**PSY-601 Industrial/Organizational Psychology (Elective) Cr. Hrs. 3**

**Learning Objectives and outcomes**

1) Build insight into understanding human behavior in groups and organization and Knowledge of the research methods employed in group and industrial settings.

2) Study application of psychological models / theories in work settings through course contents, additional readings and research articles.

3) Use experiential exercises / cases to consolidate learning of course topics

4) To understand the potential for Organizational Psychology for improving work and society

**Course contents**

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|  **Week** |  **Course Contents**  |  **Reference** |
| 1 | Perspectives of Organizational Psychology Intro to Industrial & I/O Psychology, Its historyScience and practice of I/O PsychologyTools about learning behavior in organizations Human problems in organizationReading 1: Knowing what to do is not enough  | Greenberg Ch-1 (2-52)Riggio Ch. 1  Pfeffer & Sutton  |
| 2 | Research Designs / MethodsExperiments, surveys, case study, InterviewObservational / Self Report TechniquesMeasuring Work Outcomes Reliability and Validity Issues & Statistical Analysis of Data **QUIZ-1**  | Riggio Ch. 2 |
| 3  | Personnel Issues: Motivation in OrganizationsNeed theories, behavior theories, Job Design TheoriesCognitive Theories: Expectancy and Equity theories, Goal setting Managerial implication of expectancy theory (pp151-52)Herzberg’s Two factor Theory, Motivation & Performance Increasing intrinsic motivation Job satisfaction,  Increasing motivation by Jobs RedesignJob Relocation, work groups and social loafing Organizational Issues **In Class Reflection paper** Reading : The Fear Factor --- Permission to fail | Riggio Ch 8Greeenberg Ch.4 Fiona Lee |
| **4** | Models of employee selectionRecruitment methodsScreening Techniques and their characteristics, issues and challengesSelection and Placement :strengths/ weaknesses | Riggio Ch 4-5 |
| **5** | Evaluating Employee PerformanceJob performance, Performance Appraisal Process: Individual & Comparative performance rating methods, Team AppraisalPitfalls in Performance Appraisal, Legal concerns **QUIZ-2** | Riggio Ch 6 |
| 6 | Job AnalysisMethods & Techniques: Job Elements, Critical Incident, Position Analysis, Functional Job Analysis, ADAFeelings about Job, Organization and peopleImpact of Demographic factors on Work & Organization **Assignment-1** Review two articles published in a peer review journal in the last 5 years containing the title words ‘personality, values, work output / performance’ in 4 pages. Mention title of the article & the journal, what was the article about, methods used and finding to research questions. Consider the specified and other limitations of the study and suggest how differently the study could have been carried out in a better procedure / method. Evaluation: 8+ (2 marks for the write-up in APA style) Deadline: end of 8th week | Riggio Ch 3Greenberg Ch.3 |
| 7 | Employees Training and Development: Fundamental issuesAssessing training needs, establishing training objectives, developing & testing of training materialImplementing and evaluating training programsEqual employment opportunities and other issues e.g. Gender Inequalities in employment) Greeenberg Ch.4  | Riggio Ch 7 |
| 8 | Employees Attitudes:Employment engagement, Measurement of Job SatisfactionAttendance ,absenteeism, turnover org. positive affect & well beingOrganizational Commitment & Positive Employee behavior / citizenship**MIDTERM EXAM** (Theoretical applied Questions =25marks ) | Riggio Ch 9 |
