

INTRODUCTION TO INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY

Course ID: 4054 (Fall Semester 2017)

Course code: MNG/PSY - 370

Number of Credits: 6

Class Schedule: Wednesday (9.25 a.m. – 12.10 p.m.)

Class Venue: G34

Instructors:

Liga Rudzite, PhD

Visiting Scholar

Email: ligarudzite@yahoo.com

Motukeeva Aikerim, MA

Instructor

Email: motukeeva_a@auca.kg

Overview

Course Description

Industrial and Organizational Psychology, or I-O Psychology, broadly refers to the sub-domain of psychology investigating and explaining the emotions, cognitions, and behaviors of humans at work. The major orientation of this sub-domain is focused on understanding human psychology at work so as to help in “contribut[ing] to an organization’s success by improving the performance and well-being of its people” (SIOP, 2016). I-O psychology covers several content areas which can be broadly organized into two categories of ‘Industrial’ and ‘Organizational’. Content area under *Industrial* has greater application focus, mostly in the processes and decisions of human resources departments and managers; while *Organizational* has greater explanatory focus to help managers and workers understand the psychology of humans at work. Regardless of the content areas, I-O psychology represents the corpus of knowledge rigorously developed through the work of scientists and practitioners. As such the scientist-practitioner model forms the core in every aspect of this course.

Course Objectives

- To introduce key concepts, theories, and methodologies of I-O psychology to students
- To develop in future leaders a keen awareness of the scientific-practitioner approach to applying people management know-how
- To develop an ethical awareness in future consumers of I-O psychological science in organizations

Teaching Approach

This course requires self-directed and reflective learning. There will be considerable number of class activities for students to explore the world of I-O psychology, and think like a manager, worker and scientist. As such students are required to be active in class and take charge of their learning during and outside of class. Several pedagogical characteristics anchor this module.

- Equal emphases on group and individual learning
- Significant emphasis on developing skills of I-O psychologist

Key Learning Outcomes

At the end of the module, students should

- Be familiar with fundamental principles, theories, and methodologies of I-O Psychology.
- Develop a scientific-practitioner perspective to the application of psychological science in the workplace.
- Develop awareness of the ethical and legal context of the work of I-O psychologist.
- Gain awareness on the practice of I-O psychology in firms in Central Asia and globally.

Course Details

Suggested Pre-requisites

It is suggested that students have taken basic statistics class, and one of the following modules:

- Introduction to Psychology (PSY 105.1)
- Organizational Behavior (MNG 322)
- Human Resource Management (MNG 410)

Students who have not taken such these modules may take this module. While it will be more challenging, the knowledge gained in this course will help them when taking the above three modules.

Reading Materials

Core Textbook

Aam: *Aamodt, M. (2016). Industrial/organizational psychology: An applied approach. 8th Edition. Cengage Learning.*

Supplementary Reference Books

Cas: *Cascio, W. F., & Aguinis, H. (2011). Applied Psychology in Human Resource Management, 7th Edition. Pearson.*

Gat: *Gatewood, R., Feild, H. S., & Barrick, M. (2015). Human resource selection. Cengage Learning.*

Lan: *Landy, F. J., & Conte, J. M. (2013). Work in the 21st Century: An Introduction to Industrial and Organizational Psychology. 4th Edition. John Wiley & Sons.*

Supplementary Readings

Additional readings, such as journal articles, extracts from magazines, and guidebooks will be assigned as needed. These readings will help to expand the students understanding of I-O psychology beyond that of conventional textbooks. Students are to treat these additional readings as required readings.

Course-specific Policies

- Attendance is compulsory. Your grades and your friends' grades depend on it.
- Electronic devices are allowed. However, you are expected to be attentive in class and not disturb other students.
- All written assignments are to conform to the reference and citation practices of APA style format (APA style Format 6th Edition – Publication Manual of the American Psychological Association, copies are available at BF 76.7 P83 2010).

General Academic Policies

The course instructors reserve the right to modify the syllabus throughout the course. Any modifications will be communicated to students in advance via email or during classes.

