

San José State University
Department of Anthropology
ORGS 102, Organizations, Inquiry & Analysis, Section 01, Spring, 2021

Course and Contact Information

Instructor(s):	Kristin Keller
Email:	kristin.keller@sjsu.edu
Office Hours:	By appointment, via Zoom or phone
Class Days/Time:	Lab: Wednesdays from 9:00-10:45am, via Zoom. Other course components, including lectures, and discussions, are asynchronous and can be accessed online on Canvas.
Classroom:	The link for our Wednesday zoom lab and other course components will be posted on Canvas.
Prerequisites:	Upper Division Standing

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 Format

Technology Intensive, Hybrid, and Online Courses

All instruction takes place online, with no physical in-person or on campus meetings or activities required. Though our lab is scheduled to meet weekly on Wednesdays at 9am in Zoom, there may be weeks where students are tasked to complete lab or fieldwork independently. Students will be notified in advance through the Canvas Announcements if we will not be meeting on Zoom for our lab .

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:

- CL01. 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 through the Dr. Martin Luther King Jr. Library here:

https://sjsu-primo.hosted.exlibrisgroup.com/permalink/f/1cue0e3/01CAL5_ALMA51439210890002901

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 (Required - Delete the word “Required” in final draft)

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.

Assignment/Exam	Total Points	% of Grade
Participation activities (5 pts per 11 activities)	55	6%
Reading Notes (10 pts per 10 submissions)	100	10%
Lessons from the Field: Background Research (10 pts for proposal; 55 pts for report)	65	7%
Lessons from the Field: Meeting Observation (10 pts for proposal; 105 pts for notes and report)	115	12%
Lessons from the Field: Interview (10 pts for proposal; 165 pts for notes and report)	175	18%
Scenarios (2 at 115 points each)	230	23%
Take Home Exams (2 at 130 pts each)	260	26%
Total Points Possible	1000	100%

Participation activities (11 activities, 5 points each): Students will be asked to participate in activities that will be introduced in lecture videos and/or our Zoom lab. Students will receive credit for completing these activities, some of which will be submitted as assignments in canvas, and some of which will be posted to the Canvas discussion board. Submission guidelines will be provided at the time the activity is assigned.

Reading Notes (10 assignments, 10 points each): Students will be provided with a prompt to guide their reading and notes throughout the semester.

Lessons from the Field: Students will complete three independent fieldwork exercises to learn about an organization (or organizations) of interest:

Background Research (10 points for proposal; 55 points for report): Early in the semester, students will select an organization and conduct background, or secondary, research on that organization. Students will report what they've learned and work toward gaining access for further fieldwork activities.

Meeting Observation (10 points for proposal; 105 points for report and notes): Students will remotely observe a meeting held by the organization. Students will take field notes from the meeting, and submit a report of their findings.

Interview (10 points for proposal; 165 points for report and notes): Students will develop an interview guide and conduct a semi-structured interview with a representative of the organization to expand upon their knowledge of the organization, presenting ideas for further research or intervention.

Students will submit two assignments for each fieldwork exercise, including a brief proposal prior to the fieldwork, and a written report after the fieldwork is complete. Due to COVID-19, fieldwork will be conducted remotely, and these exercises will require planning, coordination, and networking. Lessons from the Field will challenge students to develop and practice research skills while learning about a real organization and its components (i.e. environment, stakeholders, goals/products, systems, resources, culture, practices, and more), and adhering to ethical and privacy concerns. The instructor will provide guidance to students throughout the fieldwork process, and students will share tips and brainstorm ideas for overcoming any barriers and challenges that arise in our lab and canvas discussions.

Scenarios: To practice organizational inquiry and analysis, students will be given two 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 (115 points): This assignment will ask you to submit a research proposal to an organization that is looking for help. In the proposal, you will design a simple, exploratory research plan based on preliminary data that the organization will provide to you in advance. Based on your analysis of the data from the organization, you must explain how the methods proposed will adequately address the needs of the organization.

Scenario 2 (115 points): In this assignment, you will apply to join a fictitious committee that is tasked with developing and implementing an intervention that will resolve an organizational challenge/issue.

