MGT309, M71 – SUMMER-I, 2012
HUMAN BEHAVIOR IN ORGANIZATIONS

INSTRUCTOR

Rakesh Mittal
Office: GU 300-C  Office Hours: By appointment
Phone: 575-646-5053  Email: rmittal@nmsu.edu

CO-INSTRUCTOR

Melissa Cast
Office: GU 300-D  Office Hours: By appointment
Phone: 575-646-5587  Email: mcast11@nmsu.edu

COURSE DESCRIPTION

The purpose of this course is to provide a basic knowledge of the management of human behavior at work. Organizations are groups of people who work together toward some purpose. In this course, we will discuss issues pertaining to people in the context of organizations, including behavior and processes related to individuals, groups, and organizational systems. Many courses in the business school curriculum teach you to manage information, money, and other material organizational resources. All those skills will help you to be effective in your future career; but, it is your “people skills” that will ultimately have the greatest impact on your success in an organization.

COURSE OBJECTIVES

• Develop an understanding of basic organizational behavior (OB) concepts
• Recognize and demonstrate an understanding of diversity in the work place
• Develop an understanding of human behavior individually and in groups, and how human behavior influences organizations
• Develop awareness of ethical principles and their relevance to managerial dilemmas
• Develop skills in problem identification, evaluation, and decision making
• Appreciate OB issues in a global context

DISTANCE EDUCATION FORMAT

This is an online course accessible via: http://learn.nmsu.edu The “classroom” is a virtual environment. It is the responsibility of the student to use the available material to become familiar with using Instructure Canvas and navigating the course website. Knowing where to find resources, where and how to submit your work and how to take exams is essential to achieving your goals in this class. Useful links are posted on the course page on Canvas. Additional help is provided by the Distance Education services at http://ict.nmsu.edu/~training/new/student.html

REQUIRED TEXT


The book is available at NMSU campus book store but you might search online for better deals. Sometimes you can get International edition (paperback) at a decent price. PLEASE DO NOT BUY AN EARLIER EDITION, SINCE IT MAY NOT BE COMPARABLE

COMMUNICATING WITH INSTRUCTOR

If you need to contact me with specific questions or problems, the best way is to email me or Melissa through the Canvas. If you do not get a response in 24 hrs you can email me at my nmsu email id given on top. Of course, if your query pertains to a general issue, you may post it in the “asks the professor” discussion space on Canvas so that everyone can see it, as well the answer.
**COURSE DELIVERY**

This is a 5-week on-line course that introduces concepts that you will study further in future management courses required for your management degree. Through my experience, I assume that many students in this course have chosen to take this short summer session in order to prepare for these advance courses, therefore this course is designed primarily as a self-study course. The course is divided in four segments and 18 modules. After reading a module introducing you to an OB topic, you will independently read your textbook to augment your understanding of the module. Each module has lecture notes and PowerPoint slides to help you learn the material. I and Melissa will be available on-line to answer questions that you may have about the material.

The schedule may seem rigorous but we wish you to learn in this course as much as you would in a regular semester of 16 weeks. So bear with us and work hard!

Given the self-study nature of this course, the schedule is flexible. You may progress through the course at your own pace given that you complete all of the requirements of a segment before the date it ends. **You will not be able to advance to the next segment until you complete the tests/assignments required for the previous segment.** This is because later concepts build up on earlier concepts and unless you understand the material in a segment, you will not be able to learn effectively in the following segment.

I may clarify that while the lecture notes and slides for all modules will be available for the entire duration of the course to help you consult the material as often as you wish, the quizzes and assignments for one segment will only be available during the dates that segment is active. So while you can learn the material at any time, you will not be able to access the quizzes in a segment once that segment ends.

Since there is no course calendar, you may be tempted to complete this course in one day. That will not be possible with any success since the exams are timed and you will not be able to skim through the readings or textbook and simultaneously complete the quizzes.

Please make sure that your computer and browser are in good health and compatible with nmsu systems. Pleas such as “My computer rebooted as I was taking the test”, or “My browser does not allow me to upload files” are not adequate reasons for missing out on tests/assignments.

**QUIZZES**

Your knowledge about course material will be evaluated through quizzes. It is important that prior to completing a quiz you read the assigned chapters and lecture notes in each module.

