

BUS 270E, Organizational Behaviour

3 Credits, 12 weeks, 6 hours

Important theories and research in the Behavioural Sciences are examined and a framework for understanding and predicting human behaviour in the workplace is provided. Topics studied include personality, perception, attitudes, motivation, leadership, job design, organizational design, group dynamics and decision-making processes. The focus is on explaining differences in work effort, performance, absenteeism, turnover and job satisfaction among individuals in the organization.

Instructor

Jose Areekadan
S110C
780-791-8937
jose.areekadan@keyano.ca

Hours of Instruction

Mondays and Wednesdays, 6:30 – 9:30 PM, Syncrude Technology Centre, Room S207

Office hours

Mondays and Wednesdays, 5:30 – 6:30 PM

Required Resources

Organizational Behaviour: Concepts, Controversies and Applications, Robbins, Stephen P. & Langton, Sixth Canadian Edition, ISBN 978-0-13-231031-4

Course Outcomes

Upon successful completion of this course, you will be able to:

1. Explain how different personalities and perceptions of events can impact working relationships:
 - Discuss organizational behavior and explain why it is relevant to everyone.
 - Identify common perceptual errors and evaluate how they operate to create our judgments of others.
 - Use personality models and traits to analyze behaviours and their impact on relationships.
 - Describe factors that can lead to clashes of values in the Canadian workplace.
 - Explain values and attitudes and examine their roles in judgments and decision making.
 - Examine personal views and behaviours and assess their implication for individual and group performance.

2. Recommend strategies that will help maximize individual and team performance and potential:
 - Use theories of motivation to analyze productivity and satisfaction on an individual and group level.
 - Analyze the factors and processes that contribute to team effectiveness and implement them in a group setting.

3. Analyze how conflict and power can facilitate or impede effective interactions:

- Identify and explain sources of conflict and apply appropriate conflict management strategies.
- Assess personal conflict management strategies and their implications.
- Describe common elements of power and assess their effectiveness.

4. Assess decision making processes:

- Apply decision-making processes to business decisions.
- Describe how ethical decisions are made.
- Assess individual and group decisions to detect decision making errors and their implications.

5. Examine culture in organizations and explain how it is created, maintained or changed for optimal performance outcomes:

- Examine the characteristics of organizational cultures.

Evaluation

Active Learning (In-class discussion, activities, and assignments)	25%
Midterm Exam 1	25%
Midterm Exam 2	25%
Final Exam	25%

The minimum standard for passing this course is a grade of 50%.

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 93.9
	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
Good	B+	3.3	77 – 79.9
	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
Satisfactory Progression	C+	2.3	67 – 69.9
	C	2.0	64 – 66.9
	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
Min Pass	D	1.0	50 – 56.9
Failure	F	0.0	< 50

- **ACTIVE LEARNING:** Students will lose 5% from their active learning grade for every class missed; however, each student is entitled to one absence without penalty. Students who arrive after the initial 10 minutes of class or leave before the class is completed will be marked absent in the process.
- **GROUP LEARNING:** Interpersonal and group behaviour are important elements of organizational behaviour. As a result, a considerable amount of learning is expected to occur in a group setting or as the result of group experiences.
- **EXAMINATIONS:** Over the course of the semester you will write three examinations. The purpose of these exams is to assess your knowledge of the breadth of material in this course. **Students who fail to write exams during the scheduled time will receive a score of 0%. Unforeseen events can be accommodated with relevant documentation to support the claim.**

Performance Requirements

CLASS POLICIES (Please also refer to pages 27 through 31 of the Credit Calendar)

1. **Cellular Phones** are a distraction to both your fellow students and the class instructor. All cellular phones are to be turned off, or at minimum set on silent mode prior to the beginning of class time.

If a student is observed using a cellular phone at any time during class, i.e. sending or reading text messages, they will be asked to leave the classroom for the remainder of class time.

2. **Class attendance** is useful for two reasons. First, class attendance maximizes a students' learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

3. **Academic Misconduct** Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:
 - Plagiarism or the submission of another person's work as one's own
 - The use of unauthorized aids in assignments or examinations (cheating)
 - Collusion or the unauthorized collaboration with others in preparing work
 - The deliberate misrepresentation of qualifications
 - The willful distortion of results or data
 - Substitution in an examination by another person

Penalties for academic offences may range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

4. **Accommodation for Students with Disabilities** - The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office at 792-5608 to initiate the process for documenting, assessing, and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119)
5. **Success Criteria** - To receive a passing grade (a grade score of D or higher) in this class, a total mark of 50% (on all work) and a weighted average mark of at least 50% on the examinations must be attained. That is, you must satisfy both final class mark and exam mark requirements to receive a passing grade.
Failure to meet either of these criteria will result in a maximum grade of F.

Proposed Schedule

WEEK	WEEK OF	TOPIC	CHAPTERS / SECTIONS
1	May 11	What is Organizational Behaviour?	Chapter 1
	May 13	Perception, Personality, and Emotions	Chapter 2
2	May 18	Values, Attitudes and Diversity	Chapter 3
	May 20	Theories of Motivation Motivation in Action	Chapter 4 Chapter 5
3	May 25	Midterm Exam I Motivation in Action	Chapters 1-4 Chapter 5
	May 27	Groups and Teamwork	Chapter 6
4	June 1	Communication	Chapter 7
	June 3	Power and Politics Conflict and Negotiation	Chapter 8 Chapter 9
5	June 8	Midterm Exam II Conflict and Negotiation	Chapters 5-8 Chapter 9
	June 10	Organizational Culture	Chapter 10
6	June 15	Leadership Decision Making, Creativity, and Ethics	Chapter 11 Chapter 12
	June 17	Final Exam	Chapters 9-12

Authorization

This course outline has been reviewed and approved by the Program Chair.

Jose Areekadan, Instructor

Date Authorized

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:
Instructor
Registrar's Office