San Jose State University  
Department of Psychology  
PSYC 170 Industrial and Organizational Psychology  
Section 3 - Spring 2019

Course and Contact Information:

Instructor: Mariah Patterson  
Department: Department of Psychology  
E-mail (preferred): mariah.patterson@sjsu.edu  
Class Hours: Tuesday, 6pm – 8:45pm  
Classroom Location: DMH 357  
Office Hours: By appointment only  
Prerequisites: PSYC 001

Course Format
This course adopts a hybrid model with materials presented on Canvas, as well as in classroom lectures. You are responsible for regularly checking Canvas for any updates regarding assignments, quizzes, and exams.

Course Description
Application of psychological theory, research and methodology to the work environment. Topics covered include leadership, power, group processes, motivation, satisfaction and issues in personnel psychology.

Course Outcomes
The objective of the course is to provide you with an introduction to the major areas of Industrial and Organizational Psychology (I/O). I/O Psychology, sometimes called the psychology of work, is both a scientific discipline and an area of professional practice. As a scientific discipline, I/O Psychology strives to understand what influences people's on-the-job behavior, as well as the consequences of this behavior on the employee, the employee's co-workers, and the employee’s organization.

Course Learning Outcomes and Goals:
Is it possible to predict when employees steal from their employer, work overtime without extra compensation, become "burned out" on the job, or perform above and beyond the call of duty? As a science, I/O Psychology seeks to answer such questions by conducting systematic, theory-driven research. Many I/O psychologists apply the scientific knowledge gained through research to address important practical challenges for organizations, such as selecting and training employees, designing jobs to maximize efficiency and motivation, and managing employee performance.

At the conclusion of the class, the learning outcomes are that students will be able to:

- Gain an understanding of what it means to be an I/O psychologist.
- Develop an awareness of the history and major perspectives underlying the field of I/O psychology.
- Understand the research methods used by I/O psychologists.
- Become familiar with the main theories and concepts of I/O psychology.
- Develop an understanding of how theory and research are applied to work settings.
- Begin to think and write critically about I/O psychology theory, research, and application.
- Begin to apply what you’ve learned about I/O psychology to your own and others’ work-related attitudes and behaviors.
Department of Psychology
B.A. Program Goals:
1. Knowledge Base of Psychology
   Demonstrate familiarity with the major concepts, theoretical perspectives, empirical findings, and historical trends in psychology.

2. Research Methods in Psychology
   Design, implement, and communicate basic research methods in psychology, including research design, data analysis, and interpretations.

3. Critical Thinking Skills
   Use critical and creative thinking, skeptical inquiry, and a scientific approach to address issues related to behavior and mental processes.

4. Applications of Psychology
   Apply psychological principles to individual, interpersonal, group, and societal issues.

5. Values in Psychology
   Value empirical evidence, tolerate ambiguity, act ethically, and recognize their role and responsibility as a member of society.

Required Texts/Readings
Textbook (Online)
The textbook used for the course is open sourced (meaning the authors want their book to remain free for you to be able to access). We will be reading select chapters from the book in addition to articles and case studies over the course of the semester.

https://open.lib.umn.edu/organizationalbehavior/front-matter/publisher-information/

News/Articles
You are encouraged to read the San Jose Mercury News, Wall Street Journal or New York Times as well as any other newspapers and magazines available to you (many available online for free). This is important because the news stories directly related to HR issues will be discussed as much as possible. Being aware of business news in general, as well as its implications to I/O Psychology and HR, is important for you.

Course Requirements and Assignments
Classes will be interactive, with both the instructor and students sharing in the process. Students are encouraged to read assigned materials prior to the class date and be prepared for discussions and exercises. It is to your advantage to stay current with readings and assignments. Teaching methods may include lecturing, case analysis, experiential exercises, writing assignments, videos, group projects and class discussion. You are responsible for the material in the chapters and the materials covered in classes.

Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of 45 hours over the length of the course (normally three hours per unit per week) for instruction, preparation/studying, or course related activities, including but not limited to internships, labs, and clinical practica. Other course structures will have equivalent workload expectations as described in the syllabus.

