

San José State University
Department of Anthropology
ORGS 102, Organizations, Inquiry & Analysis, Section 01, Spring, 2020

Course and Contact Information

Instructor:	Kristin Keller
Office Location:	Clark Hall 404J
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Email:	kristin.keller@sjsu.edu
Office Hours:	Wednesdays from 10:30-11:30am or by appointment
Class Days/Time:	Mondays and Wednesdays, 9:00-10:15am
Classroom:	Clark Hall 204
Prerequisites:	Upper Division Standing
Scheduled Final Exam	Take-home finals are to be delivered to the instructor's office on Monday, May 18th, between 8:30-9:30am

Course Format

Technology

Supplemental readings, discussions, and other materials for this course can be found on Canvas.

Canvas and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on Canvas Learning Management System course login website at <http://sjsu.instructure.com>. You are responsible for regularly checking with the messaging system through MySJSU on Spartan App Portal <http://one.sjsu.edu> to learn of any updates.

Course Description

Development of skills to analyze and design organizations. Topics include analysis of environments and resources; use of technology; communication and decision-making; workflow and division of labor; and symbols. Research skills for understanding organizational values, patterns, processes and environments.

Course Goals

As a core course in the interdisciplinary organizational studies major, ORGS 102 is designed to introduce you to concepts and strategies of inquiry related to the study of organizations. In ORGS 102 you'll learn about a wide variety of research approaches to analyzing organizational behavior, including surveys, experiments, ethnography, interviews, network analysis, as well as the strengths and weaknesses of such methods.

Course Learning Outcomes (CLO)

After successfully completing this course, you will:

- CLO1. Demonstrate an understanding of research methods commonly used in studying organizations.

- CL02. Identify the strengths and weaknesses of the various methods commonly used in researching organizations.
- CL03. Apply organizational research methods to the study of key organizational issues, such as environments and resources, use of technology, decision-making, workflow, and symbol use.
- CL04. Evaluate research methods applied in published studies of organizational behavior.
- CL05. Demonstrate research skills in exploring organizational values, patterns, processes, and environments.
- CL06. Articulate the ethical considerations organizational researchers face in their work.

Required Texts/Readings

Textbook

Brewerton, Paul M., and Lynne J. Millward (2001). *Organizational Research Methods: A Guide for Students and Researchers*. London: Sage. ISBN 9780761971016 (paper).

Available at the Spartan Bookstore as well as through the publisher and online booksellers. An e-book version of the text is available for purchase or rent, online.

Other Readings

Other readings will be assigned throughout the course of the semester, and will be available for download on canvas.

Library Liaison

The Anthropology Library Liaison is Silke Higgins, Silke.Higgins@sjsu.edu.

Course Requirements and Assignments

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.

With guidance from the instructor, students will independently coordinate and complete “Lessons from the Field” activities to fulfill the Section 02 lab requirement for this course.

Assignment/Exam	Total Points	% of Grade
Class participation	55	5%
Reading Notes (10 pts per 10 weeks)	100	10%
Write-ups from field research activities (4 at 50 points each)	200	20%
Scenarios (3 at 115 points each)	345	35%
Take-Home Exams (2 at 150 pts each)	300	30%
Total Points Possible	1000	100%

Class Participation (55 points): Students will participate in classroom discussions, small groups and other classroom-based activities. Throughout the course, we will have mini-activities in class, for which students will receive participation credit.

Reading Notes (10 assignments, 10 points each): Students will be provided with a prompt to guide their reading and notes throughout the semester. Students will submit reading notes weekly, based on the reading schedule and due dates outlined in the Course Schedule. Hand-written and typed notes will be accepted.

Lessons from the Field (4 activities, 50 points each): Students will attend two expert talks and conduct two independent research exercises. Students will submit notes and reflections (following a prompt) to receive credit for each activity.

1. **Lessons from an Expert #1**
2. **Lessons from an Expert #2**

Lessons from an Expert: Throughout the semester, you will attend 2 expert talks (presentations, lectures, etc.), which you have deemed relevant to organizational studies. These talks may be offered on campus at SJSU or in other venues, but they do need to be pre-approved by your instructor. In class, we will discuss how to find events of interest, as well as the breadth of topics suitable for the assignment. Field notes should be taken at the event, and the prompt will guide students through a reflection exercise after the event to record organizational insights.

3. **Lessons from an Organization - Meeting Observation**
4. **Lessons from an Organization - Interview**

Lessons from an Organization: Meeting Observation and Interview: Students will find an organization of interest where they can 1) attend an organizational meeting, and 2) conduct an interview with an insider/stakeholder. These exercises will require planning, coordination, and networking. For each activity, students will record their findings (i.e. data) and summarize what was learned about the organization, presenting ideas for further research or intervention, as relevant. The goal is to learn about a particular organizational environment, its stakeholders, systems, resources, cultural norms, and more. Students can find an organization and/or potential insiders/stakeholders through the internet, your personal network, or on campus. You can contact someone through LinkedIn, or attend a career fair to find an organizational representative who can provide you with organizational access. Note that public meetings are often most accessible. Examples of organizations that hold public meetings include a City Council (or other city department), a non-profit (board meetings may be open to the public), neighborhood committee, political/activist group, student organization, corporate entity, etc.

