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**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

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**COURSE SYLLABUS**

**COURSE CODE : PSY 4143**  
**COURSE TITLE : SOCIAL PSYCHOLOGY IN AN ORGANIZATIONAL SETTING**  
**CREDIT : 3 UNITS**  
**COURSE DESCRIPTION**

Exploration of human interactions in organizations from the psychological perspective. Includes the study of role behavior, normative aspects of work group behavior, goal setting theory, decision making, and power relationships.

***Prerequisite: PSY 3142***

**COURSE OBJECTIVES**

At the end of the course, the student will be able to;

- Analyze Individual perception and decision making
- Review the Basic Motivation Concepts
- Explain Work Group Behavior
- Contrast Teams vs. Groups
- Contrast Leadership and Power
- Trace The Conflict Process
- Manage Organizational Change and Related Work Stress
- Appreciate levels and barriers of effective communication at work

**PROGRAM LEARNING OUTCOMES**

1. Employ psychological principles in personal, social and organizational settings
2. Recognize, understand and respect the complexity of socio-cultural and global diversity
3. Apply effective strategies for self-management and self-improvement
4. Integrate and implement psychological knowledge, skills and values in occupational pursuits in a variety of settings.

**Key Institutional Academic Policies**

Students should note the following are key policies as outlined in the University Catalogue and Students Handbook

**1. Academic dishonesty**

- a. Any intentional giving or use of external assistance during an examination without the express permission of the faculty member giving the examination.

- b. Fabrication: any falsification or invention of data, citation or other authority in an academic exercise;
- c. Plagiarism: any passing off of another's ideas, words, or work as one's own;
- d. Previously Submitted Work: presenting work prepared for and submitted to another course;

## 2. Class Attendance

Students are expected to attend all classes. Upon being absent from eight classes in a 3 unit course, the instructor will give a student an “F” grade for that course. Classes meeting once per week constitute 2 sessions, meaning missing one class equals two absences.

## COURSE CONTENT

<b>WEEK 1</b>	:	<b>INTRODUCTION AND COURSE OVERVIEW</b>	<ul style="list-style-type: none"> <li>- <b>Course Outline</b></li> <li>- <b>Teaching methodology</b></li> <li>- <b>Course Evaluation</b></li> </ul>
	:	<b>ORGANIZATION SETTING</b>	<ul style="list-style-type: none"> <li>Definition and meaning</li> <li>Organizational Behavior</li> <li>Management functions &amp; skills</li> </ul>
	:	<b>SOCIAL PSYCHOLOGY</b>	<ul style="list-style-type: none"> <li>Definition</li> <li>Areas in social psychology               <ul style="list-style-type: none"> <li>Intrapersonal phenomena</li> <li>Interpersonal phenomena</li> </ul> </li> </ul>
<b>WEEK 2</b>	:	<b>ATTITUDES, PERCEPTION AND INDIVIDUAL DECISION MAKING</b>	<ul style="list-style-type: none"> <li>- Factors Influencing Perception</li> <li>- Person Perception: Making Judgments about Others</li> <li>- The Link between Perception and Individual Decision Making</li> <li>- How Decisions Are Actually Made in Organizations</li> <li>- Ethics in Decision Making</li> <li>-</li> </ul>
<p><b>Reading :</b> Robbins S. P., Judge T. A. (2007). <i>Organizational Behaviour</i> (12<sup>th</sup> Edition) Pearson, Prentice Hall - <b>Chapter 5</b></p>			
<b>WEEK THREE</b>	:	<b>BASIC MOTIVATION CONCEPTS</b>	<ul style="list-style-type: none"> <li>Early Theories of Motivation</li> <li>Contemporary Theories of Motivation</li> </ul> <p style="margin-left: 40px;">Class Discussion: what motivates employees in an organization?</p>
	:		<ul style="list-style-type: none"> <li>Integrating Contemporary Theories of Motivation</li> <li>Motivation Theories Are Culture Bound</li> </ul>

### ASSIGNMENT ONE

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 6**

**WEEK FOUR : FOUNDATIONS OF GROUP BEHAVIOR**

Defining and Classifying Groups  
Stages of Group Development  
Sociometry: Analyzing Group Interaction  
External Conditions Imposed on the Group