**PROFESSIONAL DEVELOPMENT EXERCISES**

You will complete two exercises related to diversity in business and business ethics. These program learning goals are an essential component of your learning achievement, and more important, your development as a professional manager. **These should be completed by the cut-off dates given for the relevant segment.**

**WRITING ASSIGNMENT:**

I want you to understand and analyze the dilemmas and issues involved in many aspects of organizational life. To this end, you will prepare a written assignment in which organizational issues related to the topics covered would be addressed. The written assignment will be graded and will count towards your final grades. The assignment will be described in detail on Canvas. **This MUST be completed by the date given.**
GRADING POLICY:
Quizzes 1-7 (30 points each)............................210 points
Diversity Video exercise..................................25 points
Business Ethics exercise.................................25 points
Writing assignment .......................................40 points
TOTAL ........................................................300 points
Note: point values of individual assignment are subject to change.

GRADING SCALE:
A: 90 – 100%
B: 80 – 89%
C: 70 – 79%
D: 60 – 69%
F: 0 – 59%
If S/U graded, S: 70 – 100%

MAKE UPS
This is an online course, accessible 24 hours. Therefore you have great flexibility in deciding when you want to learn. Given your freedom to access this course around your personal schedule, there will be no make-up assignments. However, there might be some extra credit opportunities. Details will be posted on Canvas.

There will not be any final exam in the course!

ORDER OF LESSONS
The following order of lessons will not adhere to a fixed calendar. This means that there is no set starting or ending date for completing the modules within a segment but the stated order is recommended for better comprehension and assimilation of material. Activities due in each segment must be completed by due date.

<table>
<thead>
<tr>
<th>MODULE</th>
<th>Topic</th>
<th>Tests/Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 24 – Welcome Module</td>
<td>Become familiar with Canvas, syllabus and course structure</td>
<td>Introductory Post – extra credit!</td>
</tr>
<tr>
<td>Module 1</td>
<td>What is Organizational Behavior</td>
<td>Quiz 1 will cover modules 1-3: Available till June 4</td>
</tr>
<tr>
<td>Module 2</td>
<td>Diversity in Organizations</td>
<td></td>
</tr>
<tr>
<td>Module 3</td>
<td>Attitudes and Job Satisfaction</td>
<td></td>
</tr>
<tr>
<td>Module 4</td>
<td>Emotions and Moods</td>
<td>Quiz 2 will cover modules 4-6: Available till June 4</td>
</tr>
<tr>
<td>Module 5</td>
<td>Personality and Values</td>
<td></td>
</tr>
<tr>
<td>Module 6</td>
<td>Perception and Individual Decision Making</td>
<td></td>
</tr>
<tr>
<td>Professional Development</td>
<td>Professional Development Exercise #1</td>
<td>My Cousin Vinny - available till June 4</td>
</tr>
<tr>
<td>June 4</td>
<td>Segment # 1 ends at midnight</td>
<td>Should have completed Quizzes 1-2 and Exercise #1 by this date</td>
</tr>
<tr>
<td>Module 7</td>
<td>Motivation Concepts</td>
<td>Quiz 3 will cover modules 7-8: Available till June 12</td>
</tr>
<tr>
<td>Module 8</td>
<td>Motivation Applications</td>
<td></td>
</tr>
<tr>
<td>Module 9</td>
<td>Foundations of Group Behavior</td>
<td>Quiz 4 will cover modules 9-10: Available till June 12</td>
</tr>
<tr>
<td>Module 10</td>
<td>Understanding Work Teams</td>
<td></td>
</tr>
<tr>
<td>June 12</td>
<td>Segment # 2 ends at midnight</td>
<td>Should have completed Quizzes 3-4 and Exercise # 2 by this date</td>
</tr>
<tr>
<td>Module 11</td>
<td>Communication</td>
<td>Quiz 5 will cover modules 11-12: Available till June 20</td>
</tr>
<tr>
<td>Module 12</td>
<td>Leadership</td>
<td></td>
</tr>
<tr>
<td>Module 13</td>
<td>Power and Politics</td>
<td>Quiz 6 will cover modules 13-14: Available till June 20</td>
</tr>
<tr>
<td>Module 14</td>
<td>Conflict and Negotiation</td>
<td></td>
</tr>
<tr>
<td>Writing Assignment</td>
<td>Writing Assignment</td>
<td>On Canvas - available till June 20</td>
</tr>
<tr>
<td><strong>June 20</strong></td>
<td><strong>Segment # 3 ends at midnight</strong></td>
<td><strong>Should have completed Quizzes 5-6 and Writing Assignment by this date</strong></td>
</tr>
<tr>
<td>Module 15</td>
<td>Foundations of Organization Structure</td>
<td>Quiz 7 will cover modules 15, 16 and 18: Available till June 27</td>
</tr>
<tr>
<td>Module 16</td>
<td>Organizational Culture</td>
<td></td>
</tr>
<tr>
<td>Module 17</td>
<td>Human Resource Policies and Practices</td>
<td>No test – practice questions only – always available</td>
</tr>
<tr>
<td>Module 18</td>
<td>Organizational Change, Stress Management</td>
<td>Will be covered in Quiz 7</td>
</tr>
<tr>
<td><strong>June 27</strong></td>
<td><strong>Segment # 4 ends at midnight</strong></td>
<td><strong>Should have completed Quiz 7 by this date</strong></td>
</tr>
<tr>
<td>June 28</td>
<td>Reflections and feedback</td>
<td></td>
</tr>
</tbody>
</table>