Assignments
Activities & Participation
You are expected to make positive contributions to the classroom learning environment in all activities (i.e., discussion of cases, readings, and exercises). This means that it is critical that you come to each class not only having completed, but also having thought critically about, all readings assigned for that day. You will be graded on the consistency and thoughtfulness of your contributions to classroom discussion, and in particular during case analyses. Thoughtful participation necessitates active listening. Making constructive contributions often means responding to, or building on, the ideas of your classmates. Since some students are not as comfortable speaking in the larger class, there will also be group discussions on cases, articles, and exercises.
Team Project
Working as a team and conducting independent research, each team will write a literature review on their chosen topic. The topic you choose must be related to I/O psychology. The due dates and details for each team’s final paper/presentation can be found on Canvas. Teams will be formed in the first week of class.

The purpose of a literature review is to summarize and evaluate existing writings on a particular topic as well as make suggestions and recommendations. In addition to the literature review, each team will prepare and make a 20–30 minute presentation for the class on their chosen topic. It is important that the team make the presentation interesting and engaging for the class! Every member of the team will receive the team grade.

The project is graded on:
- Completeness – cover the topic thoroughly
- Preparedness – organized and clear presentation and within assigned time
- Participation – every member of the team must actively participate
- Engaging – is the audience interested and engaged?
- Interesting – is it a creative approach? Quality of visual aids?
- Peer review – team and class feedback on delivery and content

Each team will be encouraged to work collaboratively throughout the semester on their project. During the class sessions where the project will be discussed, the team will be expected to lead and facilitate the class discussion. It will be expected that all team members are prepared in advance and actively participate in the discussion.

The goals of the team project will be to:
- Learn to effectively work together as a team
- Learn more about yourself and others and the roles you play within a team
- Learn the most effective methods that make successful teams

Individual Project
You will be expected to complete a paper reviewing an “organizational issue” that you have previously encountered over the course of the semester. The purpose of this project is to describe an I/O related issue at an organization you were part of and discuss how you could use what you’ve studied in this course to address and solve the problem. Further details are posted on Canvas. Due: May 7th by 11:59pm.

Exam Details
There will be one midterm exam and a final (all online). Exams will consist of material in the text, material covered in class (including cases, exercises, discussions, videos, etc.), assignments, and outside reading as assigned. The exams will require you to understand and be able to apply course concepts, rather than simply memorize them. The FINAL exam is comprehensive. The only instance in which a make-up exam will be considered is if there is a real emergency or documented illness. If these cases do not apply and you miss an exam, you will receive a zero for that test.

Final Exam Date = Tuesday, May 21 from 5:15pm–7:30pm

Grading Policy
I will be using Canvas for posting grades throughout the semester so that you can keep track of your progress. The team presentations and class participation points will not be determined until the end of the course as these scores will have peer comparisons. If you need guidance on your grades in the class, please connect with me. Extra credit opportunities will be available throughout the semester.

Posting photo on Canvas/Slack: My goal is to get to know each of you this semester. To help facilitate that, please post a recent, G-rated photo (preferably headshot) of you at your Canvas/Slack profile.
Your course grade will be based upon a weighted combination of scores on the following components:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>% of grade</th>
<th>Type of Assignment</th>
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<tbody>
<tr>
<td>Individual assignments</td>
<td>15%</td>
<td>Quizzes, in-class activities, case studies</td>
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<tr>
<td>Team project</td>
<td>20%</td>
<td>Presentation, peer reviews, papers</td>
</tr>
<tr>
<td>Individual project</td>
<td>15%</td>
<td>Presentation, case study, papers</td>
</tr>
<tr>
<td>Midterm exam</td>
<td>25%</td>
<td>Multiple choice, true/false, matching, essay</td>
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<tr>
<td>Final exam</td>
<td>25%</td>
<td>Multiple choice, true/false, matching, essay</td>
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There will be no make-ups for any missed in-class activities, assignments, discussions, or quizzes.