Students are expected to show up for classes on time and submit homework assignments in a timely manner.

Zero Tolerance for Academic Dishonesty:

As defined, academic dishonesty is a "failure to maintain academic integrity" Failing to maintain academic integrity includes obtaining or giving help on an examination, doing work for another student, and plagiarism. Students are expected to maintain high ethical standards in all their courses. All cases of academic dishonesty will result in a failing grade and will be referred to the Chair, Business Administration department for administrative review.

Contacting your Instructors

Students may contact your instructors on campus during office hours or via email. For Dr Phang, Skype meeting can be arranged if necessary.

Course Assessment

Assessment Components

Attendance	10%
Class Participation:	10%
Group Assignments:	30%
Mid-Term Exam:	25%
Final Exam:	25%

Scores to Grade Conversion

The grading scale, which is standard in the Business Administration department, is as follows:

A	100 – 93	C	76 - 73
A-	92 – 90	C-	72 - 70
B+	89 – 87	D+	69 - 67
B	86 – 83	D	66 - 63
B-	82 – 80	D-	62 – 60
C+	79 – 77	F	59 - 0

The grade of **A** represents "outstanding scholarship." This is reserved for those students that have shown distinction in their performance, advance the general understanding of the material, and apply both terminology and principles in completing course related assignments.

The grade of **B** represents "good scholarship." This identifies a student that has performed at a higher than satisfactory level, exhibits proficient use of course related terminology, and deals with challenging topics.

The grade of **C** implies a student's performance is "satisfactory." This represents a student that has understood the subject material, shows reasonable competence, and conforms to the minimum requirements.

The grade of **D** represents limited ability to analyze material presented in lectures and readings. While the student has attended class and was involved in discussions, performance has been below class average.

The grade **F** represents poor learning or lack of effort, the student has failed to demonstrate even a minimal capacity to analyze concepts and theories. Misses most classes and performed very poorly in, or even failed to participate in class discussions. The final paper, if submitted, has been of a poor standard or plagiarized.

In order to receive full credit, assigned work must be submitted before the scheduled submission deadline. Therefore, students keeping up with the course work and submitting assignments on time is essential. Late assignments will not be accepted for grading. If commitments make submitting assignments on schedule impossible, students must consult with the professor at least ten days in advance to make other arrangements.

Class Attendance (10%)

- Attendance is compulsory and will be marked at each class.
- In case of absence related to health condition, students are to present corresponding medical documents.

Class Participation (10%)

- During lesson students will be asked questions and made to present any assigned work. Frequency and quality of participation in class contributes towards an overall grade.
- Attendance, punctuality, and class conduct count towards the overall evaluation of Class Participation. By not turning up on time, or behaving inappropriately in class may affect your group's score.

Group Assignments (30%)

- There will be homework and assignments to be submitted at various lessons. All homework and assignments are group-based and to be submitted as a group.
- During various lessons there will be class activities and homework that need to be submitted. All assignments are equally weighted. The overall score for group assignment will be the arithmetic average of all group assignments.
- Group assignments will be announced at each lesson with specific instructions given

Mid-Term Exam (25%)

- The Mid-Term Exam focuses more on content covered from the first lesson till the lesson before the mid-term exam. As such a larger part, but not necessarily entire part, of the exam will cover the Industrial aspect of I-O psychology.
- This will be a closed book exam.
- The exam will be 75 minutes in duration.

Final Exam (25%)

- Final Exam will be conducted in an open-book examination format. Students are allowed to bring in textbook and written or printed notes along. It will involve a single business case with related questions. The exam will be 75 minutes in duration.

