

## MGT 309.M71 HUMAN BEHAVIOR IN ORGANIZATIONS

MANAGEMENT 309.M71 - HUMAN BEHAVIOR IN ORGANIZATIONS

SSI 2009 – May 21<sup>st</sup> – July 2<sup>nd</sup>, 2000

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### *REQUIRED TEXT:*

- Understanding Organizational Behavior, 3<sup>rd</sup> 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](http://websites.swlearning.com/cgi-wadsworth/course_products_wp.pl?fid=M20b&flag=student&product_isbn_issn=9780324423020&discipline_number=416)
- The practice quizzes on this site may help you in preparing for class tests. PowerPoint slides outlining the chapter material are posted under the “Textbook Chapter Slides” icon on the class WebCT homepage.

### **COMMUNICATION WITH THE INSTRUCTOR:**

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

**USE OF WEBCT:** It is the responsibility of the student to use the available WebCT resources to ensure:

- Familiarity with WebCT (how to login, use menus, etc.).
- Compatibility of web browser software with WebCT

If you are experiencing difficulties with WebCT, contact ICT at 575-646-1840. The ICT Help Desk Hours of Operation - Monday - Friday from 8am - 8pm (excluding holidays); Saturday from 10am - 3pm (excluding holidays); Sunday – Closed.

**COURSE OBJECTIVES:** Throughout the semester, you will develop:

- an understanding of human behavior, and its influence on groups and organizations
- skills to use in problem identification, evaluation, and decision making in situations that affect human behavior
- a framework to aid your analysis and comprehension of:
  - o individual perception, motivation, and behavior
  - o interpersonal relations, communications, and conflict
  - o organizational processes and structures

## ADMINISTRATIVE POLICIES:

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### **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 dishonesty 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 including possible dismissal from the academic program or from the University. Please refer to NMSU's Student Handbook for additional information on the University's academic misconduct policy.

### **DISABILITIES/ EMPLOYEE RELATIONS:**

Contact the Director of Institutional Equity (505-646-3635) regarding any questions you may have about NMSU's Non-Discrimination Policy & complaints of discrimination, including sexual harassment.

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 (phone: 646-6840). If you have already registered, please make sure that your instructor receives a copy of the accommodation memorandum from SSD within the first two weeks of classes. It is your responsibility to inform either your instructor or SSD representative in a timely manner if services/accommodations provided are not meeting your needs.

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" grades should be made to the instructor, but must be approved by the head of the Department of Management.

### **MAKE-UP POLICY:**

All assignments & quizzes 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.

Quizzes 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 a quiz for a student once the deadline has passed. At the end of the semester, students may make-up two missed quizzes.

## **WITHDRAWALS:**

Students are responsible for being aware of important academic dates such as University drop dates. Moreover, the student is responsible for withdrawing from any class that he or she intends to drop in a timely manner. The last day to withdraw with a “W” is Monday, June 15<sup>th</sup>, 2009.

## **COURSE DESIGN:**

<b>GRADING CRITERIA</b>	
<b>Assignments</b>	<b>Points</b>
12 Quizzes @ 20 points each (lowest quiz grade dropped)	220
3 Application Exercises @ 30 points each	90
Total	310

**IMPORTANT NOTE ABOUT QUIZZES:** Twelve quizzes is a lot of quizzes! However, I am assuming that students prefer more quizzes covering less material to fewer tests covering more material especially because it helps students keep up with the weekly class readings, and short quizzes are typically less stressful than long tests. Each quiz covers one chapter of the textbook. I believe this is “modular” and flexible for online students. The lowest quiz grade will be dropped

The purpose of the quizzes in this class is to evaluate students’ knowledge of the book chapters assigned for each week. The quizzes will:

- be due each week by 11:55 pm on Sunday.
- be available up to two weeks prior to the due date (if you want to work ahead).
- have 10 multiple-choice questions.
- be timed and you will have 20 minutes to complete it from the time you log on to start the quiz.

**A NOTE ABOUT QUIZ QUESTIONS:** The quiz questions and answers come from the textbook. Look at this example:

- **Example Question**

- example answer, using words and phrases taken directly taken from the book
- example answer, could easily be true in the “real world,” some but not all in the book
- example answer, obviously wrong
- 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 prefer questions that have unambiguously correct answers; however, I must admit some of the questions of the quizzes do not fall into this category. I hope this tip helps you – when in doubt, refer to the textbook for guidance. Do not refer to “common sense” or personal experience in your own career.