**GROUP PRESENTATION ON:**

Group Member Resources; Group Structure; Group Processes; Group Decision Making

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 9**

**WEEK FIVE : UNDERSTANDING WORK TEAMS**

Teams vs. Groups  
Types of Teams  
Linking Teams and Group Concept  
High-Performance Teams  
Turning Individuals into Team Players  
Contemporary Issues in Managing Teams

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 10**

**WEEK SIX**

Group Dynamics vs Team Dynamics  
Group psychology

**ROLE PLAY: CLASS PRESENTATIONS  
ASSIGNMENT 2**

Politics In the Work Place – understanding the role

**GROUP DISCUSSION**

**WEEK SEVEN : LEADERSHIP, POWER AND POLITICS**

**LESSON 1**

The Most Recent Approaches to Leadership  
Types/styles of leadership  
Contemporary Issues in Leadership  
**CLASS DISCUSSION: ‘OUR LEADERS’**

**LESSON 2**

**: MID TERM EXAMINATIONS**

**WEEK EIGHT**

**LEADERSHIP, POWER AND POLITICS**

A Definition of Power  
Contrasting Leadership and Power  
Bases/ Sources of Power  
Power in Groups: Coalitions  
Abuse of power : case studies : Sexual Harassment  
Politics: Power in Action

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 12 & 14**

**WEEK NINE : CONFLICT, NEGOTIATION, AND INTERGROUP BEHAVIOR**

A Definition of Conflict  
Types Of Conflicts  
Transitions in Conflict Thought  
Functional vs. Dysfunctional Conflict  
The Conflict Process  
Sources of conflict in the work place

**ASSIGNMENT THREE**

**WEEK TEN : CONFLICT RESOLUTION**

Mediation  
Arbitration  
Negotiation  
Intergroup Relations  
Process of conflict resolution

**CASE STUDIES : GROUP ROLE PLAY - CONFLICT RESOLUTION**

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 15**

**WEEK ELEVEN : ORGANIZATIONAL CHANGE**

Forces for Change  
Managing Planned Change  
Resistance to Change  
Dealing with change  
Leadership and change

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 16**

**WEEK TWELVE : STRESS MANAGEMENT**

Stress in the workplace  
Types of Stress  
Approaches to Managing Organizational Change  
Contemporary Change Issues for Today's Managers  
Work Stress and Its Management

**GROUP PRESENTATIONS**

**Reading;** Robbins S. P., Judge T. A. (2007) *Organizational Behaviour* (12<sup>th</sup> Edition) Pearson, Prentice Hall **Chapter 19**

**WEEK THIRTEEN : ORGANIZATIONAL CULTURE**

What is organizational culture  
The role of organizational culture  
Functional and Dysfunctional cultures  
Creating a positive organizational culture  
Global implications of org culture

**WEEK FOURTEEN: FINAL EXAMINATION**

**TEACHING METHODOLOGY**

Required texts will be used and in addition to handouts and class/individual presentations to enhance course understanding. Lectures, group and class discussions will be used throughout the course.

The students are required to attend all class sessions, do all the assigned readings before class and hand in assignments on time.

**COURSE TEXT**

Robbins S. P., Judge T. A. (2007). *Organizational Behaviour* (12<sup>th</sup> ed.). London: Prentice Hall

NB. Other readings will be given per topic.

**COURSE EVALUATION**

The course will be evaluated in the following areas:

Attendance and Class Participation	10%
ASSIGNMENT 1 (term paper)	20%
ASSIGNMENT 2	10%
ASSIGNMENT 3 (group)	10%
MID TERM EXAM	20%
FINAL EXAMINATION	30%

**TOTAL 100%**

**GRADING**

90 - 100	<b>A</b>	77 - 79	<b>B –</b>	64 - 66	<b>D +</b>
87 - 89	<b>A –</b>	74 - 76	<b>C +</b>	62 - 63	<b>D</b>
84 - 86	<b>B +</b>	70 - 73	<b>C</b>	60 - 61	<b>D –</b>
80 - 83	<b>B</b>	67 - 69	<b>C –</b>	59 & Below	<b>F</b>