

MGMT 3304 - Organization Behavior

Course Description/Overview

An experiential and theoretical approach to human behavior in an organizational setting, by analysis of individual, group, and organizational processes, with a goal of understanding, predicting, and improving the performance of organizational elements.

Prerequisite Knowledge

Junior standing.

Course Technology

All instructions are provided on Blackboard. A laptop or a desktop computer with webcam is required. Download **LockDown Browser** for exams. See exams and practice quizzes section on page 3 for more details. Students should be familiar with the use of Microsoft Word and PowerPoint.

Class Meeting Times

Online

Technical Support

The Technology Service Center (TSC) may be contacted by calling (325) 942-2911 or 1-866-942-2911 or by email at helpdesk@angelo.edu

Faculty/Instructor Information

Name: Dr. Satvir Singh

Office: Rassman 204

Office Hours: Online and by appointment

E-Mail: satvir.singh@angelo.edu

Use blackboard for course related emails

Course Objectives

This is an exciting and challenging course that focuses on many key factors of management with special emphasis on organizational behavior. The purpose of this course is to provide students with the knowledge of management basics to be used in future business courses and management practice. After taking this course students should be able to:

1. Recognize how individual differences affect employee behavior within organizations.
2. Comprehend the role of group dynamics (leadership, teams, power, politics, and conflicts) within organizations.

3. Identify the relationship between organizational facets (culture, work design, and structure) and employee behavior.
4. Discover and recognize how globalization, cross-cultural differences, and diversity impact employee behavior.

Course Textbook and Required Readings

Organizational Behavior, 4th edition with Connect Access Card
 Author: McShane, M (Publisher: McGraw-Hill)
 ISBN#: 9781264037780

In case of any trouble related to McGraw-Hill Connect platform contact their Customer Experience Group at 1-800-331-5094.

Other readings will be assigned in a timely manner as needed and will be provided to you as PDF, in MS Word format, or as a link to an online resource.

Grading Policies

This course employs the following to measure student learning.

Grade Calculations	Percent of Grade	Due
Exam 1 (200 points)	20%	Wednesday, July 21
Exam 2 (200 points)	20%	Saturday, July 31
Exam 3 (200 points)	20%	Tuesday, August 10
LS Practice Quizzes (10 x 12 = 120 points)	12%	Two quizzes in each module
Discussion/Case (40 x 5 = 200 points)	20%	Weekly
Manager's hot seat video quiz (20 points)	2%	Saturday, July 31
Term paper (60 points)	6%	Thursday, August 12
Total points: 1000	100%	

Angelo State University employs a letter grade system. Grades in this course are determined on scale below:

1000-900 points = A
899-800 points = B
799-700 points = C
699-600 points = D

Response Time

Individual/team work will be graded and returned to the students within a week of the assignment due date. Emails will be replied within 24 hours except on weekends and holidays.

Exams and Practice Quizzes

All Exams have multiple choice questions and require the use of LockDown Browser. Watch this [short video](#) to get a basic understanding of LockDown Browser. A student [Quick Start Guide \(PDF\)](#) is also available. Download and install LockDown Browser from this link:

<http://www.respondus.com/lockdown/download.php?id=384131921>

To ensure LockDown Browser is set up properly, do the following:

- Start LockDown Browser, log into **blackboard.angelo.edu**, and select this course.
- Locate and select the **Help Center** button on the LockDown Browser toolbar.
- Run the **System & Network Check**. If a problem is indicated, see if a solution is provided in the Knowledge Base. Troubleshooting information can also be emailed to our institution's help desk.
- Exit the Help Center and locate the “LockDown Browser Practice Quiz” on course home page under “Module 3”
- Upon completing and submitting the practice quiz, exit LockDown Browser.

When taking an online exam that requires LockDown Browser and a webcam, remember the following guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers)
- Clear your desk of all external materials not permitted — books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer or networking environment is different than what was tested above, repeat the System checks prior to starting the test
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted.

LearnSmart practice quiz for each chapter is required. Maximum grade of 10 points is awarded if the chapter topics are mastered successfully.

Discussion Board

During any given week/module, the discussions are scheduled to be completed *no later* than 11:59 PM on the day it's due. Participation in the discussion not only includes answering questions posted by your instructor, but also includes responding and interacting with fellow students. Students are expected to participate in accordance with the rubric below. Reading the Discussions is important. The individual responses are directed to other students' projects or comments based on any of the prompts that have been posted.

Both reading and commenting are equally important. A response to another student such as "*I liked your comment*" is **not** considered constructive nor a quality posting. Analysis and critique is the goal. The professor is able to view when individual students read comments and respond to comments in the Discussions. Discussions are much more informal than your assignments, but professionalism is encouraged. Your postings will not be graded for spelling, grammar, or APA Style; however, if you refer to a source you should provide the reference in APA style.

