**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 history  Science and practice of I/O Psychology  Tools about learning behavior in organizations  Human problems in organization  Reading 1: Knowing what to do is not enough | Greenberg Ch-1 (2-52)  Riggio Ch. 1  Pfeffer & Sutton |
| 2 | Research Designs / Methods  Experiments, surveys, case study, Interview  Observational / Self Report Techniques  Measuring Work Outcomes Reliability and Validity Issues & Statistical Analysis of Data **QUIZ-1** | Riggio Ch. 2 |
| 3 | Personnel Issues: Motivation in Organizations  Need theories, behavior theories, Job Design Theories  Cognitive 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 Redesign  Job Relocation, work groups and social loafing  Organizational Issues **In Class Reflection paper**  Reading : The Fear Factor --- Permission to fail | Riggio Ch 8  Greeenberg Ch.4  Fiona Lee |
| **4** | Models of employee selection  Recruitment methods  Screening Techniques and their characteristics, issues and challenges  Selection and Placement :strengths/ weaknesses | Riggio Ch 4-5 |
| **5** | Evaluating Employee Performance  Job performance, Performance Appraisal Process:  Individual & Comparative performance rating methods,  Team Appraisal  Pitfalls in Performance Appraisal, Legal concerns **QUIZ-2** | Riggio Ch 6 |
| 6 | Job Analysis  Methods & Techniques: Job Elements, Critical Incident, Position Analysis, Functional Job Analysis, ADA  Feelings about Job, Organization and people  Impact 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 3  Greenberg Ch.3 |
| 7 | Employees Training and Development: Fundamental issues  Assessing training needs, establishing training objectives, developing & testing of training material  Implementing and evaluating training programs  Equal 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 Satisfaction  Attendance ,absenteeism, turnover org. positive affect & well being  Organizational 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 Work  Group: stages of formation, Work group roles and norms Organizational socialization  Cooperation/ competition in work-group: Causes, How to diffuse , Conflict in work group & orgs  Group decision making process & Groupthink, Group Polarization  Group Issues: Social loafing, free ridding, ethics  Team Types & Team-work, Team creation stages  Organization as complex, dynamic & developing Systems  Pro-social & deviant behavior, potential obstacles, Being team-player  Effect 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+html) **QUIZ-3** | Riggio ch 12  Greenberg, Ch 7-8 |
| 11 | Leadership  Trait , Behavior/Contingencies, Charismatic & Transformational theories  Leadership Training & Development  Job Redesigns & Substitute for leadership | Reggio Ch 13 |
| 12 | Organizational Structure, Culture and Development  Dimensions of Org. Structure & Their Examples: Traditional /Non-traditional, Contingency Models of Org Structure  Org. Culture & its elements Societal influences: How it is communicated and measured. Influence on individual and groups ---org. socialization Org Development Techniques / Effectiveness  Values and beliefs of different cultures: Impact on critical thinking and diversity Assessing Cultural Values & Fit  Managing Organizational Change / people around the globe | Reggio Ch 15  Greenberg 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 Engineering  Design and evaluation methods  Occupational Biometrics  Stress, work load, Safety , accidents and Human Error  Human computer interaction | An intro to human factor engineering by  Wickens, c.d. & Becker 2004, Pearson Inch. |
| 15-16 | Consumer Behavior  Marketing & Consumer Behavior: What is it? How emerged?  Motivational determinants of consumer Behavior  Consumer’s perception, memory, attention, attitude, learning  identity and consumption Advertising Psychology, Brand Loyalty  PRESENTATIONS & END TERM EXAM | Consumer Psychology Catherine Jansson- Boyd  2010 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