



## MANAGEMENT AND ORGANIZATIONAL STUDIES

### ORGANIZATIONAL BEHAVIOUR (MOS 2180 550) FALL/WINTER 2008-09 Course Outline

#### CONTACT INFORMATION

Professor: Natasha Koziol, PhD, CMA

Office: W13

Phone: 519-438-7224 x241

Email: [nkoziol@uwo.ca](mailto:nkoziol@uwo.ca)

Course Website: WebCT OWL

Office Hours: 1:30-2:20, Tuesday or by appt.

#### CLASS INFORMATION

Day	Time	Location
Tuesday	2:30-4:30pm	W116

#### COURSE OBJECTIVES

This course introduces the student to multidisciplinary approaches to human behaviour in organizational settings. Attention will be paid to both public and private sector organizations. A variety of issues will be examined from the perspective of the manager as well as those of the worker, the client and the citizen. The major objectives of this course include:

- to provide an overview of the influential theoretical perspectives and research findings in the field of organizational behaviour;
- to offer a set of conceptual frameworks, methodological approaches, and analytical skills which are useful in increasing our understanding of human behaviour in organizations;
- to provide opportunities to practice the use of these conceptual frameworks through their application to organizational problems;
- to challenge the student to think analytically and creatively about significant issues facing organizational stakeholders now and in the future.

**Antirequisite(s):** The former MOS 380E.

**Prerequisite(s):** Enrolment in BMOS Program.

## PREREQUISITE INFORMATION

Students are responsible for ensuring that they have successfully completed all course prerequisites. Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you may be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

## COURSE MATERIALS

Johns, Gary & Saks, Alan (2008). *Organizational Behaviour: Understanding and Managing Life at Work. Seventh edition.* Pearson-Prentice Hall: Toronto.

## STUDY GUIDE WEBSITE

<http://www.pearsoned.ca/johns>

This site includes sample multiple choice questions and other learning activities.

## COURSE EXPECTATIONS

1. **Attendance:** Students are expected to attend all classes.
2. **Preparation:** Assigned materials (text, readings and cases) should be prepared prior to class. Lack of preparation will result in a low participation mark.
3. **Contribution:** Individual contributions may consist of: responding to questions; summarizing key concepts; analyzing case details; presenting relevant outside references; posing questions; or otherwise enriching the learning experience in the class.
4. **Group work:** Groups will be formed during the first week of classes. These groups will work together on the term project and on some in-class activities. The group is expected to manage all of its organizational and work assignment tasks with fairness and respect. The instructor will be happy to mediate issues as long as assistance is requested in a timely manner.

## EVALUATION

Evaluation	Percentage	Date/Time/Location	Chapters
Test 1	20%	Oct. 14, 2:30-4:30pm, W116	1, 2, 3, Appendix
Assignment	20%	Dec. 2, 2:30pm, W116	2, 4, 5, 6, 7
Test 2	25%	Feb. 10, 2:30-4:30, W116	8, 9, 10, 11, 12
Group Presentation	10%	March 31/April 7, 2:30-4:30pm, W116	13, 14, 15, 16, 3
Group Project	15%	March 31, 2:30pm, W116	13, 14, 15, 16, 3
Participation	10%	All classes	All chapters
<b>Total</b>	<b>100%</b>		

## **TESTS**

There will be two tests in this course, test #1 worth 20% and test #2 worth 25%. As above, test #1 will cover chapters 1, 2 and 3, and the Appendix; test #2 will cover chapters 8, 9, 10, 11, and 12. Tests may consist of various types of questions such as multiple choice, fill in the blank and short answer or essay questions. The tests will be written in class and will be 2 hours in length. Students are only allowed to bring writing instruments to the exam; no books, calculators, dictionaries, etc. are allowed. Students are responsible for all material covered in class as well as the assigned chapters in the text. Students are required to complete all tests in this course.

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

## **ASSIGNMENT**

The assignment will cover Chapters 2, 4, 5, 6, 7 and is due on December 2 at the start of class at 2:30pm. Late submissions will not be accepted. The assignment will be distributed after Test #1 and will be available on WebCT.

### **Assignment Format:**

- Page Limit: 5 typed, double spaced pages
- Font: Times Roman or Arial 12-point font
- Margins: one-inch margins
- Bibliography: must be included with references properly cited

## **GROUP PROJECT**

The group project serves a variety of purposes. First, it allows you to apply the concepts discussed in the course to an organization. It will also develop and strengthen your skills in the areas of analysis, organization and planning, and group communication.

