

# PSYC 4467 – 01: Industrial & Organizational Psychology

Summer 2017 (May 15<sup>th</sup> – June 23<sup>rd</sup>)

## Contact Information

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## Course Description

Industrial and Organizational (I/O) Psychology is an applied science. The "industrial" part generally deals with human resource functions such as analyzing jobs, appraising employee performance, and the selecting, placing, and training of employees. The "organizational" part is commonly concerned with the psychological and social aspects of work, including but not limited to employee attitudes, behavior, emotions, health, motivation, and leadership. Ultimately, the objective of this discipline is to develop and apply appropriate scientifically supported solutions in an effort to maximize both employee well-being and organizational effectiveness.

This course will provide an introduction to the key concepts, theories, and research methods in I/O Psychology. It will benefit individuals who are interested in pursuing a career in I/O psychology, human resource management, leadership, and/or those who simply want to understand how psychology applies to the workplace. The skills and topics covered in this course can help one become a better employee, co-worker, and/or manager.

## Course Objectives, Outcomes, and Assessment

- ψ History: Students will learn the history and major perspectives underlying and driving the field of I/O Psychology.
  - *Outcomes reflecting this objective*:
    - Students are able to identify key historical events that altered/moved forward the field of I/O Psychology.
    - Students are able to discuss and/or describe the major theoretical perspectives within the field of I/O Psychology.
  - *Assignments that demonstrate accomplishment of these outcomes*:
    - Quiz and exam questions.
- ψ Utility: Students will learn the potential I/O Psychology has for society and organizations now and in the future.
  - *Outcomes reflecting this objective*:
    - Students are able to explain and/or discuss the potential of I/O Psychology as an applied science.
    - Students are able to suggest new directions/applications for I/O Psychology in society and organizations.
  - *Assignments that demonstrate accomplishment of these outcomes*:
    - Quiz and exam questions.
    - Discussion forum initial and follow-up postings.
- ψ Theory & Research: Students will learn models, theories, and technical information related to I/O Psychology topical areas.
  - *Outcomes reflecting this objective*:
    - Students are able to identify, discuss, and/or describe various models, theories, and technical information within the field of I/O Psychology.

- Students are able to express and/or discuss the implications of select models, theories, and/or technical information on a wide range of I/O issues.
- *Assignments that demonstrate accomplishment of these outcomes:*
  - Quiz and exam questions.
  - Discussion forum initial and follow-up postings.
  - A paper that includes a review of relevant models, theories, and technical information on a selected issue.
- ψ *Application:* Students will learn how to apply theory and research in I/O Psychology to practical work settings.
  - *Outcomes reflecting this objective:*
    - Students demonstrate the ability to critically discuss and identify issues that would benefit from an intervention based on I/O psychological principles.
    - Students are able to recommend research-supported strategies for various applied I/O issues in society or organizations.
  - *Assignments that demonstrate accomplishment of these outcomes:*
    - Quiz and exam questions.
    - Discussion forum initial and follow-up postings.
    - A paper that includes the selection and subsequent discussion of an applied solution/intervention to an I/O issue.

### **Required Textbook**

Muchinsky, P. M., & Culbertson, S. S. (2015). *Psychology applied to work*. (11<sup>th</sup> ed.). Summerfield, NC: Hypergraphic Press.

### **Course Format**

Moodle will be utilized to disseminate information, which may take the form of PowerPoint presentations, audio/visual lectures, and discussion forums. I will open each week on the preceding Saturday at 8:00am MST and close each on the preceding Friday at 10:00pm MST. PLEASE NOTE: for the first week ONLY, I will allow submissions until Sunday at 10:00pm MST. This means that weeks 1 and 2 will be open for two days simultaneously.

### **Course Pace**

Due to the online nature of this course, you will have some flexibility regarding when you download the lectures and course materials; however, you are required to maintain pace with the course as outlined in the course schedule. Moreover, you are responsible for keeping up on course announcements, particularly with regards to the timing of activities and quizzes. Because of this, you should check the Moodle course page several times each week for discussions, activities, required readings, quizzes, announcements, etc. If you complete the scheduled requirements (e.g., activities, quizzes) early in the week, I highly encourage you to still check the discussion forums during the remainder of the week.

### **Course Communication**

Announcements, feedback, and/or notes from me will be posted on Moodle and automatically sent via email. Be sure to check your Moodle and student email regularly. You may contact me via email and the communication tools on Moodle. I will try to answer all communication as quickly as possible; however, I cannot guarantee an immediate response. If you have not received a response within 48 hours, please resend the message.