Scenarios (3 scenarios, 115 points each): To practice organizational inquiry and analysis, students will be given three scenario assignments. These assignments will require you to apply what you've learned from your readings to design research, analyze organizational trends and data, and develop solutions for fictitious organizations.

Scenario 1: This assignment will ask you to submit a research proposal and plan for a client that will address an organizational need.

Scenario 2: This assignment will outline an organizational research question and ask you to design a simple, exploratory research plan, along with an explanation of how the proposed methods will adequately address the question.

Scenario 3: This assignment will ask you to analyze a set of organizational data to identify preliminary trends and explain findings. Based on the information you have about the organization, the research methods employed, and the data you've been provided, students will also address reliability, causality, ethical issues, and considerations that should be made for further research and organizational change. Scenario 3 will also include an "elevator speech" presentation of 5 minutes or less, to be delivered in our last regular class meeting on 5/11.

Take-Home Midterm and Final Exams (2 exams, 150 points each): There will be two, non-cumulative, take-home exams throughout the semester: one midterm exam and one final exam. Exams will consist of open-ended, short essay questions. Exams may require students to conduct library research, critique and analyze peer-reviewed journal articles, and incorporate information and reflection from your field lessons.

Determination of Grades

Grades will be determined based on total possible points awarded throughout the course:

Grade	Points	Percentage
A plus	970-1000	97-100%
A	925-969	93-96%
A minus	900-924	90-92%
B plus	870-899	87-89%
B	825-869	83-86%
B minus	800-824	80-82%
C plus	770-799	77-79%
C	725-769	73-76%
C minus	700-724	70-72%
D plus	670-699	67-69%
D	625-669	63-66%
D minus	600-624	60-62%
F	599 or lower	lower than 60%

Late assignments:

- It is the responsibility of each student to submit assignments by the deadline listed on the syllabus. Requests for extensions will be considered if you can provide relevant documentation of illness or emergency. Extension requests for other reasonable accommodations must be submitted in advance and approved by the instructor.

- Excluding take-home exams, other written assignments will be accepted up to 7 days late following the original due date, with a 20% penalty.

Attendance and tardiness:

- If you miss a class, please connect with your peers for copies of notes, and/or reach out to your instructor for a brief recap of what was missed.
- Please keep in mind that classroom participation is a part of your grade -- excessive absences or tardiness negatively impact your ability to participate and cause a distraction for your peers.

Classroom Protocol

To create a safe and productive learning environment, please agree to:

- Listen mindfully and behave respectfully. Keep in mind that our perceptions, opinions and experiences are different. Incorporating concrete examples and evidence to illustrate a point or idea is often most productive.
- Be aware of the time/space you take in classroom and act accordingly to ensure all students have a chance to participate in discussions and classroom activities.

Guidelines for success:

- *Technology:* Please keep electronic devices out of sight, except when used for classroom activities, and communicate any specific needs (for access to electronics) to your instructor.
- *Cooperation:* Although assignments for this course require you to work and write independently, cooperation and consultation with your peers may have a positive impact on your learning and comprehension of the material, and is totally ok!
- *Timeliness:* For the benefit of everyone in class, please arrive to class on time and ready to engage with your peers. Follow the schedule of readings and assignments closely to ensure you are prepared.
- *Seek out support:* If you are concerned about your progress in this class, are having a difficult time getting organized, or simply want to consult around assignments and ideas (or lack thereof), please check-in with your instructor.

University Policies (Required)

Per University Policy S16-9 (<http://www.sjsu.edu/senate/docs/S16-9.pdf>), relevant information to all courses, such as academic integrity, accommodations, dropping and adding, consent for recording of class, etc. is available on Office of Graduate and Undergraduate Programs' [Syllabus Information web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/> Make sure to review these university policies and resources with students.

ORGS 102 / Organizations, Inquiries & Analysis, Spring 2020 Course Schedule

Please note: this schedule is subject to change with fair notice. Any changes that are made will be posted to Canvas and communicated in class.