I will read all discussions. However, I will not respond to every discussion post. I tend to *lift up* key ideas and concepts and to comment on them in order to add to the *teaching and learning* in the course. Often, if the student responses cover what I want taught and learned, then I may not respond to a posting at all. I will grade discussions as per the rubric. A single response to the stated topic is basic. Multiple responses to other students' comments and ideas are expected. This scoring is highly *subjective* and relates directly to the *quality* of responses and somewhat to quantity of responses (number). If no appropriate comments are made in a Required Discussion thread, no points will be awarded.

Unless otherwise specified, click the title of the initial thread in order to participate in the discussion. Click *Reply* to the prompt and respond as appropriate. Do not create a new thread unless requested to do so. For the most part, all discussions will be graded according to the following simplified rubric:

Criteria	Levels of Achievement and Points			Maximum Points
	Proficient	Competent	Novice	
Completeness	Posts are complete based on prompt/format and have good amount of	Posts are mostly complete based on prompt/format and have satisfactory	Posts are incomplete based on prompt/format and lacks relevant content (0-3)	10

	relevant content (8-10)	amount of relevant content (4-7)		
Quality	Exceeds expectations and demonstrates critical thinking (8-10)	Meets minimum expectations and demonstrates some critical thinking (4-7)	Below expectation and lacks critical thinking (0-3)	10
Timeliness	Posted before due date i.e. earlier is better (6-10)	Posted on the due date (1-5)	Not posted (0)	10
Engagement	Actively engaged with other co-students in discussions i.e. two or more quality comments on others' posts (6-10)	Limited engagement with other co-students (1-5)	No engagement with other co-students (0)	10
				40 Points

Term paper

This paper should include information about a management practice used by a company. Examples of management practices are Zappo’s holacracy, Apple’s high performing teams, Amazons’s demanding and aggressive culture, etc. You can use any company with more than 100 employees. Your goal is to write an interesting and coherent paper. Use the following guideline to write a 2-4 page (excluding title and references) paper on the management practice of your choice.

1. Provide details about the company and its business model
2. Explain the management practice
3. Explain how this management practice fits with the business model of the company
4. How it helps in increasing organizational effectiveness (i.e. impact on important OB related dependent variables such as turnover, job satisfaction, job performance)
5. Include conclusion

The paper should be at least 2 pages in length (typed, 12 pt. font, 1-inch margins, and error free). The report should include your original work based on your research. Paraphrase and cite properly in order to avoid plagiarizing. It should look neat and professional. All written papers must adhere to the APA style. You are expected to submit all papers with appropriate citation, references, etc. Style guides are available in the University library and the bookstore.

Course Policies

Academic Honesty and Integrity

Angelo State University expects its students to maintain complete honesty and integrity in their academic pursuits. Students are responsible for understanding and complying with the university Academic Honor Code, which is in both print and web versions of the ASU Student Handbook.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

It is the professor's intention to be as fair and impartial as is humanly possible. Therefore, all students will be asked to adhere to the same set of guidelines and rules UNLESS there are disabilities or documented extenuating circumstances that have been discussed with the professor and the Student Life Office. Please make sure you inform the professor as soon as any situation arises. Do NOT wait until the problem is compounded by poor class performance, poor attendance, etc.

Code of Ethics and Rules

Students, faculty, administrators and professional staff of the College of Business should always:

- Be forthright and truthful in dealings with all stakeholders
- Take responsibility for one's actions and decisions
- Serve as an example of ethical decision-making and behavior to others
- Admit errors when they occur, without trying to conceal them
- Respect the basic dignity of others by treating them as one would wish to be treated

Below are some other important rules for this course.

1. Cheating, Plagiarism, Scholastic Dishonesty, and Student Discipline: Cheating is unethical and not acceptable. Plagiarism is using information or original wording in a paper without giving credit to the source of that information or wording: it is also not acceptable. *Do not submit work under your name that you did not do yourself.* You may not submit work for this class that you did for another class. You must cite, reference, or quote information obtained from other sources so you give credit where credit is due. If

you do not know how to do that, ask. In addition, when an assignment specifies that you must perform a task individually, asking for your classmates' help is scholastic dishonesty. Do NOT copy any material regardless of where you obtained it into your own work. Do NOT submit work under your name if you did not complete it entirely yourself; be honest and tell me you did it together. The consequences will be less severe when you are up front about it than when you try to hide it.

