions of national culture

Chapter 6 Perception and Individual Decision Making

- Explain how two people can see the same thing and interpret it differently
- List the three determinants of attribution
- Describe how shortcuts can assist in or distort our judgment of others
- Explain how perception affects the decision-making process
- Outline the six steps in the rational decision-making model
- Describe the actions of the boundedly rational decision maker
- List and explain the common decision biases or errors
- Identify the conditions in which individuals are most likely to use intuition in decision making
- Contrast the three ethical decision criteria

**Chapter 7 Motivation Concepts

- Outline the motivation process
- Describe Maslow's hierarchy of needs
- Summarize criticisms of the Two-factor Theory
- List the characteristics that high achievers prefer in a job
- Summarize the types of goals that increase performance
- Discuss ways self-efficacy can be increased
- State the impact of under-rewarding employees
- Clarify the key relationships in expectancy theory

**Chapter 8 Motivation: From Concepts to Applications

- Discuss the ways in which employees can be motivated by changing the work environment
- Explain why managers might want to use employee involvement programs
- Discuss how the different types of variable-pay programs can increase employee motivation
- Describe the link between skill-based pay plans and motivation theories
- Explain how employee recognition programs affect motivation

**Chapter 9 Foundations of Group Behavior

- Differentiate between formal and informal groups
- Explain how role requirements change in different situations
- Describe how norms exert influence on an individual's behavior
- Explain what determines status in groups
- Define social loafing and its effect on group performance

- Identify the benefits and disadvantages of cohesive groups
- List the strengths and weaknesses of group decision making
- Contrast the effectiveness of interacting, brainstorming, nominal, and electronic meeting groups

**Chapter 10 Understanding Work Teams

- Explain the growing popularity of teams in organizations
- Contrast teams with groups
- Identify four types of teams
- Specify the characteristics of effective teams
- Explain how organizations can create team players
- Describe conditions when individuals are preferred over teams

Chapter 11 Communication

- Describe the communication process
- Contrast the advantages and disadvantages of oral versus written communication
- Compare the effectiveness of the chain, wheel, and all channel networks
- Identify the factors affecting the use of the grapevine
- Discuss how computer-aided technology is changing organizational communication
- Identify common barriers to effective communication
- Describe the potential problems in cross-cultural communication

**Chapter 12 Leadership

- Contrast leadership and management
- List the traits of effective leaders
- Define and give examples of the Ohio State Leadership dimensions
- Compare and contrast trait and behavioral theories
- Describe Fiedler's contingency model
- Define the qualities of a charismatic leader
- Contrast transformational with transactional leadership
- Identify when leadership may not be necessary
- Explain how to find and create effective leaders

**Chapter 13 Power and Politics

- Contrast leadership and power
- Define the five bases of power
- Explain which bases of power are most effective
- List and define nine influence tactics
- Distinguish between use and effectiveness of influence tactics
- List the individual and organizational factors that stimulate political behavior
- Explain how defensive behaviors can protect an individual's self-interest
- Identify seven techniques for managing the impression one makes on others
- List the three questions that can help determine if a political action is ethical

**Chapter 14 Conflict and Negotiation

- Define conflict
- Differentiate between the traditional, human relations, and interactionist views of conflict
- Contrast task, relationship, and process conflict
- Outline the conflict process
- Describe the five conflict-handling intentions
- Contrast distributive and integrative bargaining
- Identify the five steps in the negotiation process
- Describe whether there are individual differences in negotiator effectiveness

**Chapter 15 Foundations of Organization Structure

- Identify the six key elements that define an organization's structure
- Explain the characteristics of a bureaucracy
- Describe a matrix organization
- Explain the characteristics of a virtual organization
- Summarize why managers want to create boundaryless organizations
- Contrast mechanistic and organic structural models
- List the factors that favor different organizational structures
- Explain the behavioral implications of different organizational designs

**Chapter 16 Organizational Culture

- Define the common characteristics that make up organizational culture
- Contrast strong and weak cultures
- Identify the functional and dysfunctional effects of organizational culture on people
- List the factors that maintain an organization's culture
- Identify and describe the phases of organizational socialization
- Clarify how employees learn an organization's culture
- Explain how an ethical culture can be established
- Characterize a customer-responsive culture

Chapter 17 Organizational Change and Stress Management

- Describe forces that act as stimulates to change
- Contrast two views of change
- Summarize Lewin's three-step change model
- Describe factors that lead to resistance to change and how resistance can be reduced
- Explain the values underlying most organizational development (OD) efforts
- Contrast continuous improvement processes and process reengineering
- Describe potential sources of, and ways of managing, work stress
- List characteristics of a learning organization
- Explain how organizational change may be culture bound

