**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**