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<thead>
<tr>
<th>Percentage</th>
<th>Letter Grade</th>
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<tbody>
<tr>
<td>90% and above</td>
<td>A</td>
</tr>
<tr>
<td>86% - 89%</td>
<td>B plus</td>
</tr>
<tr>
<td>80% - 85%</td>
<td>B</td>
</tr>
<tr>
<td>76% - 79%</td>
<td>C plus</td>
</tr>
<tr>
<td>70% - 75%</td>
<td>C</td>
</tr>
<tr>
<td>60% - 69%</td>
<td>D</td>
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<tr>
<td>below 60%</td>
<td>F</td>
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Classroom Etiquette:
- Please be on time. If you are late, come in quietly so that you do not disturb others.
- You may use computers, but do not do so in a way that is distracting to others.
- Please do not hold side conversations when other students/instructor is addressing the class.
- In general, it is expected that all members of this class will act respectful at all times.
- When in doubt, simply treat others as you would wish to be treated.
- I’ll respond to all emails within 36 hours on weekdays and within 48 hours on weekends.

University Policies:
Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs’ Syllabus Information web page at [http://www.sjsu.edu/gup/syllabusinfo/](http://www.sjsu.edu/gup/syllabusinfo/).
The course calendar is tentative and subject to change with fair notice. Exams, team projects, and quizzes are firm. Please plan work and travel schedules accordingly. There will be no makeups allowed.

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<tr>
<th>TOPIC</th>
<th>DUE DATES/HOMWORK</th>
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<tr>
<td><strong>Week 1</strong> 1/29</td>
<td>Course and instructor introductions Intro to I/O Psychology Intro Survey Due 2/5 by 11:59pm Ch. 1</td>
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<td><strong>Week 2</strong> 2/5</td>
<td>Research Methods &amp; Ethical Issues In-Class Activity Ch. 14.1-14.2 Ch. 15.1-15.4</td>
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<td><strong>Week 3</strong> 2/12</td>
<td>Organizations and Culture Case Studies, Resume Activity Introduce Individual Paper Resume Due 2/15 by 11:59pm</td>
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<td><strong>Week 4</strong> 2/19</td>
<td>Legal Issues and Job Analysis Mini Job Analysis Activity Bus &amp; Gov Career Fair: 2/19 from 12-4pm</td>
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<td><strong>Week 5</strong> 2/26</td>
<td>People at Work and Selection Meet with Groups Ch. 3.1-3.6 Team Proposal due at 11:59pm</td>
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<tr>
<td><strong>Week 6</strong> 3/5</td>
<td>MBTI and Tips for Literature Review Review for Exam Kronos Case Analysis &amp; Org Issues Proposal due 3/5 11:59pm</td>
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<td><strong>Week 7</strong> 3/12</td>
<td>Midterm: Online Tips for Organizational Issues Paper Exam Covers all materials to date</td>
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<tr>
<td><strong>Week 8</strong> 3/19</td>
<td>Team 1 Presents Leadership and Power Ch. 12 and Ch. 13</td>
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<td><strong>Week 9</strong> 3/26</td>
<td>Team 2 Presents Decision Making Ch. 11</td>
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<td><strong>Week 10</strong> 4/2</td>
<td>--- --- SPRING RECESS NO CLASS THIS WEEK</td>
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<tr>
<td><strong>Week 11</strong> 4/9</td>
<td>Team 3 Presents Motivation Ch. 5 &amp; Ch. 6</td>
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<td><strong>Week 12</strong> 4/16</td>
<td>Team 4 Presents Communication and Conflict Ch. 8 &amp; Ch. 10</td>
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<td><strong>Week 13</strong> 4/23</td>
<td>Team 5 Presents Training and Development Ch. 4</td>
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<td><strong>Week 14</strong> 4/30</td>
<td>Team 6 Presents Performance Appraisals Ch. 9</td>
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<td><strong>Week 15</strong> 5/7</td>
<td>Team 7 Presents OD and OCM Ch. 14.3-14.6 &amp; Ch. 15.5-15.8 Organizational Issues Paper due 5/7 by 11:59pm</td>
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<tr>
<td><strong>Week 16</strong> 5/14</td>
<td>Team 8 Presents Review for Final Exam</td>
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<tr>
<td><strong>Final Exam</strong> 5/21</td>
<td>Cumulative Final Exam: Tuesday, May 21st from 5:15pm-7:30pm Exam Covers all materials</td>
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