Midterm and Final Exam (2 exams, 130 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 from course readings and lectures.

Grading Information

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.

Classroom Protocol

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

- Engage mindfully and communicate 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. Netiquette guidelines:
<https://sjsu.instructure.com/courses/1421892/pages/netiquette>

Guidelines for success:

- *Participation:* Please keep in mind that our weekly lab will include graded participation activities. The instruction and exercises in our lab are meant to prepare you for successful completion of course assignments. For this reason, excessive absences may negatively impact your success in the course.

- *Cooperation:* Although assignments for this course require you to work and write independently, consultation with your peers in our lab and on the Canvas discussion board are encouraged.
- *Timeliness:* It is each student's responsibility to follow the course schedule, submit coursework by the designated due dates, and to join our Wednesday Zoom lab on time.
- *Seek out support:* If you are concerned about your progress in this class, are having a difficult time getting organized, or have questions regarding course assignments and expectations, please check-in with your instructor.

University Policies (Required - Delete the word “Required” in final draft)

Per [University Policy S16-9](http://www.sjsu.edu/senate/docs/S16-9.pdf) (<http://www.sjsu.edu/senate/docs/S16-9.pdf>), relevant university policy concerning all courses, such as student responsibilities, academic integrity, accommodations, dropping and adding, consent for recording of class, etc. and available student services (e.g. learning assistance, counseling, and other resources) are listed on [Syllabus Information web page](https://www.sjsu.edu/curriculum/courses/syllabus-info.php) (<https://www.sjsu.edu/curriculum/courses/syllabus-info.php>). Make sure to visit this page to review and be aware of these university policies and resources.

ORGS 102 / Organizations, Inquiries & Analysis, Spring 2021, Course Schedule

Course Schedule

Week	Date	Lectures, Lab, & Readings	Assignments & Deadlines
Syllabus Review and Experience Inventory			
1	1/27	Lab: meet in Zoom at 9am	<i>Review Syllabus</i> Due: Experience Inventory (participation activity)
Introduction to Organizational Inquiry			
2	2/1-2/5	Reading: 1. Brewerton & Millward - Chapter 1, "Introduction" 2. Hall and Tolbert - Chapter 1, "The Nature of Organizations" (<i>on Canvas</i>)	<i>Instructions for Reading Notes will be posted on Canvas</i>
	2/1	Lecture posted to canvas	
	2/3	Lab: meet in Zoom at 9am	
Organizational Inquiry cont.			
3	2/8-2/12	Reading: 1. Brewerton & Millward - Chapter 2, "Applying Social Science to the Real World" 2. Harrison - Chapter 1, "Diagnosis: Approaches and Methods," pp. 1-26 (<i>on Canvas</i>)	<i>Instructions for Lessons from the Field: Background Research will be posted on Canvas</i>
	2/8	Lecture posted to canvas	Due: Reading Notes 1 (for readings from week 2)
	2/10	Lab: meet in Zoom at 9am	
Foundations and Concepts			
4	2/15-2/19	Reading: 1. Brewerton & Millward - Chapter 3, "Starting Off the Research Process" (skip section 3.5) 2. Bernard - Chapter 2, "The Foundations of Social Research," pp 23-52 (<i>on Canvas</i>)	
	2/15	Lecture posted to canvas	Due: Reading Notes 2 (for readings from week 3)
	2/17	Lab: meet in Zoom at 9am	Due: <u>Proposal</u> for Lessons from the Field: <u>Background Research</u>