Lesson and Topic Schedule

#	Date	Topic
<i>The Basic Ideas, Concepts, and Perspectives</i>		
1	6.09.2017	Module Briefing & Overview of I-O Psychology <ul style="list-style-type: none"> - Expectations and logistics of the module - What is I-O Psychology and its relationship and differences with other psychology and business domains - Define the sub-domains of I-O Psychology - Know the brief history of I-O Psychology and recent trends <p><i>Readings:</i> Aam , Chap 1, "Introduction to I-O Psychology"</p>
2	6.09.2017	Key Theoretical Concepts of I-O Psychology <ul style="list-style-type: none"> - Fundamental thinking in I-O Psychology - Fundamental terms in I-O Psychology <p><i>Readings:</i> Cas, Chap 3, "People, Decisions, and the Systems Approach"</p>
3	13.09.2017	Ethical Issues and Legal Issues in I-O Psychology <ul style="list-style-type: none"> - Fundamental Ethical Perspectives - Common I-O Psychology's Ethical Concerns (Privacy, Discrimination, Motivation, and Manipulation) - Common I-O Psychology's Legal Issues <p><i>Readings:</i> Aam, Chap 3, "Legal Issues in Employee Selection" Cas, Chap 17, "Organizational Responsibility and Ethical Issues in HRM"</p>
4	13.09.2017	Individual Differences <ul style="list-style-type: none"> - Overview of Individual Differences commonly measured by I-O Psychologist - Why Individual Differences are Important - Demographics, Physical, Personality, Values, Intelligence <p><i>Readings:</i> Lan, Chap 3, "Individual Differences and Assessment"</p>
<i>Industrial Psychology Topics</i>		
5	20.09.2017	Understanding a Contemporary Workplace. Fairness & Diversity at Work <ul style="list-style-type: none"> - Adverse Impact - Organizational Justice - Work-Family Conflict - Types of Diversity - Work Arrangements
6	20.09.2017	Job Analysis #1 <ul style="list-style-type: none"> - Uses and Outcomes of Job Analysis - Variations to Job Analysis (incl. Competency-based JA) - Parts of a Job Description <p><i>Readings:</i> Aam, Chap 2, "Job Analysis and Evaluation"</p>

		<p><i>Cas, Chap 10, "Analyzing Jobs and Work"</i></p> <p><i>Gat, Chap 7, "Job Analysis in Human Resource Selection"</i></p>
7	27.09.2017	<p>Job Analysis #2</p> <ul style="list-style-type: none"> - Methods to Job Analysis - O*Net <p>Group Assignment #1 (Job Analysis & Job Description Exercise)</p>
8	27.09.2017	<p>Selection and Assessment #1</p> <ul style="list-style-type: none"> - Recruitment - Employee Selection Process - Selection Techniques - Predictors of Job Performances <p><i>Readings:</i></p> <p><i>Lan, Module 3.1 & 3.2</i></p> <p><i>Aam, Chap 4, "Employee Selection: Recruiting and Interviewing"</i></p> <p><i>Aam, Chap 5, "Employee Selection: References and Testing"</i></p> <p><i>Gat, Chap 8, "Recruitment of Applicants"</i></p>
9	4.10.2017	<p>Selection and Assessment #2</p> <ul style="list-style-type: none"> - Evaluating Selection Techniques - Group Assignment #2 (Selecting a Public Officer) <p><i>Readings:</i></p> <p><i>Aam, Chap 6, "Evaluating Selection Techniques and Decisions"</i></p>
10	4.10.2017	<p>Performance Measurement #1</p> <ul style="list-style-type: none"> - Overview of Performance Management System - Performance Appraisal Steps <p><i>Readings:</i></p> <p><i>Aam, Chap 7, "Evaluating Employee Performance"</i></p> <p><i>Cas, Chap 5, "Performance Management"</i></p>
11	11.10.2017	<p>Performance Measurement #2</p> <ul style="list-style-type: none"> - Common Performance Appraisal Methods - Train the rater <p>Group Assignment #3 (The Ideal Appraisal Method)</p>
12	11.10.2017	<p>Training & Development</p> <ul style="list-style-type: none"> - Training System Design - Training Modes and Methods - Training Needs Analysis - Training Evaluation <p><i>Readings:</i></p> <p><i>Aam, Chap 8, "Designing & Evaluating Training Systems"</i></p> <p><i>Cas, Chap 15 & 16, "Training & Development"</i></p>
13	18.10.2017	<p>Training & Development #2</p> <ul style="list-style-type: none"> - Training & development in practice - Employee development plans - Management and Executive Development - Self-directed development and life long learning opportunities



