

MGT 309.70 HUMAN BEHAVIOR IN ORGANIZATIONS
ONLINE COURSE - Fall 2009
(runs August 20 through December 11)

Instructor: B. Yasanthi Perera (yperera@nmsu.edu) Phone: (575) 646-6847 (during office hours) Email: Use Blackboard email	Office: GU 300-I Office hours: Tues & Thurs 10:30 – 11:30 AM, and by appointment.
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REQUIRED TEXT: Understanding Organizational Behavior, 3rd Ed., by Nelson & Quick. Publisher: Thomson South-Western: 2008. ISBN: **0-324-42302-0**

- Text web site: http://websites.swlearning.com/cgi-wadsworth/course_products_wp.pl?fid=M20b&flag=student&product_isbn_issn=9780324423020&discipline_number=416
- **NOTE:** This website has useful practice quizzes.
- PowerPoint slides outlining the chapter material are posted under the “Textbook Chapter Slides” icon on the class homepage.

COMMUNICATION WITH THE INSTRUCTOR:

- All communication will be directed through Blackboard for this course, including sending the assignments due and asking any question related to the course, assignments, etc. Do not use regular campus email for course-related correspondence.
- Blackboard is available through the following web site: <https://learn.nmsu.edu/>. If you do not have a password and ID for Blackboard, you may create them at the same website.

USE OF BLACKBOARD: It is the responsibility of the student to use the available Blackboard resources to ensure:

- Familiarity with Blackboard (how to login, use menus, etc.)
- Compatibility of web browser software with Blackboard
- If you have trouble in using Blackboard, please contact ICT Services at 575-646-1840, AND alert the instructor through the NMSU e-mail system.

COURSE OBJECTIVES: To develop:

- An understanding of human behavior, and its influence on groups and organizations.
- Skills to in problem identification, evaluation, and decision making in situations that affect human behavior.
- And demonstrate knowledge of diversity.
- A framework to aid your analysis and comprehension of:
 - individual perception, motivation, and behavior
 - interpersonal relations, communications, and conflict
 - organizational processes and structures
 - working together in mutually interdependent groups

COURSE DESIGN

GRADING CRITERIA		GRADE	RANGE
Assignments	Points	A	90 - 100
4 Exams @ 100 points each	400	B	80 – 89.99
3 Case Studies @ 50 points each	150	C	70 – 79.99
2 Application Exercises @ 25 points each	50	D	60 - 69.99
Total	600	F	Below 60
<p>NOTE: I give pluses and minuses based on my judgment, not an exact point value. In addition, 535 points does not “round up” to an “A minus” – you need 540 points.</p>			

IMPORTANT NOTE ABOUT EXAMS: There are 4 exams in this class, each covering 4 chapters of the textbook. The majority of the exam questions and answers come straight from the textbook. Each test will include a few challenging questions that will either require you to apply the theory learned in to analyze work situation, or ask you to integrate material from various parts of the text to answer a question.

- Each exam comprises of 60 questions; the exams are timed and must be completed in 2 hours.
- **A NOTE ABOUT EXAM QUESTIONS:** Many of the quiz questions and answers come from the textbook. Look at this example:

Example Question

- a) example answer, using words and phrases taken directly taken from the book
- b) example answer, could easily be true in the “real world,” some but not all in the book
- c) example answer, obviously wrong
- d) example answer, could easily be true in the “real world,” not from the book at all

In this case, the correct answer would be “a.”

I hope this tip helps you – when in doubt, refer to the textbook for guidance.

RECOMMENDED EXAM STUDY STRATEGY: Read a chapter. Visit the textbook website (see above) and take the interactive quiz for that chapter (you do not need to email results to me). You may wish to review the PowerPoint slides and the key terms for the chapter (available on the textbook and the course websites). After having done this for each of the 4 chapters on a given exam, then take the exam with your textbook at your side. The exams are timed and students are allowed 2 hours to complete each 60-question exam.

CASE STUDIES: The purpose of the cases in this class is to evaluate students’ critical thinking ability on the course material. See tentative schedule for due dates and times for the exercises.

- Cases are timed, and the student will have 2 hours to complete them.
- Cases will be based on material from the book and on additional reading. A thorough reading is advised to be able to provide a quality answer. Answers that do not clearly relate to the reading material will receive a “zero.”

APPLICATION EXERCISES: The purpose of these assignments is to help you understand how the concepts learned in class are applied in organizations (for profits, non-profits, and governmental agencies). You will have two Application Exercises this session – refer to the schedule below for due dates.

