**ESSEX COUNTY COLLEGE**

**Business Division**

**BUS 204 – Introduction to Organizational Behavior in Business**

**Course Outline**

**Course Number & Name:**  BUS 204 Introduction to Organizational Behavior in Business

**Credit Hours:**  3.0 **Contact Hours:**  3.0 **Lecture:** 3.0 **Lab:**  N/A **Other:**  N/A

**Prerequisites**:  Grade of “C” or better in BUS 201

**Co-requisites:** None **Concurrent Courses:** None

**Course Outline Revision Date:**  Fall 2010

**Course Description**: This course traces the foundation and development of behavioral science as applied to business, and analyses organizational and human needs. Topics emphasized include: organizational design and development, formal and informal work groups, communication and group processes, motivation theory, leadership, and the relationship between the work environment and the community and the urban setting.  The course includes a review of selected behavioral research findings.

**Course Goals:** Upon successful completion of this course, students should be able to do the following:

1. define and discuss organizational behavior;
2. distinguish between individual behavior and group behavior; and
3. identify and describe organizational systems.

**Measurable Course Performance Objectives (MPOs)**: Upon successful completion of this course, students should specifically be able to do the following:

1. Define and discuss organizational behavior:

1.1 *discuss the importance of interpersonal skills;*

1.2 *explain that there are few absolutes in organizational behavior;*

1.3 *identify and discuss the disciplines that contribute to organizational behavior;* and

1.4 *discuss the manager’s role in organizational behavior*

1. Distinguish between individual behavior and group behavior:

2.1 *discuss diversity in organizations*;

2.2 *explain the concepts involved in individual behavior;*

2.3 *distinguish between personality and values;* and

2.4 *explain individual decision making*

**Measurable Course Performance Objectives (MPOs)** (continued):

1. Identify and describe organizational systems:

3.1 *explain the importance of organizational culture*;

3.2 *discuss the foundations of group behavior;* and

3.3 *describe the impact of organizational change upon an organization*

**Methods of Instruction**: Instruction will consist of lecture, outside reading assignments, and the viewing of videos related to the field.

**Outcomes Assessment:** Quiz, test, and exam questions are blueprinted to course objectives. Data is collected and analyzed to determine the level of student performance on these assessment instruments in regards to meeting course objectives. The result of this data analysis is used to guide necessary pedagogical and/or curricular revisions.

**Course Requirements:** All students are required to:

1. Maintain regular attendance.

2. Completed assigned homework.

3. Take part in class discussions.

4. Take all quizzes, tests, and exams as scheduled.

**Methods of Evaluation:** Final course grades will be computed as follows:

 **% of**

**Grading Components final course grade**

* **Homework, quizzes and class participation 0 – 20%**

A perusal of homework and quizzes will provide evidence of the extent to which students are achieving course objectives.

* 2 or more Tests (dates specified by the instructor) 25 – 35%

Tests will show evidence of the extent to which students meet course objectives.

* Midterm Exam 20 – 25%

The same objectives apply as with tests, but it is anticipated that students will show advanced mastery and synthesis of course content from the first half of the semester.

* Final Exam 25 – 30%

The comprehensive final exam will examine the extent to which students have mastered the material presented in the course and can analyze and synthesize facts relevant to the course objectives and apply these concepts to given situations.

Note: The instructor will provide specific weights, which lie in the above-given ranges, for each of the grading components at the beginning of the semester.

**Academic Integrity:** Dishonesty disrupts the search for truth that is inherent in the learning process and so devalues the purpose and the mission of the College. Academic dishonesty includes, but is not limited to, the following:

* plagiarism – the failure to acknowledge another writer’s words or ideas or to give proper credit to sources of information;
* cheating – knowingly obtaining or giving unauthorized information on any test/exam or any other academic assignment;
* interference – any interruption of the academic process that prevents others from the proper engagement in learning or teaching; and
* fraud – any act or instance of willful deceit or trickery.

Violations of academic integrity will be dealt with by imposing appropriate sanctions. Sanctions for acts of academic dishonesty could include the resubmission of an assignment, failure of the test/exam, failure in the course, probation, suspension from the College, and even expulsion from the College.