### **Course Requirements**

There are reading, discussion forum, activity, research paper, quiz, and exam requirements in this course, and you are expected to complete all of these. **There is a total of 800 points available.**

## **Readings**

You are expected to read ALL of the required readings for a particular week before completing the accompanying course requirements (i.e., discussion, activity, quiz).

### *Textbook*

Digital and hardcopies of the textbook (listed above) are available through the publisher's website (<http://www.psychologyappliedtowork.com/>) among other outlets listed on <http://www.dealoz.com/>. Also, you can purchase a hardcopy through the Idaho State University bookstore. Because of the online nature of this course and our relatively limited interaction through virtual means, having access to and reading the course textbook is **crucial** to your success in this course.

Course elements (i.e., lectures, activities, and exam questions) will be derived primarily from this text. It is **required** for this course and you will be best served by having direct access to your own copy. To this point, you must have the textbook at the beginning of the class in order to successfully complete the course. This being said, *there will be no extension of deadlines due to textbooks not arriving on time!*

### *Additional Readings*

Additional readings outside of the required textbook, such as journal articles, will be assigned throughout this course. PDF copies of these readings will be made available on Moodle with the all other scheduled material for each week.

## **Forum Participation**

The ability to communicate with, learn from, and interact with your peers and/or instructor (i.e. manager/leader/boss in the professional world) is an important skill necessary for success in your academic and, later on, professional endeavors. One such platform that is being utilized more often is online forums. **As such, there are six forums worth a total of 150 points incorporated into this course.** The forum topics will introduce you to an array of I/O psychology topics relevant to the professional world (i.e. personnel selection, organizational change, occupational health). Forums titles and points breakdown are as follows:

| <i>Forum Topic</i>   | <i>Points Possible</i> |
|--|------------------------|
| Introduce Yourself   | 25                     |
| Alternative Job Performance Criteria (Ch. 3)                           | 25                     |
| Use of Social Media in Personnel Decisions (Ch. 5)                     | 25                     |
| Removing "Evaluation Apprehension" from Performance Appraisals (Ch. 7) | 25                     |
| Swing Shifts and Work/Family Conflict (Ch. 11)                         | 25                     |
| Timeliness and Content of Feedback on Worker Motivation (Ch. 12)       | 25                     |
| <i>Total</i>   | 150                    |

Here's how the discussion forums work: I present a topic or a question for which you formulate an initial response. These initial posts should demonstrate thought and insight into the assigned topics, and include any real world experiences you wish to share. You will then provide responses to at least two of your colleagues (i.e., classmates); however, posting more than two responses for each forum is *highly* encouraged! These follow-up posts should be substantive and contribute to the conversation. You can do this by asking questions, respectfully debating positions, and/or presenting supporting information relevant to the topic. A minimum of three posts are due per forum, with initial responses due Wednesday at 10:00pm MST each week, and all follow-up posts due Friday at 10:00pm MST each week.

## **Assignments**

There will be 3 assignments for you to complete during the term, which will be outlined further via Moodle. The goal of these assignments is to help you personalize the information you learn in this class so that you

can master the presented topics, concepts, theories, and information. **A total of 150 points are available across all assignments.**

### ***Research Paper***

A 6-8 page paper (not including title page and references) examining a topic of I/O psychology is required for this course. This project is to be completed in three steps throughout the term – topic selection and abstract, detailed outline, and final paper. At your discretion, you may also submit a draft of your paper to receive feedback before submitting your final version (see Moodle assignment). The due dates are posted on the course schedule and more detailed information for each step is listed on Moodle. Because this assignment is set to occur throughout the term, it is important that questions and/or clarification be sought early. **A total of 200 points are available across the three steps.**

### ***Chapter Quizzes***

There are thirteen open book quizzes (one per chapter), which are designed to supplement the readings, test whether or not you have watched the video lectures, and assess your knowledge of certain concepts to be learned in this course. The lowest quiz score will be dropped, meaning only twelve quizzes will count toward your grade. Quizzes will open at 8:00am MST each Saturday and close at 10:00pm MST the proceeding Friday, except the first week during which they will be open until Sunday. **These quizzes are worth 25 points each for a total of 300 points.**

Given that this is an online course in which there is an extended period in which exams can be completed, there will be no make-up quizzes or exams unless there is an extenuating circumstance (e.g., family emergency) that precludes your ability to take the exam during the entire time period. In this case, you need to inform me ASAP and provide the proper documentation. Please note that make-up exams will likely differ from the exam given in the scheduled timeframe.