- For each exercise, select a topic covered in class, and find an example of how organizations use this concept in the “real world” by looking in publications such as various newspapers and magazines (e.g. Wall Street Journal, Business Week, etc.). For example, a student who selects “workforce diversity” as a topic may find articles indicating that companies are very conscious of diversity, attempt to recruit diverse work force, and leverage diversity for competitive advantage, etc.
- Each topic can only be selected once.
- For each submission, clearly **state the concept selected, define and explain the concept, discuss the example you found, how the concept is applied, and why it is important.** Each assignment should not be more than three double-spaced pages. A link to the article, or a scanned in copy of it, must be submitted with each assignment.

SCHEDULE (Late assignments are not accepted.)

Cases & Application Exercises	Due Fridays at 11:55PM
Exams are due	Due Sundays at 11:55 PM
Make-up Exam – Cumulative (Chs. 1 – 16)	Due Friday, December 11, 11:55 p.m.
YOU CAN ALWAYS TURN ASSIGNMENTS IN EARLY IF THESE TIMES DO NOT WORK FOR YOU.	

ADMINISTRATIVE POLICIES

ACADEMIC MISCONDUCT: Academic misconduct includes, but is not limited to, cheating or knowingly assisting another student in committing an act of cheating or other forms of academic dishonestly and plagiarism.

- Any students found cheating will receive an F in the course and may be subject to further sanctions as indicated in the Student Code of Conduct. Please refer to NMSU’s Student Handbook for additional information on the University’s academic misconduct policy.
- **Note:** Plagiarism is stealing somebody else’s published work or idea. Always provide references for borrowed ideas. While perfect APA (American Psychological Association) reference format is desirable, it is more important for the purposes of this class to give the reference than it is to format it perfectly. If you are uncertain about whether I would consider a particular activity cheating or not, please ask.

DISABILITIES/EMPLOYEE RELATIONS:

- If you have, or believe you have a disability, and would benefit from any accommodations, you may wish to self-identify by contacting the Services for Students with Disabilities (SSD) Office located in Garcia Annex (phone: 646-6840).
- If you have already registered, please make sure that I receive a copy of the accommodation memorandum from SSD **within the first two weeks of classes**. It is your responsibility to inform a SSD representative or me in a timely manner if services/accommodations provided are not meeting your needs.
- Feel free to call Mr. Gerard Nevarez, Director of Institutional Equity and EEO/ADA Office at 646-3635 with any questions about the Americans with Disabilities Act (ADA) and/or Section 504 of the Rehabilitation Act of 1973. All medical information will be treated confidentially.

INCOMPLETES:

- Incompletes are awarded for passable work that could not be completed due to circumstances beyond the student's control (e.g., severe illness, death in the immediate family). These circumstances must have developed after the last day to withdraw from the course. Requests for "I" are made to the instructor, but must be approved by the department.

MAKE-UP POLICY:

- All assignments & exams have due dates attached to them, and they are known to the student ahead of time. It is up to the student to manage their workload to get things in on time. However, a student cannot complete & submit all of the work for this course, say, in the first 3 weeks. I will be releasing assignments in plenty of time for them to be completed ahead of the deadline.
- Exams and cases will be open for a very specific period of time during which the student is expected to complete it, unless otherwise indicated. The instructor will not re-open an exam or case once the deadline has passed unless the student has had a documented and acceptable excuse (for example, a documented death in the family or the student is sick).
- At the end of the semester, students may make-up one missed exam. **The make-up exam is cumulative** so I strongly advise all students to keep up with the readings and take the regular exams during the scheduled times.

WITHDRAWALS:

- Students are responsible for being aware of important academic dates, for example, the University drop and withdrawal dates. Moreover, the student is responsible for withdrawing from the class that he or she intends to drop in a timely manner.
- The last day to withdraw from this class with a "W" is Wednesday, October 14th, 2009
- The last day to withdraw from the University is Friday, November 13th, 2009.