Open Systems & System Components			
5	2/22-2/26	Reading: Harrison - Chapter 2, "Open Systems Models" pp. 27-53 (<i>on Canvas</i>)	<i>Instructions for Scenario 1 will be posted on Canvas</i>
	2/22	Lecture posted to canvas	Due: Reading Notes 3 (for readings from week 4)
	2/24	Lab: meet in Zoom at 9am	
Access and Buy-In			
6	3/1-3/5	Reading: Brewerton & Millward - Chapter 4, "Obtaining & Using Access to an Organization"	<i>Instructions for Lessons from the Field: Meeting Observation will be posted on Canvas</i>
	3/1	Lecture posted to canvas	Due: Reading Notes 4 (for readings from week 5)
	3/3	Lab: meet in Zoom at 9am	Due: <u>Report</u> for Lessons from the Field: <u>Background Research</u>
Project Design and Ethics			
7	3/8-3/12	Reading: 1. Brewerton & Millward - Chapter 5, "Project Design," pp. 52-66 2. Bernard - Chapter 15, "Introduction to Qualitative and Quantitative Analysis, pp. 337-340 (<i>on Canvas</i>)	<i>Instructions for Midterm will be posted on Canvas</i>
	3/8	Lecture posted to canvas	Due: Reading Notes 5 (for reading from week 6)
	3/10	Lab: meet in Zoom at 9am	Due: Scenario 1
Data Collection Methods			
8	3/15-3/19	Reading: Brewerton & Millward - Chapter 6, "Methods of Data Collection" (skip section 6.4)	
	3/15	Lecture posted to canvas	Due: <u>Proposal</u> for Lessons from the Field: <u>Meeting Observation</u>
	3/17	Lab: meet in Zoom at 9am	Due: Reading Notes 6 (for readings from weeks 7 and 8)
Data Collection Methods cont.			
9	3/22-3/26	Reading: Bernard - Chapter 8, "Interviewing I: Unstructured and Semistructured," pp. 156-172, skip section on focus groups, pp. 176-186 (<i>on Canvas</i>)	<i>Instructions for Lessons from the Field: Interview will be posted on Canvas</i>
	3/22	Lecture posted to canvas	
	3/24	Lab: meet in Zoom at 9am	Due: Midterm Exam
10	3/29-4/2	SPRING BREAK!	

Sampling			
11	4/5-4/9	Reading: Brewerton & Millward, Chapter 7, "Sampling Considerations"	
	4/5	Lecture posted to canvas	Due: Reading Notes 7 (for reading from week 9)
	4/7	Lab: meet in Zoom at 9am	Due: <u>Proposal</u> for Lessons from the Field: <u>Interview</u>
Performance in Organizations			
12	4/12-4/16	Reading: Brewerton & Millward, Chapter 8, "Assessing Performance in Organizations"	<i>Instructions for Scenario 2 will be posted on Canvas</i>
	4/12	Lecture posted to canvas	Due: Reading Notes 8 (for reading from week 11)
	4/14	Lab: meet in Zoom at 9am	Due: <u>Report</u> for Lessons from the Field: <u>Meeting Observation</u>
Data Analysis			
13	4/19-4/23	Reading: Brewerton & Millward, Chapter 9, "Data Analysis"	
	4/19	Lecture posted to canvas	Due: Reading Notes 9 (for reading from week 12)
	4/21	Lab: meet in Zoom at 9am	
Reporting Research Findings			
14	4/26-4/30	Reading: Brewerton & Millward, Chapter 10, "Reporting Research Findings"	
	4/26	Lecture posted to canvas	
	4/28	Lab: meet in Zoom at 9am	Due: Scenario 2
Practical Considerations for Real World Research: Intervention & Implementation			
15	5/3-5/7	Reading: Yagoda, "The Cognitive Biases Tricking Your Brain" (<i>on Canvas</i>)	
	5/3	Lecture posted to canvas	Due: Reading Notes 10 (for reading from weeks 13 and 14)
	5/5	Lab: meet in Zoom at 9am	
Case Studies & Topics of Interest			
16	5/10-5/14	Reading: Gawande, "The Checklist"	<i>Instructions for Final Exam will be posted on Canvas</i>
	5/10	Lecture posted to canvas	
	5/12	Lab: meet in Zoom at 9am	Due: <u>Report</u> for Lessons from the Field: <u>Interview</u>
How can you apply what you've learned?			

17	5/17	Closing lecture posted to canvas Last day of instruction	
		Final Exam	
Final Exam	5/21		Due: Submit Final Exams by 5:00pm on Friday, 5/21