MGMT 3304 - Organizational 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.

Class Meetings
Tuesday and Thursday 11:00 am – 12:15 pm in Rassman Business 265.

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
Phone: (325) 942 6587
E-Mail: satvir.singh@angelo.edu
Use blackboard for course related emails
Office: Rassman 204
Office Hours: Tuesday and Thursday 9:00-11:00 am,
Wednesday and Friday by appointment.

Course Purpose

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.

Student Learning Outcomes
After taking this course students should be able to:
1. Recognize how individual differences such as personality, perceptions, job attitudes affect employee behavior within organizations. (LG3b)
2. Identify the relationship between organizational facets (culture, work design, structure, and change) and employee behavior. (LG3b)
3. Examine the role of group dynamics (leadership, teams, power, politics, and conflict) within organizations.
Course Textbook and Required Readings

Organizational Behavior, 5th edition with Connect Access Card
Author: McShane, S and Glinow, M (Publisher: McGraw-Hill)
ISBN#: 9781260261561, 9781265950613 (Loose-leaf)

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.

<table>
<thead>
<tr>
<th>Grade Calculations</th>
<th>Percent of Grade</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1 (200 points)</td>
<td>20%</td>
<td>Tuesday, September 28</td>
</tr>
<tr>
<td>Exam 2 (200 points)</td>
<td>20%</td>
<td>Thursday, October 28</td>
</tr>
<tr>
<td>Exam 3 (200 points)</td>
<td>20%</td>
<td>Thursday, December 2</td>
</tr>
<tr>
<td>LS Assignments (10 x 12 = 120 points)</td>
<td>12%</td>
<td>Every week</td>
</tr>
<tr>
<td>ABA/Self-Assessments (50)</td>
<td>5%</td>
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</tr>
<tr>
<td>OB group project (100)</td>
<td>10%</td>
<td>Thursday, November 4</td>
</tr>
<tr>
<td>OB project peer evaluation and course feedback (30)</td>
<td>3%</td>
<td>Tuesday, November 9</td>
</tr>
<tr>
<td>Group project presentation (50 points)</td>
<td>5%</td>
<td>See course outline</td>
</tr>
<tr>
<td>Class participation (50 points)</td>
<td>5%</td>
<td>Thursday, December 2</td>
</tr>
<tr>
<td>Total points: 1000</td>
<td>100%</td>
<td></td>
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</tbody>
</table>
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 two weeks of the assignment due date. Emails will be replied within 24 hours except on weekends and holidays.

**OB Group Project** (deadlines are in the course outline)

Group/Team work is an inseparable part of the business world today, and you as business students need to practice and experience the joys and frustrations that come with working in a team or a group. Therefore, you are going to be assigned to groups of 4-6 individuals to research a company of your choice in regards to their management practices. You will work in your assigned group to analyze the company on the 3 to 5 important dimensions/variables related to managing employees and find one problem. The problem should be directly related to the analysis of variables. After stating the problem in your report, your job as a group is to come up with no less than 3 alternatives to solve this unique problem. You will conclude the report by providing a recommendation out of these alternatives. There is a one-page outline (see Appendix A) that will help you in writing the group project report.

The **written group project** report should be at least 10 pages in length (typed, 12 pt. font, 1-inch margins, double-spaced, and error free). 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. More detailed instruction will be given in the class. Each individual is expected to contribute their fair share to the project. **Free riders will not be tolerated.** At the end of the group project, you will be given a chance to rate each of your group members. Groups will also make **oral presentations** of their group project report. A minimum of two members per group should present. This presentation should not be more than 12 minutes.

**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 no 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](http://www.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](http://education.indiana.edu/~frick/plagiarism) or visit [http://www.turnitin.com](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/assignments. 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.

4. **Attendance**: Students are allowed three excused absences; each subsequent absence will reduce your participation grade by 10 points. If you are late by more than 5 minutes, you are considered absent.