**Student Code of Conduct:** All students are expected to conduct themselves as responsible and considerate adults who respect the rights of others. Disruptive behavior will not be tolerated. All students are also expected to attend and be on time for all class meetings. No cell phones or similar electronic devices are permitted in class. Please refer to the Essex County College student handbook, *Lifeline*, for more specific information about the College’s Code of Conduct and attendance requirements.

**Course Content Outline:** based on the text **Organizational Behavior**, 14th edition, by Robbins & Judge; published by Prentice Hall/Pearson; Upper Saddle River, NJ, 2011; ISBN #: 978-0-13-612401-6

**Class Meeting**

**(80 minutes) Chapter/Topics**

1 – 2 Chapter 1 What is Organizational Behavior?

 What Managers Do

 Disciplines that Contribute to Organizational Behavior

 Challenges and Opportunities of Organizational Behavior

3 – 4 Chapter 2 Diversity in Organization

 Demographic Characteristics of the Workforce

 Age, Gender, Race, Ethnicity, Sexual Orientation, Disability and Gender Identity

5 – 6 Chapter 3 Attitudes and Job Satisfaction

 Main Components of Attitudes

 Measuring Job Satisfaction

 Global Implications – Is Job Satisfaction a US Concept?

7 – 8 Chapter 4 Emotions and Moods

 What are Emotions and Moods?

 Emotional Labor

 Affective Events Theory

 Emotional Intelligence

 Organizational Behavior Applications of Emotions and Moods

9 **Test 1** on Chapters 1 – 4

10 – 11 Chapter 5 Personality and Values

 What is Personality? / Myers-Briggs Type Indicators

 The Importance of Values

 Linking Personality and Values to the Workplace

12 – 13 Chapter 6 Perception and Individual Decision Making

 Making Judgments about Others

 Decision Making in Organizations

Influences on Decision Making / Individual Difference and Organizational Constraints

 Ethics

**Class Meeting**

**(80 minutes) Chapter/Topics**

14 – 15 Chapter 7 Motivation Concepts & Chapter 8 Motivation

 From Concepts to Applications

 Defining Motivation

Early Theories / Maslow, Theory X and Y, Two-Factor Theory, McClelland’s Theory of Needs

Integrating Contemporary Theories of Motivation / Job Design, Employee Involvement, Using Rewards

16 – 17 Chapter 9 Foundations of Group Behavior

 Defining and Classifying Groups

 Stages of Group Development

 Group Properties: Roles, Group Property, Norms, Status, Size, Cohesiveness

18 **Midterm Exam**

19 – 20 Chapter 10 Understanding Work Teams & Chapter 11 Communications

 Differences Between Groups and Teams

 Types of Teams

 Creating Effective Teams

 The Communications Process

 Direction of Communication

 Interpersonal / Organizational Communication

 Barriers to Effective Communication

21 – 22 Chapter 12 Leadership & Chapter 13 Power and Politics

 What is Leadership?

 Trait and Behavioral Theories

 Contingency Theories

 Charismatic and Transformational Leaders

 Contrasting Leadership and Power

 Bases of Power: Formal, Personal

 Dependency

 Politics, Power in Action

23 **Test 2** on Chapters 10 – 13

24 Chapter 14 Conflict and Negotiation

 Definition of Conflict

 Transitions in Conflict Thought

 The Conflict Process

 Negotiating Process

 Bargaining Strategies

**Class Meeting**

**(80 minutes) Chapter/Topics**

25 – 26 Chapter 15 Foundations of Organization Structure & Chapter 16 Organizational Culture

 Work Specialization, Departmentalization, Chain of Command

 Common Organizational Designs

 New Design Options

 Organizational Culture / A Definition

 Creating and Sustaining Culture

27 – 28 Chapter 17 Human Resource Policies and Practices & Chapter 18 Organizational Change and Stress Management

 Selection Practices

 Training and Development Programs

 Performance Evaluations

 Forces for Change

 Resistance to Change

 Creating a Culture for Change

 Work Stress and its Management

 Sources of Stress

29 Review of Course Material

30 **Final Exam**