**RECOMMENDED STUDY STRATEGY FOR QUIZZES:** Read a chapter, review the PowerPoint slides and the key terms for the chapter, visit the textbook website to take a practice quiz. Then take the “real” quiz with your textbook at your side. You should have just enough time to verify your answers. Ultimately, if you are struggling with a question, you have to decide whether to keep searching for an answer or to move on to make sure you complete the quiz. If you are not a good quiz taker, remember that Application Exercises also contribute towards your grade. The quizzes are timed, and only 20 minutes is allowed for 10 questions.

**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 three Application Exercises this session –refer to the schedule below for due dates.

For each exercise, you are to 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. You cannot select the same topic more than once, and 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 two 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.*)**

Application Exercises are due	Sundays, 11:55pm.
Quizzes are due	Sundays, 11:55pm.
<i>YOU CAN ALWAYS TURN ASSIGNMENTS IN EARLY IF THESE TIMES DO NOT WORK FOR YOU.</i>	

**TENTATIVE SCHEDULE & IMPORTANT DATES  
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Week	Topics Covered	Things to do this week: (subject to change)
May 28 – 31 <sup>st</sup> , 2009	<ul style="list-style-type: none"> <li>• Introducing ourselves</li> <li>• Review Syllabus and Schedule</li> <li>• Review Chapters 1 &amp; 2</li> </ul>	<p><b>READINGS:</b> You have quizzes due next week for Chap 3 &amp; 4 in your Nelson and Quick textbook.</p> <p><b>DISCUSSIONS:</b> Post to the “Identify yourself” board and give the class some background information about yourself, and what you want to learn from this course.</p> <p><b>QUIZZES:</b> Syllabus Quiz (required, but not graded) due BEFORE turning in ANY other assignment – Due May 31<sup>st</sup>, 11:55 p.m.</p>
June 1 <sup>st</sup> – June 7 <sup>th</sup> , 2009	<ul style="list-style-type: none"> <li>• Personality, Perception, and Attribution</li> <li>• Attitudes, Values, and Ethics</li> </ul>	<p><b>READINGS:</b> Chapters 3 and 4, Nelson and Quick.</p> <p><b>QUIZZES:</b> (2 Quizzes) Chapters 3 and 4, due Sunday, June 7<sup>th</sup>, 11:55pm.</p>
June 8 <sup>th</sup> – June 14 <sup>th</sup> , 2009	<ul style="list-style-type: none"> <li>• Motivation at Work</li> <li>• Learning and Performance Management</li> </ul>	<p><b>READINGS:</b> Chapters 5 &amp; 6, Nelson and Quick.</p> <p><b>QUIZZES:</b> (2 Quizzes) Chapters 5 and 6, due Sunday, June 14th, 11:55pm.</p> <p>Application Exercise 1: Due via WebCT e-mail to instructor on Sunday, June 14th, 11:55pm.</p>
June 15 <sup>th</sup> – June 21 <sup>st</sup> , 2009	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Work Teams and Groups</li> </ul>	<p><b>READINGS:</b> Chapters 7 &amp; 8, Nelson and Quick.</p> <p><b>QUIZZES:</b> Chapter 7 and 8, due June 21<sup>st</sup>, 11:55pm.</p> <p>Application Exercise 2: Due via WebCT e-mail to instructor on Sunday, June 21<sup>st</sup>, 11:55pm.</p>
June 22 <sup>nd</sup> – June 28 <sup>th</sup> , 2009	<ul style="list-style-type: none"> <li>• Decision Making by Individuals and Groups</li> <li>• Power and Political Behavior</li> </ul>	<p><b>READINGS:</b> Chapters 9 and 10, Nelson and Quick.</p> <p><b>QUIZZES:</b> Chapters 9 and 10, due Sunday, June 28<sup>th</sup>, 11:55pm.</p> <p>Application Exercise 3: Due via WebCT e-mail to instructor on Sunday, June 28<sup>th</sup>,</p>

		11:55pm.
June 29 <sup>th</sup> – July 2 <sup>nd</sup> , 2009	<ul style="list-style-type: none"><li>• Leadership and Followership</li><li>• Conflict and Negotiation</li></ul>	<b>READINGS:</b> Chapters 11 and 12, Nelson and Quick. <b>QUIZZES:</b> Chapters 11 and 12, Thursday, July 2 <sup>nd</sup> , 11:55pm.