Ultimately, I want you to master all the material presented in this course. However, because of time constraints, it is not feasible to test you on all the material. Thus, quizzes will only cover a subset of the material you are to master. Brief student study guides and practice multiple-choice and essay questions are available on Moodle. I suggest that you take a look at these, but caution you NOT to use this as your sole source of information. To this point, you need to be prepared for any question related to the material covered. I highly suggest you do this by using lecture notes as your study guide for reviewing on a regular basis. If you do this, you will essentially be studying continuously between exams, which is how you achieve mastery of the material and earn quality marks in courses.

### **Grading Scale**

The traditional +/- letter grade structure will be utilized for this course (i.e., B+ = 87-89%, B = 83-86%, B- = 80-82%).

### **Grade Calculation**

| <i>Course Elements</i> | <i>Points</i> |
|------------------------|---------------|
| Forum Participation    | 150           |
| Assignments            | 150           |
| Research Paper         | 200           |
| Chapter Quizzes        | 300           |
| <i>Total</i>           | <i>800</i>    |

### **Questions/Inquiries**

If you have a question about an assignment, lecture, material in the textbook, or anything else relevant to this course, do not hesitate to contact me. Email, using either the Moodle quick mail function or your personal

email account, is the best method of contact. If you prefer, feel free to contact me to schedule an in-person or phone meeting. Don't be shy! I'd enjoy "talking shop" with you.

*"There is no such thing as an unreasonable question, or a silly question, or a frivolous question, or a waste-of-time question. It's your life, and you've got to get these answers"* ~Marcia Wallace

### **I/O Psychology Journals:**

As you will learn during the semester, topics related to I/O psychology can be found in many newspapers including the New York Times, Washington Post, and USA Today. In addition, the following journals are excellent sources for current developments in I/O Psychology, and can be found using online library resources, Google Scholar, Author webpages, etc.

- ψ Journal of Applied Psychology
- ψ Academy of Management Review
- ψ Organizational Behavior & Human Decision Processes
- ψ Human Performance
- ψ Personnel Psychology
- ψ Academy of Management Journal
- ψ Journal of Applied Social Psychology
- ψ Journal of Organizational Behavior

### **Websites Related to I/O Psychology:**

Several websites related to I/O Psychology can be used to explore additional information about the field and to help in obtaining information for written projects related to I/O psychology.

- ψ Society of Industrial & Organizational Psychology (SIOP): <http://www.siop.org>
- ψ American Psychological Association (APA): <http://www.apa.org/>
- ψ Association for Psychological Science (APS): <http://psychologicalscience.org/>
- ψ Academy of Management: <http://www.aonline.org/>
- ψ International Personnel Mgmt. Association Assessment Council: <http://www.ipmaac.org/>
- ψ Occupational Information Network (O\*NET): <http://online.onetcenter.org>
- ψ The Dilbert Zone (less serious view on work): <http://www.unitedmedia.com/comics/dilbert/>

### **Technology Notes**

Moodle is most compatible with Firefox (a free download); using other browsers could impact your ability to submit course materials. To see if you have compatible software for using Moodle resources, and for instructions to disable popups from Moodle, go to the class Moodle website at <http://elearning.isu.edu> and go to the "Technology aids" resource, click on "Moodle Software Requirements, Viewers, and Plugins" to see a list of recommended software. For technical assistance in person, you can visit the Help Desk in the Rendezvous computer lab. Alternatively, you can call (208) 282-HELP (4357) for help over the phone, or email [help@isu.edu](mailto:help@isu.edu).

### **ADA Accommodations**

Idaho State University is committed to equal opportunity in education for all students, including those with documented disabilities. If you have a diagnosed disability or if you believe that you have a disability that might require reasonable accommodation in this course, please contact Disability Services:

Room 125, Rendezvous Complex  
Phone: (208) 282-3599

Email: [disabilityservices@isu.edu](mailto:disabilityservices@isu.edu)

Webpage: <http://www.isu.edu/ada4isu/>

University policy states that it is the responsibility of students to contact instructors during the first week of each semester to discuss appropriate accommodations to ensure equality in grading, experiences, and assignments.

### **Academic Integrity**

Academic integrity is expected of all students. Academic dishonesty WILL NOT be tolerated, and includes, but is not limited to, cheating and plagiarism. The ISU Student Handbook defines cheating as: “using or attempting to use materials, information, or study aids that are not permitted by the instructor in examinations or other academic work”, and defines plagiarism as: “representing another person's words, ideas, data, or work as one's own. Plagiarism includes, but is not limited to, the exact duplication of another's work and the incorporation of a substantial or essential portion thereof without appropriate citation.” PLEASE NOTE: any dishonesty in completing the course requirements will result in the maximum punishment allowable by the university, including, but not limited to, failure of this course. Please see the student handbook for information regarding your rights and responsibilities as a student.