ASU now has a site license for **Turnitin.com**, a plagiarism detection tool that you can also use to check your own work for this or other classes to prevent getting in trouble. I may report any instances of plagiarism and dishonesty to the Dean of Students Office and the grade for the assignment/course can be an "F" or "zero".

If you want to test your understanding of plagiarism, take the self-assessment at <http://education.indiana.edu/~frick/plagiarism> or visit <http://www.turnitin.com>

2. *Deadline Policy and Late Assignments:* It is essential that all of you come to class fully prepared to discuss your work and do well on the in-class assignments. Once a deadline has passed, you can no longer turn in your work. Plan carefully to ensure you meet the deadlines. If you wait until the last minute, things that can go wrong often do. Your computer will crash, the internet connection stops working, etc. If you had started earlier, you would have had time to deal with those annoyances, and still turn in your assignments on time. Therefore, I cannot accept those types of excuses. Create your time management plan and stick to it, so you can get everything done on time. All assignments are due before midnight, see tentative schedule for deadlines.

3. *Missed Tests:* There will be 3 Exams and multiple quizzes. If, due to a well-documented emergency, there is a possibility of missing an exam it is the responsibility of student to contact the instructor in advance to arrange an alternative option. No arrangements can be made after the fact. Missed quizzes and assignments cannot be made up.

Accommodations for Disability

ASU is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments of 2008 (ADAAA), and subsequent legislation.

Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student's responsibility to initiate such a request by emailing studentservices@angelo.edu, or by contacting:

Mrs. Dallas Swafford
Director of Student Development
Office of Student Affairs
University Center, Suite 112
325-942-2047 Office

325-942-2211 FAX

Dallas.Swafford@angelo.edu

Student Absence for Religious Holidays

As stated in the Angelo State University Operating Policy and Procedures (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to miss class to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

Course Drop

To view information about how to drop this course or to calculate important dates relevant to dropping this course, you can visit

http://www.angelo.edu/services/registrar_office/course_drop_provisions.php.

Incomplete as a Course Grade

As stated in the Angelo State University Operating Policy and Procedure (OP 10.11 Grading Procedures), the grade "I" is given when the student is unable to complete the course because of illness or personal misfortune. For undergraduates, an "I" that is not removed before the end of the next long semester automatically becomes an "F". A graduate student will be allowed one year to remove a grade of "I" before it automatically becomes an "F". To graduate from ASU, a student must complete all "I's".

Grade Appeal Process

As stated in the Angelo State University Operating Policy and Procedures (OP 10.03 Student Grade Grievances), a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, has experienced inequitable evaluation procedures, or inappropriate grading practices, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the grade appeal process and the number of days allowed for completing the steps in the process, see Operating Procedure 10.03 at:

<http://www.angelo.edu/content/files/14196-op-1003-grade-grievance>.

Course outline is on the next page.

Course Outline

Module	Date	Chapters, Exams, and Assignments	Discussions & Quizzes
1.	July 12-15	Chapter 1- <i>Introduction to the Field of Organizational Behavior?</i> Chapter 2- <i>Individual Behavior, Personality, and Values</i>	Discussion 1 LearnSmart 1 LearnSmart 2
2.	July 16-19	Chapter 3- <i>Perceiving Ourselves and Others in Organizations</i> Chapter 4- <i>Workplace Emotions, Attitudes, and Stress</i>	LearnSmart 3 LearnSmart 4
3.	July 20-21	LockDown Browser Practice Quiz Exam 1 (Chapters 1,2,3, and 4)	Discussion 2
4.	July 22-25	Chapter 5- <i>Employee Motivation</i> Chapter 6- <i>Decision Making and Creativity</i>	LearnSmart 5 LearnSmart 6
5.	July 26-29	Chapter 7- <i>Team Dynamics</i> Chapter 8- <i>Communication in Teams and Organizations</i>	Discussion 3 LearnSmart 7 LearnSmart 8
6.	July 30-31	Exam 2 (Chapters 5, 6, 7, and 8)	Manager's hot seat video quiz
7.	Aug 1-4	Chapter 9- <i>Power and Influence in the Workplace</i> Chapter 10- <i>Conflict and Negotiations in the Workplace</i>	Discussion 4 LearnSmart 9 LearnSmart 10
8.	Aug 5-8	Chapter 11- <i>Leadership in Organizational Settings</i> Chapter 12- <i>Designing Organizational Structure</i>	LearnSmart 11 LearnSmart 12
9.	Aug 9-10	Exam 3 (Chapters 9, 10, 11, and 12)	
10.	Aug 11-13	Term Paper due (August 12)	Discussion 5

All exams are open on the last day of the exam module from 6 a.m. to 11:59 p.m.
All dates and times are in North American Central Time Zone (CT)