TENTATIVE SCHEDULE & IMPORTANT DATES
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Week	Topics Covered	Things to do this week: (subject to change)
AUG 20 - AUG 30	<ul style="list-style-type: none"> • Introducing yourselves • Familiarization with Syllabus and Schedule • Complete Syllabus Quiz • Chapter 1: Introduction to Organizational Behavior • Chapter 2: Challenges for Managers 	<p>READINGS: Chapters 1 & 2, Nelson and Quick; Syllabus</p> <p>DISCUSSION FORUM: Introduce yourself on the “Introductions” board.</p> <p>QUIZ: Syllabus Quiz (required, but not graded); due BEFORE turning in ANY other assignment. Due Sunday, August 30th, 11:55 p.m.</p>
AUG 31 – SEP 6	<ul style="list-style-type: none"> • Chapter 3: Personality, Perception, and Attribution 	<p>READINGS: Chapter 3, Nelson and Quick.</p>
SEP 7 – SEP 13	<ul style="list-style-type: none"> • Chapter 4: Attitudes, Values, and Ethics 	<p>READINGS: Chapter 4, Nelson and Quick.</p> <p>APPLICATION EXERCISE: Due to Instructor by Friday, Sep 11th, 11:55 p.m. via Blackboard e-mail.</p>
SEP 14 – SEP 20	<ul style="list-style-type: none"> • Exam 1 (Ch. 1 – 4) • Chapter 5: Motivation at Work 	<p>READINGS: Chapter 5, Nelson and Quick.</p> <p>Exam 1: Due in by 11:55 p.m. Sunday, September 13.</p>
SEP 21 – SEP 27	<ul style="list-style-type: none"> • Chapter 6: Learning and Performance Management 	<p>READINGS: Chapter 6, Nelson and Quick.</p>
SEP 28 – OCT 4	<ul style="list-style-type: none"> • Chapter 7: Communication 	<p>READINGS: Chapter 7, Nelson and Quick.</p> <p>CASES: Case 1 due by Friday, October 2nd, 11:55pm. This is a two hour timed case. Though you will probably not need the whole 2-hours, make sure you have time set aside to do the assignment.</p>
OCT 5 – OCT 11	<ul style="list-style-type: none"> • Chapter 8: Work Teams and Groups 	<p>READINGS: Chapter 8, Nelson and Quick.</p>
OCT 12 – OCT	<p>Exam 2 (Ch. 5 - 8)</p> <ul style="list-style-type: none"> • Chapter 9: 	<p>READINGS: Chapter 9, Nelson and Quick.</p> <p>Exam 2: Due in by 11:55 p.m. Sunday, October 18.</p>

18	Decision Making by Individuals and Groups	LAST DAY TO DROP WITH A "W" IS WEDNESDAY, OCT 14th
OCT 19 – OCT 25	<ul style="list-style-type: none"> Chapter 10: Power and Political Behavior 	<p>READINGS: Chapter 10, Nelson and Quick.</p> <p>APPLICATION EXERCISE: Due to Instructor by Friday, October 23rd, 11:55 p.m. via Blackboard e-mail.</p>
OCT 26 - NOV 1	<ul style="list-style-type: none"> Chapter 11: Leadership and Followership 	<p>READINGS: Chapter 11, Nelson and Quick.</p> <p>CASES: Case 2 due by Friday, October 30th, 11:55pm. This is a two hour timed case. Though you will probably not need the whole 2-hours, make sure you have time set aside to do the assignment.</p>
NOV 2 – NOV 8	<ul style="list-style-type: none"> Chapter 12: Conflict and Negotiation 	READINGS: Chapter 12, Nelson and Quick.
NOV 9 – NOV 15	<p>Exam 3 (Ch. 9 - 12)</p> <ul style="list-style-type: none"> Chapter 13: Jobs and the Design of Work 	<p>READINGS: Chapter 13, Nelson and Quick.</p> <p>Exam 3: Due in by 11:55 p.m. Sunday, November 8.</p> <p>LAST DAY TO WITHDRAW FROM NMSU IS FRIDAY, NOV 13th</p>
NOV 16 – NOV 22	<ul style="list-style-type: none"> Chapter 14: Organizational Design and Structure 	<p>READINGS: Chapter 14, Nelson and Quick.</p> <p>CASES: Case 3 due by Friday, November 20th, 11:55pm. This is a two hour timed case. Though you will probably not need the whole 2-hours, make sure you have time set aside to do the assignment.</p>
NOV 23 – NOV 29	<ul style="list-style-type: none"> Chapter 15: Organizational Culture 	Thanksgiving Week
NOV 30 – DEC 6	<p>Exam 4: (Chs. 13 – 16)</p> <ul style="list-style-type: none"> Chapter 16: Managing Change 	<p>READINGS: Chapter 16, Nelson and Quick.</p> <p>Exam 4: Due in by 11:55 p.m. Sunday, December 6.</p>
DEC 7 – DEC 11	Cumulative Make-Up Exam	<p>Make up Exam due by 11:55 p.m. on Friday, December 11th.</p> <p>LAST DAY OF CLASS DEC 11th, 2009.</p>