**QUIZZES**

You will have 1 hour to complete each quiz of 30 questions. NOTE CAREFULLY: This will be a continuous 60 minute period; once it starts it will continue until time expires. After that the quiz will no longer be available. That is, one cannot start the quiz, work 15 minutes and use the other 15 minutes on another day. Only one attempt is possible. Please make sure your computer/internet connection is reliable.

Do not attempt to take a quiz without reading the textbook beforehand! You will only be able to see one question at a time as you complete the test. When time expires you will be locked out of the test and you will not be allowed to answer incomplete questions. It is very important to save each question as you complete the test, unsaved questions will not be recorded if time expires and you will receive zeros for unsaved questions.

**ACADEMIC INTEGRITY:**

Cheating is forbidden. This includes plagiarism on the written assignments. Per the NMSU Student Code of Conduct, plagiarism “includes, but is not necessarily limited to, submitting examinations, themes, reports, drawings, laboratory notes, undocumented quotations, computer-processed materials, or other material as one's own work when such work has been prepared by another person or copied from another person.” Please refer to the following website: [http://lib.nmsu.edu/plagiarism/](http://lib.nmsu.edu/plagiarism/)

Anyone found violating this policy will receive an “F” for the course, have his or her name reported to the Dean and/or the University, 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.

Definitions and examples are described in the NMSU Student Code of Conduct and it is your responsibility as a student to be familiar with the Code.

**INCOMPLETES:**

See the catalog for incomplete policy details. Incompletes are rarely awarded; however under special circumstances incompletes may be awarded for passable (C) 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. Do not ask for an “I” grade in lieu of a “D” or “F” grade.
LATE/INCOMPLETE ASSIGNMENT/TEST POLICY:
This is an on-line course that is open 24 hours per day until the end of the semester; therefore you have
great flexibility in deciding when you want to learn. Given your freedom to access this course around your personal
schedule, there is no provision for late assignments or tests.

WITHDRAWALS:
It is the responsibility of the student to know important dates such as University drop dates (Last day to
withdraw from a single summer-I (first 5 week) class is June 11, 2012). It is the responsibility of the student to
officially withdraw from any class that he or she intends to drop.

ADA STATEMENT:
Feel free to call the Student Accessibility Services (SAS) Office at 575-646-6840 or email at
sas@nmsu.edu with any questions you may have on student issues related to the Americans with Disabilities Act
(ADA and/or Section 504 of the Rehabilitation Act). Students requesting accommodations and/or services relating
to a disability may seek assistance from the SAS Office located in Corbett Center, Room 244. All medical
information will be treated confidentially. If you have already registered, please make sure that your instructor
receives a copy of the accommodation memorandum from SAS within the first two weeks of classes. It is your
responsibility to inform either your instructor or a SAS representative in a timely manner if
services/accommodations provided are not meeting your needs.

Questions regarding NMSU’s Non-discrimination Policy and discrimination complaints should be referred
to Gerard Nevarez, Office of Institutional Equity, 575-646-3635.

GOOD LUCK AND DO WELL IN THE COURSE!!