Course Schedule

Week	Date	Topics & Readings (please note readings should be completed by the date noted)	Assignments & Deadlines
1	1/27	<i>Syllabus review and experience inventory</i>	
	1/29	<i>Introductions & Establishing Goals</i> Reading: Brewerton & Millward - Chapter 1, "Introduction," pp 1-6 (<i>on Canvas</i>)	<i>Instructions for Reading Notes will be handed out in class</i>
2	2/3	<i>Organizational Inquiry</i> Reading: Harrison - Chapter 1, "Diagnosis: Approaches and Methods," pp. 1-26 (<i>on Canvas</i>)	<i>Instructions for Lessons from the Field will be handed out in class</i>
	2/5	<i>Organizational Inquiry cont.</i> Reading: Brewerton & Millward - Chapter 2, "Applying Social Science to the Real World," pp. 7-15	Due: Reading Notes 1 (cover readings assigned for 1/29, 2/3, and 2/5)
3	2/10	<i>Foundations and Concepts</i> Reading: Bernard - Chapter 2, "The Foundations of Social Research," pp 23-52 (<i>on Canvas</i>)	Due: 3-5 sentence proposal for Lessons from an Expert #1 <i>Instructions for Scenario 1 will be handed out in class</i>
	2/12	<i>Foundations and Concepts cont.</i> Reading: Brewerton & Millward - Chapter 3, "Starting Off the Research Process" pp. 16-30, skip section 3.5, also read pp. 36-43	Due: Reading Notes 2 (cover readings assigned for 2/10 and 2/12)
4	2/17	<i>Open Systems Approach</i> Reading: Harrison - Chapter 2, "Open Systems Models" pp. 27-53 (<i>on Canvas</i>)	Due: 3-5 sentence proposal for Lessons from an Organization: Meeting Observation
	2/19	<i>Access and Buy-in</i> Reading: Brewerton & Millward - Chapter 4, "Obtaining & Using Access to an Organization" pp. 44-51	Due: Reading Notes 3 (cover readings assigned for 2/17 and 2/19)
5	2/24	<i>Environments, Resources, and Stakeholders; Preparing for Lessons from the Field</i>	

5 cont.	2/26	<i>Communication, Decision Making, Division of Labor, and Workflow; Preparing for Lessons from the Field</i>	Due: Scenario 1
6	3/2	<i>Project Design</i> Reading: Brewerton & Millward - Chapter 5, "Project Design," pp. 52-66 and Bernard - Chapter 15, "Introduction to Qualitative and Quantitative Analysis, pp. 337-340 (<i>on Canvas</i>)	Due: Reading Notes 4 (cover readings assigned for 3/2)
	3/4	<i>Data Collection Methods</i> Reading: Brewerton & Millward - Chapter 6, "Methods of Data Collection," pp. 67-74, skip section 6.4, also read pp. 80-87	
7	3/9	<i>Data Collection Methods cont.</i> Reading: Brewerton & Millward - Chapter 6 cont., "Methods of Data Collection," pp. 87-112	Due: Reading Notes 5 (cover readings assigned for 3/4 and 3/9) <i>Take-Home Midterm Exam will be handed out in class</i>
	3/11	<i>Surveys and Questionnaires</i>	Due: Lessons from an Expert #1: Notes and Analysis
8	3/16	<i>Interviewing</i> Reading: Bernard - Chapter 8, "Interviewing I: Unstructured and Semistructured," pp. 156-172, skip section on focus groups, pp. 176-186 (<i>on Canvas</i>)	Due: Reading Notes 6 (cover readings assigned for 3/16)
	3/18	<i>Other Sources of Data</i>	Due: Lessons from an Organization - Meeting Observation: Notes and Analysis
9	3/23	<i>Technology: Uses for data collection, research and analysis</i>	Due: Take-Home Midterm Exam
	3/25	<i>Review and planning: Lessons from the Field</i>	Due: 3-5 sentence proposal for Lessons from an Expert #2 and 3-5 sentence proposal for Lessons from an Organization: Interview <i>Instructions for Scenario 2 will be handed out in class</i>
10	3/30	SPRING BREAK	
	4/1		

11	4/6	<i>Sampling</i> Reading: Brewerton & Millward, Chapter 7, "Sampling Considerations," pp. 114-120	Due: Reading Notes 7 (cover reading assigned for 4/6)
	4/8	<i>Ethics</i>	
12	4/13	<i>Case Studies & Topics of Interest</i>	
	4/15	<i>Case Studies & Topics of Interest cont.</i>	Due: Scenario 2
13	4/20	<i>Performance in Organizations</i> Reading: Reading: Brewerton & Millward, Chapter 8, "Assessing Performance in Organizations," pp. 122-140	Due: Reading Notes 8 (cover reading assigned for 4/20)
	4/22	<i>Performance in Organizations cont.</i>	
14	4/27	<i>Data Analysis</i> Reading: Reading: Brewerton & Millward, Chapter 9, "Data Analysis," pp. 143-169	Due: Reading Notes 9 (cover reading assigned for 4/27)
	4/29	<i>Data Analysis cont.</i>	Due: Lessons from an Expert #2: Notes and Analysis <i>Instructions for Scenario 3 will be handed out in class</i>
15	5/4	<i>Reporting Research Findings</i> Reading: Brewerton & Millward, Chapter 10, "Reporting Research Findings," pp. 171-190	Due: Reading Notes 10 (cover reading assigned for 5/4)
	5/6	<i>Reporting Research Findings cont.</i>	Due: Lessons from an Organization - Interview: Notes and Analysis
16	5/11	<i>Elevator Speeches for Scenario 3 and reflections</i>	Due: Scenario 3, elevator speeches delivered today <i>Take-Home Final Exam will be handed out in class</i>
Final Exam	5/18	<i>Submission of the final exam to instructor</i>	Due: Deliver final exam to instructor between 8:30-9:30am in Clark Hall 404J