### **Tasks:**

1. Working in your group, select an organization for which one of your group members has worked.
2. Choose an issue related to organizational behaviour from one of the Chapters 13, 14, 15, 16, or 3.
3. Research the organizational behaviour activity -- through both examination of the organization's practices and theoretical research -- to describe and critically evaluate the activity against current thinking and trends. Based on your analysis, suggest ways of improving/modifying the way the organization manages this activity.
3. Submit a paper outlining your analysis and findings.

### **Paper Format:**

Write this as a report to management. This written presentation must be professional and appropriate for the participating organization to read.

- Page Limit: 10 typed, double spaced pages – does not include Executive Summary or Bibliography
- Font: Times Roman or Arial 12-point font
- Margins: one-inch margins
- Appendices: 5-7 pages of appendices
- Bibliography: must be included with references properly cited

### **Excellent Work will:**

- ✓ Have an Executive Summary or Abstract
- ✓ Have been proofread and run through Spell check
- ✓ Have an introductory paragraph that discusses the significance of your chosen topic to the organization
- ✓ Have several sources of information (e.g., HR journal articles, reference books, government documents, online sources)
- ✓ Provide thorough, practical and creative recommendations for improving the present system
- ✓ Have details concerning recommendations may be put in the appendices
- ✓ Provide a logical summary and include concluding statements
- ✓ Be well organized and written
- ✓ Include page numbers
- ✓ Be written in APA style. See <http://owl.english.purdue.edu/owl/resource/560/01/>

### **GROUP PRESENTATION**

Each group will present its analysis during the last two classes of the term on March 31, and April 7. Each member of a group should actively participate in the discussion. Failure to participate in the presentation will result in a grade of zero for the presentation. All students are expected to attend during these two weeks and ask relevant questions. The presentation will be judged on the clarity of your analysis, the creativity and the structure of your presentation, and your ability to respond to questions. Peer evaluation tools will be used to supplement the instructor's assessment.

### **Presentation Requirements:**

Presentation time limit: 20-25 minutes (each group member must participate)

Question Period: 10-15 minutes of questions from the other students and instructor

Professional oral and visual presentation standards: Do not read from notes – practice your presentation!

### **PARTICIPATION**

Class participation marks are awarded to students whom make individual and thought-provoking contributions during each class. These contributions are

expected to reflect positive, respectful interactions with other students and the instructor and the application of relevant materials to the discussion. Class participation marks also ensure good attendance for each class, however, attendance does not count towards participation. Missed classes will negatively affect your grade. Students can receive a mark of zero for non-participation.

## **PLAGIARISM**

Students must write their essays and assignments in their own words. Whenever students take an idea, or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence. Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site:  
<http://www.uwo.ca/univsec/handbook/appeals/scholoff.pdf>.

Plagiarism is an academic offence and will be treated as such. Students who are in doubt as to the nature of this offence should consult their instructor, Department Chair or the Dean, as well as the *Huron University College Statement on Plagiarism*, available at the reference desk in the HUC Library and at <http://www.huronuc.on.ca/pdf/FASSonPlagiarism.pdf>. In addition, students may seek guidance from a variety of current style manuals available at the Reference Desk in the HUC Library Information about these resources can be found at: [http://www.huronuc.ca/library/research\\_guides\\_and\\_handouts/](http://www.huronuc.ca/library/research_guides_and_handouts/).

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com (<http://www.turnitin.com>).

## **TECHNOLOGY**

It is not appropriate to use technology (such as, but not limited, to laptops, PDAs, cell phones) in the classroom for non-classroom activities. Such activity is disruptive and is distracting to other students and to the instructor, and can inhibit learning. Students are expected to respect the classroom environment and to refrain from inappropriate use of technology and other electronic devices in class.

## **SUPPORT SERVICES**

Students in the Department of Business and Economics requiring academic counselling concerning courses and modules in the MOS Program should see

the Acting Chair, Department of Business and Economics, Dr. Trish Fulton, in Room HUC A108 or via email at [tfulton@huron.uwo.ca](mailto:tfulton@huron.uwo.ca)

Other academic services such as academic counselling, community-based learning, career development, writing services, cross-cultural services, international opportunities are available through the Academic Services Centre: West Wing, Huron University College, and [http://huronuc.ca/faculty\\_arts\\_social\\_science/academic\\_counselling/](http://huronuc.ca/faculty_arts_social_science/academic_counselling/).