14	18.10.2017	Mid-Term Exam
Organizational Psychology Topics		
15	25.10.2016	<p>Motivation at Work #1</p> <ul style="list-style-type: none"> - Major Work Motivation Theories - Selected Work Motivational Techniques <p><i>Readings:</i> <i>Aam, Chap 9, "Employee Motivation"</i></p>
16	25.10.2017	<p>Motivation at Work #2</p> <ul style="list-style-type: none"> - Major Work Motivation Theories - Selected Work Motivational Techniques <p><i>Readings:</i> <i>Aam, Chap 9, "Employee Motivation"</i></p>
17	1.11.2017	<p>Positive Attitudes, Emotions, & Behaviors at Work</p> <ul style="list-style-type: none"> - Job Satisfaction, Engagement - Identification, Commitment - OCB <p><i>Readings:</i> <i>Aam Chap 10, "Employee Satisfaction and Commitment"</i> <i>Lan, Chap 9, "Attitudes, Emotions and Work"</i></p>
18	1.11.2017	<p>Negative Attitudes, Emotions, & Behaviors at Work</p> <ul style="list-style-type: none"> - Job Stress, Burnout - Violence & Politics - CWB <p><i>Readings:</i> <i>Aam, Chap 15, "Stress Management"</i></p>
19	15.11.2017	<p>Teams at Work #1</p> <ul style="list-style-type: none"> - Types of Teams - Group Processes and Dynamics <p><i>Readings:</i> <i>Aam, Chap 13, "Group Behavior, Teams, and Conflict"</i></p>
20	15.11.2016	<p>Teams at Work #2</p> <ul style="list-style-type: none"> - Types of Teams - Group Processes and Dynamics <p><i>Readings:</i> <i>Aam, Chap 13, "Group Behavior, Teams, and Conflict"</i></p>

21	22.11.2016	Work, Body, and Health + Stress Management <ul style="list-style-type: none"> - Ergonomics Concepts - Workplace Safety - Presenteeism - Stress management <p><i>Readings:</i> <i>Aam, Appendix, "Working Conditions and Human Factors"</i></p>
22	22.11.2016	Leadership #1 <ul style="list-style-type: none"> - Leadership in organizations - Leadership styles - Developing leadership skills <p><i>Readings:</i> <i>Aam, Chap 12, "Leadership"</i></p>
23	29.11.2017	Leadership #2 <p><i>Readings:</i> <i>Aam, Chap 12, "Leadership"</i></p>
24	29.11.2017	Key Statistical and Research Thinking in I-O Psychology <ul style="list-style-type: none"> - Purpose of Statistics and Research Methodology in I-O Psychology - Common Statistical Terms used in I-O Psychology <p><i>Readings:</i> <i>Lan, Chap 2, "Methods and Statistics in I-O Psychology"</i> <i>Cas, Appendix, "An Overview of Correlation and Linear Regression"</i></p>
25	6.12.2016	Key Measurement Concepts of I-O Psychology #1 <ul style="list-style-type: none"> - Basic concepts of job performance - Basic concepts of criterion, reliability & validity <p><i>Gat, Chap 3, "Measurement and Theory in Selection"</i> <i>Gat, Chap 4, "Measurement and Reliability in Selection"</i> <i>Gat, Chap 5, "Measurement and Validity in Selection"</i></p>
26	6.12.2017	Key Measurement Concepts of I-O Psychology #2 <ul style="list-style-type: none"> - Basic concepts of job performance - Basic concepts of criterion, reliability & validity <p><i>Gat, Chap 6, "Measurement and Strategic Decision Making"</i> <i>Cas, Chap 4, "Criteria: Concepts, Measurements, and Evaluation"</i></p>
27	13.12.2017	Guest Speaker
28	13.12.2017	Wrap up session. Exam review

17 – 24 December **End-Term Exam**

Important Notes:

Course Schedule may change across the semester. Should there be any change, students will be informed at least one lesson in advance.