### **Need Help?**

If you are in need of extra help because you are having trouble with the material and/or you are falling behind, please contact me immediately about the problem so the best way to resolve it may be determined. I am available to meet with you during office hours and by appointment.

### **Course Schedule**

I reserve the right to make changes to the course schedule; however, the exam due dates will NEVER be changed to an earlier date. Students will be notified of changes and notice of such changes will also be posted in Moodle.

### **Noteworthy Dates**

May 19, 2017 – Last day to register or add/drop this course

May 26, 2017 – Last day to withdraw from this course

### **Syllabus and Academic Honesty Agreement**

To show that you have read the syllabus and you understand the academic honesty policy, it is required that you complete the syllabus and academic honesty agreement found on Moodle. You must agree to the terms before you are allowed to complete any other course materials. The agreement is due by Wednesday, May 17, 2017. PLEASE NOTE: you will not be allowed to access any PowerPoint PDFs, audio lectures, discussion boards, or quizzes until this requirement has been completed.

## Tentative Course Schedule & Reading Assignments

### PSYC 4467-01 Summer 2017 Schedule

Information in the tentative schedule is subject to change.

*PLEASE NOTE: All deliverables are due at 10:00pm MST. Additional readings might be announced throughout the semester.*

| Week                      | Topics  | Deliverable                           | Due Date                            |
|---------------------------|---|---------------------------------------|-------------------------------------|
| Week 1<br>(opens<br>5/13) | NOTE: This must be completed before any deliverables can be submitted | Syllabus & Academic Honesty Agreement | 5/17/17                             |
|                           | Introduce yourself  | Forum Participation                   | Initial: 5/17/17; follow-up 5/21/17 |
|                           | Chapter 1: The Historical Background of I/O Psychology                | Chapter 1 Quiz                        | 5/21/17                             |
|                           | Chapter 2: Research Methods in I/O Psychology                         | Chapter 2 Quiz                        | 5/21/17                             |
|                           | I/O Topic of Your Selection   | Research Paper Topic & Abstract       | 5/21/17                             |
| Week 2<br>(opens<br>5/20) | Alternative Job Performance Criteria                                  | Forum Participation                   | Initial: 5/24/17; follow-up 5/26/17 |
|                           | Use of Social Media in Personnel Decisions                            | Forum Participation                   | Initial: 5/24/17; follow-up 5/26/17 |
|                           | Chapter 3: Criteria: Standards for Decision Making                    | Chapter 3 Quiz                        | 5/26/17                             |
|                           | Chapter 4: Predictors: Psychological Assessments                      | Chapter 4 Quiz                        | 5/26/17                             |
|                           | Chapter 5: Personnel Decisions  | Chapter 5 Quiz                        | 5/26/17                             |
| Week 3<br>(opens<br>5/27) | Removing "Evaluation Apprehension" from Performance Appraisals        | Forum Participation                   | Initial: 5/31/17; follow-up 6/2/17  |
|                           | Chapter 6: Organizational Learning                                    | Chapter 6 Quiz                        | 6/2/17                              |
|                           | Chapter 7: Performance Management                                     | Chapter 7 Quiz                        | 6/2/17                              |
|                           | Training and the Hospitality Industry                                 | Assignment                            | 6/2/17                              |
| Week 4<br>(opens 6/3)     | Chapter 8: Organizations and Organizational Change                    | Chapter 8 Quiz                        | 6/9/17                              |
|                           | Chapter 9: Teams and Teamwork   | Chapter 9 Quiz                        | 6/9/17                              |
|                           | Group Development: Remember the Titans                                | Assignment                            | 6/9/17                              |
|                           | Your <i>Approved</i> Topic  | Research Paper Outline                | 6/9/17                              |
| Week 5<br>(opens<br>6/10) | Swing Shifts and Work/Family Conflict                                 | Forum Participation                   | Initial: 6/14/17; follow-up 6/16/17 |
|                           | Chapter 10: Affect, Attitudes, and Behavior at Work                   | Chapter 10 Quiz                       | 6/16/17                             |
|                           | Chapter 11: Workplace Psychological Health                            | Chapter 11 Quiz                       | 6/16/17                             |
|                           | Family-Friendly Organizations   | Assignment                            | 6/16/17                             |
| Week 6<br>(opens<br>6/17) | Timeliness and Content of Feedback on Worker Motivation               | Forum Participation                   | Initial: 6/21/17; follow-up 6/23/17 |
|                           | Chapter 12: Motivation  | Chapter 12 Quiz                       | 6/23/17                             |
|                           | Chapter 13: Leadership  | Chapter 13 Quiz                       | 6/23/17                             |
|                           | Your <i>Approved</i> Topic  | Final Research Paper                  | 6/23/17                             |