## **CODE OF BEHAVIOUR**

Students are expected attend all classes, and to remain in attendance throughout the entire class. It is also expected that students will remain focused on the activities during the class. Disruptive talking will not be tolerated. If you, as an individual student, find it necessary to leave the classroom during a lecture and/or presentation, do so quietly (i.e., for an emergency that cannot wait until the end of the class). If you return to a class that is still in progress, do so quietly. Groups of students leaving (and/or returning) together while a class is in progress will not be tolerated. Research shows that failure to attend class can have a negative impact on one's grade. All students are responsible for all course material.

## **MEDICAL ABSENCES**

For work representing 10% or more of the overall grade for the course, a student must present documentation indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities. Huron students should take their medical documentation to the Academic Counsellor, Academic Services Centre at Huron University College, together with a Request for Relief specifying the nature of the accommodation requested. Documentation for non-Huron students must be submitted as soon as possible to the student's Faculty Dean's office. The request and documentation will be assessed and appropriate accommodation will be determined by the Dean's office in consultation with the instructor(s.) Academic accommodation will be granted ONLY where the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete his/her academic responsibilities.

The UWO Student Medical Certificate (SMC) ([https://studentservices.uwo.ca/secure/medical\\_document.pdf](https://studentservices.uwo.ca/secure/medical_document.pdf)) and Request for Relief (<http://www.huronuc.ca/pdf/AcademicCounsellingRequestforReliefFormMar08.pdf>) are available at the Student Centre Website (<https://studentservices.uwo.ca/secure/index.cfm>), the Huron University College Academic Counselling website ([http://www.huronuc.ca/faculty\\_arts\\_social\\_science/academic\\_counselling/](http://www.huronuc.ca/faculty_arts_social_science/academic_counselling/)) or from the Academic Services Centre at Huron.

## CLASS SCHEDULE

<b>Class</b>	<b>Topic</b>	<b>Chapter and Pages</b>
Sept. 9	Introduction to Organizational Behaviour	
Sept. 9	Organizational Behaviour & Management	Chapter 1, pp. 1-27
Sept. 16	Research in Organizational Behaviour	Appendix, pp. 589-602
Sept. 23	Personality	Chapter 2, pp. 38-48
Sept. 30	Perception, Attribution & Judgement of Others	Chapter 3
Oct. 7	Perception, Attribution & Judgement of Others	Chapter 3
<b>Oct. 14</b>	<b>Test #1</b>	<b>Chapters 1, 2, 3, Appendix</b>
Oct. 21	Values, Attitudes & Work Behaviour	Chapter 4
Oct. 28	Learning	Chapter 2, pp. 48-66
Nov. 4	Theories of Work Motivation	Chapter 5
Nov. 11	Motivation in Practice	Chapter 6
Nov. 18	Groups and Teamwork	Chapter 7
Nov. 25	Assignment Draft Due	
<b>Dec. 2</b>	<b>Assignment Due</b>	<b>Chapters 2, 4, 5, 6, 7</b>
Jan. 6	Social Influence, Socialization & Culture	Chapter 8
Jan. 13	Decision Making	Chapter 11
Jan. 20	Leadership	Chapter 9
Jan. 27	Communication	Chapter 10
Feb. 3	Power and Politics (excluding ethics)	Chapter 12
<b>Feb. 10</b>	<b>Test #2</b>	<b>Chapters 8, 9, 10, 11, 12</b>
<b>Feb. 16-20</b>	<b>Conference Week – No Class</b>	
Feb. 24	Ethics Cross-Cultural Issues & Diversity	Chapter 12 (ethics only) Chapter 3, pp. 86-98
Mar. 3	Conflict & Stress	Chapter 13
Mar. 10	Organization Structure	Chapter 14
Mar. 17	Environment, Strategy & Technology	Chapter 15
Mar. 24	Org'l Change, Development & Innovation	Chapter 16
<b>Mar. 31</b>	<b>Group Presentations - Group Project Due</b>	<b>Chapter 3, 12, 13, 14, 15, 16</b>
<b>April 7</b>	<b>Group Presentations - Course Review</b>	<b>Chapter 3, 12, 13, 14, 15, 16</b>
<b>April 7</b>	<b>Course Review</b>	