**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办公室/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.

Norris-Vincent College of Business Code of Ethics
Students, faculty, administrators, and professional staff of the Norris-Vincent 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.
<table>
<thead>
<tr>
<th>Date</th>
<th>Chapters, Exams, and Assignments</th>
<th>Quizzes</th>
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</thead>
<tbody>
<tr>
<td>August 24</td>
<td>Introductions, review of syllabus, and chapter 1</td>
<td></td>
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<tr>
<td>August 26</td>
<td>Chapter 1- <em>Introduction to the Field of Organizational Behavior</em></td>
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<tr>
<td>August 31</td>
<td>Chapter 1 continues</td>
<td>LS Chapter 1</td>
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<tr>
<td>September 2</td>
<td>Chapter 2- <em>Individual Differences: Personality and Values</em></td>
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<tr>
<td>September 7</td>
<td>Chapter 2 continues</td>
<td>LS Chapter 2</td>
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<tr>
<td>September 9</td>
<td>Chapter 3- <em>Perceiving Ourselves and Others in Organizations</em></td>
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<td>September 14</td>
<td>Chapter 3 continues</td>
<td>LS Chapter 3</td>
</tr>
<tr>
<td>September 16</td>
<td>Chapter 4- <em>Workplace Emotions, Attitudes, and Stress</em></td>
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<tr>
<td>September 21</td>
<td>Chapter 4 continues</td>
<td>LS Chapter 4</td>
</tr>
<tr>
<td>September 23</td>
<td>Review and course feedback <em>Meeting with the group leaders (discuss peer evaluations)</em></td>
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<tr>
<td>September 28</td>
<td><strong>Exam 1 (Chapters 1, 2, 3, and 4)</strong></td>
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<tr>
<td>September 30</td>
<td>Chapter 5- <em>Employee Motivation</em></td>
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<tr>
<td>October 5</td>
<td>Chapter 5 continues</td>
<td>LS Chapter 5</td>
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<tr>
<td>October 7</td>
<td>Chapter 6- <em>Decision Making and Creativity</em></td>
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<tr>
<td>October 12</td>
<td>Chapter 6- <em>Decision Making and Creativity</em></td>
<td>LS Chapter 6</td>
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<tr>
<td>October 14</td>
<td>Chapter 7- <em>Team Dynamics</em></td>
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<td>October 19</td>
<td>Chapter 7 continues</td>
<td>LS Chapter 7</td>
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<tr>
<td>October 21</td>
<td>Chapter 8- <em>Communication in Teams and Organizations</em></td>
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<tr>
<td>October 26</td>
<td>Chapter 8 continues</td>
<td>LS Chapter 8</td>
</tr>
<tr>
<td>Date</td>
<td>Topic</td>
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<tr>
<td>October 28</td>
<td>Exam 2 (Chapters 5, 6, 7, and 8)</td>
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<tr>
<td>November 2</td>
<td>Chapter 9- <em>Power and Influence in the Workplace</em></td>
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<tr>
<td>November 4</td>
<td>Chapter 9 continues</td>
<td></td>
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</tbody>
</table>
| November 9 | Chapter 10- *Conflict and Negotiations in the Workplace*  
|            | Peer evaluation and course feedback due     |
| November 11| Chapter 10 continues                        |
| November 16| Chapter 11- *Leadership in Organizational Settings*  
|            | Group 3 & 4 presentation                      |
| November 18| Chapter 11 continues                        |
| November 23| Chapter 12- *Designing Organizational Structure*  
|            | Group 7 & 8 presentation                      |
| November 25| No Class (thanksgiving!)                     |
| November 30| Chapter 12 continues                        |
| December 2 | Exam 3 (Chapters 9, 10, 11, and 12)         |
| December 7 | Post and discuss Exam 3 grades               |
Appendix A
Group Project Outline

Title Page (1 page)

Abstract: (optional, 200 words)

Introduction: Company information and the goal of this project (1-2 pages)

Company analysis:
Explain the variables of interest and provide reasons for researching these variables

- Variable 1 (define variable, show why it’s important for the company, and analyze what is going on in the company in relation to the variable of interest. You can cite reports, news, and/or any relevant information)
- Variable 2
- Variable 3
- Variable 4
- Variable 5

(4-6 Pages)

Defining the problem: Give a brief summary of your analysis of the variables and what problems have you found in relation to these variables. State and highlight the most important problem and justify why it is important to resolve this problem. (1 page)

Alternatives: Discuss and analyze 3-10 alternatives to solve the problem.

1.
2.
3.
4.

(2-4 pages)

Recommendation: Choose one of the alternatives as recommendation and provide rational behind your recommendation. (1-2 pages)

Conclusion (optional)

References

Note: Always check your work for plagiarism