| 9 | Work Stress Stressors: work-task & work-role load, situational & dispositional stress. Measuring job stress & burnout. Managing Stress / negative employee attitude / behavior: developing resiliency, relaxation and meditation , family support practices and wellness programs **Project:** Undertake a study by observing and analyzing an area /topic of I/O Psychology studied so far in this course. Select an organization / work unit and study it through the lens of Organizational Psychology. Find / diagnose organizational strengths and problems and generate potential suggestions / solutions in the light of your learning and course material. Seek permission to take insiders’ perspective through appropriate methods of study (survey, interview, observation and document- analysis) to investigate an issue / effectiveness of an organization and write an experiential Project Report on 5-7 pages stating the introduction of the organization, issues studied, and methods used. Build data-based analyses, diagnoses, suggestions & solutions(10 merks) Submit by 11th week  | Riggio Ch 10 |
| 10 | Group processes in WorkGroup: stages of formation, Work group roles and norms Organizational socializationCooperation/ competition in work-group: Causes, How to diffuse , Conflict in work group & orgsGroup decision making process & Groupthink, Group Polarization Group Issues: Social loafing, free ridding, ethicsTeam Types & Team-work, Team creation stagesOrganization as complex, dynamic & developing Systems  Pro-social & deviant behavior, potential obstacles, Being team-playerEffect of Group Conflict and Work Stress on Employee Performance[*http://cqx.sagepub.com/content/early/2013/03/01/1938965513476367.full.pdf+html*](http://cqx.sagepub.com/content/early/2013/03/01/1938965513476367.full.pdf%2Bhtml) **QUIZ-3** | Riggio ch 12Greenberg, Ch 7-8 |
| 11 | Leadership Trait , Behavior/Contingencies, Charismatic & Transformational theoriesLeadership Training & DevelopmentJob Redesigns & Substitute for leadership | Reggio Ch 13 |
| 12 | Organizational Structure, Culture and DevelopmentDimensions of Org. Structure & Their Examples: Traditional /Non-traditional, Contingency Models of Org StructureOrg. Culture & its elements Societal influences: How it is communicated and measured. Influence on individual and groups ---org. socialization Org Development Techniques / EffectivenessValues and beliefs of different cultures: Impact on critical thinking and diversity Assessing Cultural Values & Fit Managing Organizational Change / people around the globe  | Reggio Ch 15Greenberg Ch. 16 |
|  13 |  **Guest Speaker Organizational Psychologist / 3 hr workshop****Assignment-2 Choose** an organization you know somewhat. Study its organo-gram as well as information about its policies, values and aims from the website and other material. Describe and comment on its organizational structure & functioning in 3 pages. May interview a functionary or the org for filling missing info. (5marks) **OR**  Collect information /data from an organization about its mission, product / services, structure, culture, values, management style and appraisal methods etc and make out a critical appreciation of strength and weakness. Make a 3-5 page write-up and seek reflection on the same from a middle level manger of the organization. |  |
|  14 | Human factor in Work Environment Intro to Human Factor EngineeringDesign and evaluation methodsOccupational BiometricsStress, work load, Safety , accidents and Human ErrorHuman computer interaction | An intro to human factor engineering byWickens, c.d. & Becker 2004, Pearson Inch.  |
| 15-16 | Consumer Behavior Marketing & Consumer Behavior: What is it? How emerged?Motivational determinants of consumer BehaviorConsumer’s perception, memory, attention, attitude, learningidentity and consumption Advertising Psychology, Brand Loyalty PRESENTATIONS & END TERM EXAM | Consumer Psychology Catherine Jansson- Boyd2010 McGraw Hill |

**Text Books**

Greenberg , Jerald & Baron (2011). Behavior in organizations, 10th, Pearson.

Riggio, Ronald (2008). Introduction to industrial / Organizational Psychology, 5th Edition, Princeton Hall

**Readings:**

An intro to human factor engineering by Wickens, c.d. & Becker 2004, Pearson Inch.

The Knowing-Doing Gap (2000). Jeffrey Pfeffer and Robert I. Sutton Harvard Business School Press , (C)2000President and Fellows of Harvard College ISBN: 1-57851-124-0

Reading : The Fear Factor --- Permission to fail

Reading : From Affirmative Action to Affirming Diversity

**Web sources**: International Association of Applied Psychology

 Society for Industrial and Organizational Psychology