Assessment Criteria:**Grading (Grade Point Conversion):**

A Superior	4.0
A-	3.7
B+	3.3
B Above Average	3.0
B-	2.7
C+	2.3
C Average	2.0
C-	1.7
D+	1.3
D Passing	1.0
F Failure	0

Grading Scale (Point/Grade Conversion):

100-95 A	76-74 C
94-90 A-	73-70 C-
89-87 B+	69-65 D+
86-84 B	64-60 D
83-80 B-	59 or <F
79-77 C+	

Assigned Grade Percentages:

- 35% Mid-term exam
- 35% Final exam
- 20% Class exercises and/or case studies
- 10% Attendance

Course Standards: Students will be responsible to attend all lectures and complete the textbook chapter readings prior to lectures, mid-term examination, final examination, assignments including written and/or video case study analyses, class exercises and/or quizzes, participate in class discussions, and field trips when applicable.

Integrity and Quality of Scholarship: Integrity of scholarship must be maintained at all times. Plagiarism (copying directly from an author's work) is not permitted. All written work is to be word-processed unless otherwise indicated and should reflect college-level ability in English structure, grammar, spelling, and sophistication of analysis.

Methods of Evaluating Students:

Attendance: Regular attendance at classes is essential. Excessive absences may result in lowering of the final course grade or even dismissal from class resulting in a loss of credit. Absences due to illness may be excused provided the absence excuses are accompanied by a licensed medical practitioner's signed note or letter attesting to the period of illness. Students are responsible for making up the class work missed.

Examinations: The mid-term exam covering chapters 1,3,4,5,7,8 and the final exam covering chapters 9,10,12,13,14,15,16 will each consist of short answer and/or essay questions evaluating the student's understanding of the basic concepts, terms, processes, and issues covered in the course.

Case Studies: Students may be required to submit assigned case studies. Your case study solutions should cover the case scenarios in some detail, sources in addition to the class text should be used such as outside readings, computer searches, etc., the bibliographies, as well as facts and figures, must be documented by proper annotation and referencing, and you should summarize the outcome or major concluding points of the case studies applying relevant concepts, theories, systems, strategies, and practical applications found in your textbook. You may submit attachments with your case studies, graphs, charts, etc., but sources must be properly documented.

Supplemental Materials: Handouts and/or exercises may be distributed during the class on OB related topics as deemed appropriate by the instructor.

Modification of the Syllabus: The instructor reserves the right to modify this syllabus at any time during the course. An announcement of any changes will be made in class.

NB (Note Well): Read all assigned chapters in preparation for examinations without regard to lectures which may supplement rather than follow text.

Electronic Devices: Cell phone ringers must be turned off while in the classroom and placed in a vibrating mode. If you must answer a call, please do so in the hallway outside the classroom where you will not disturb other students. Laptops are permitted in class but can only be used to run the textbook chapter outlines and/or take notes while the lectures are in progress unless otherwise instructed.

Meeting days/times: Tuesday/Thursday, 6:30 PM to 9:15 PM
Monday, January 20, Martin Luther King, Jr. Holiday
Tuesday, January 21, Chapter 1, Introduction to Organizational Behavior
Thursday, January 23, Chapter 3, Attitudes and Job Satisfaction
Tuesday, January 28, Chapter 4, Emotions and Moods
Thursday, January 30, Chapter 5, Personality and Values
Tuesday, February 4, Chapter 7, Motivation Concepts
Thursday, February 6, Chapter 8, Motivation: From Concepts to Applications
Tuesday, February 11, Mid-term Exam (Chapters 1, 3, 4, 5, 7, 8)
Thursday, February 13, Chapter 9, Foundations of Group Behavior
Monday, February 17, President's Day Holiday
Tuesday, February 18, Chapter 10, Understanding Work Teams
Thursday, February 20, Chapter 12, Leadership
Tuesday, February 25, Chapter 13, Power and Politics
Thursday, February 27, Chapter 14, Conflict and Negotiation
Tuesday, March 4, Chapter 15, Foundations of Organization Structure
Thursday, March 6, Chapter 16, Organizational Culture
Tuesday, March 11, Final Exam (Chapters 9, 10, 12, 13, 14, 15, 16)
ALL ASSIGNMENTS DUE; NO EXCEPTIONS!

Date Syllabus Was Last Reviewed: January 3, 2014