
MOS 2181A: Organizational Behaviour
Course Outline: Section 002, Fall 2016
Wednesdays 11:30am to 2:30pm, UCC Room 56

1. Course Information

Instructor:	Ellen Choi, BComm., MSc., PhD. Candidate
Office:	SSC 4434
Skype Name:	elleroosky
Office Hours:	Virtual meetings (Skype) by appointment Tuesdays 4 to 6pm
Main MOS Office Room	SSS 4430
Main MOS Phone:	Switchboard # 519-661-2051 – leave message with receptionist
Email:	echoi84@uwo.ca
Website Address:	See course site on Owl portal https://owl.uwo.ca/portal
Connect URL:	http://connect.mheducation.com/class/e-choi-section-002

DAN Management and Organizational Studies strives at all times to provide accessibility to all faculty, staff, students and visitors in a way that respects the dignity and independence of people with disabilities. Please contact the course instructor if you require material in an alternate format or if you require any other arrangements to make this course more accessible to you. You may also wish to contact Services for Students with Disabilities (SSD) at 519-661-2111 ext 82147 for any specific question regarding an accommodation. More information about "Accessibility at Western" is available at: <http://accessibility.uwo.ca>

2. Calendar Description

The purpose of this course is to study human behaviour in organizations from the individual, group and organizational levels of explanation.

3 lecture hours, 0.5 course

Antirequisite(s): MOS 2180

Prerequisite(s): Enrolment in BMOS or Music Administrative Studies (MAS)

Senate Regulations state, "unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites."

3. Course Materials

Textbook:

Colquitt, J. A., Lepine, J. A., Wesson, M. J., & Gellatly, I. R. (2016). Organizational Behaviour: Improving performance and commitment in the workplace. Toronto: McGraw-Hill. ISBN: 9781259454448.

NOTE: You may purchase the hard copy book or the stand-alone e-book version for this course. If you are purchasing a used textbook, ensure that the CONNECT password was not activated by the previous student user; otherwise, you will not be able to get into the site, so be aware. Only a new textbook or the e-book version of text will allow access to LEARNSMART.

CONNECT – Publisher Website:

You will be expected to use LEARNSMART on the McGraw Hill publisher CONNECT site. This will be made available to you when you purchase your textbook at the bookstore. A password will be given to you.

4. Course Objectives and Format

Course objectives

This course introduces multidisciplinary approaches to human behaviour in organizational settings. Attention will be paid to public and private sector organizations as well as those that operate within a profit and not-for-profit environment. A variety of contemporary issues will be examined from the perspective of the manager as well as those of the worker, the client and the citizen.

Accordingly, the major objectives of Management and Organizational Studies 2181 are:

- To provide an overview of the influential theoretical perspectives and research findings in the field of organizational behaviour
- To offer a set of conceptual frameworks, methodological approaches, and analytical skills which are useful in increasing our understanding of human behaviour in organizations
- To provide opportunities to practice the use of these conceptual frameworks through their application to organizational problems
- To challenge the student to think analytically and creatively about significant issues facing organizational stakeholders now and in the future

Course outcomes

Upon completion of this course, the student will be able to:

- Identify, explain and predict individual behaviour within various workplace situations; recognize and correct workplace situations that are experiencing inadequate levels of employee performance, (i.e., those behaviours that can prevent the achievement of organizational goals).
- Recall and apply appropriate evidence-based OB principles that accurately explain and assist in correcting dysfunctional workplace behaviour.
- Memorize and restate, with a high degree of accuracy, specific OB research findings as they apply to the contemporary workplace.
- Compare and contrast between North American cultural values, principles, and theories from those that exist in global markets.
- Describe legal, ethical and socially responsible management practices as they relate to the workplace.
- Evaluate and develop recommendations based on evidence for the type of assistance required from the HR Department to effectively recruit, select and orientate new employees so as to have a 'better fit'; thus contributing to a more productive workforce.
- Investigate and prescribe which of the motivational theories would be most effective in enhancing employee productivity given certain workplace situations.
- Differentiate between the various leadership models; explain the correlation between a leader's vision/philosophy/values and how such become formalized via organizational design, structure, culture.
- Describe the possible distortions of individual behaviour that can occur as a result of working in a strong group environment; especially as it relates to the socialization process.
- Understand the internal and external pressures forcing change within organizations; articulate the metamorphosis towards more globalized organizations and the increased need for stronger people-oriented management.

Course format

There are several sections of MOS2181 being taught this semester; although all follow a common curriculum, each operates under a unique format. You must attend the section in which you are registered. The various sections taught by various teachers use diverse methodology/delivery techniques and are NOT interchangeable. It is to your advantage to attend classes only where you are registered.

5. Evaluation

Course Component	% of Course Grade	Date(s)
<u>Exam #1</u> <ul style="list-style-type: none">Covers all material from Part #1 of the course2 hours in lengthMultiple choice and short answer questions	40%	<ul style="list-style-type: none">Wednesday, October 26, 201611:30-1:30pmRoom: UCC Room 56
<u>Exam #2</u> <ul style="list-style-type: none">Covers all material from Part #2 of the course2 hours in lengthMultiple choice and short answer questions	40%	<ul style="list-style-type: none">Within December 10-21, 2016 exam periodDate/time/location determined by the Registrar's Office
<u>LEARNSMART Chapter Modules</u> <ul style="list-style-type: none">There will be a total of 5 online modules to complete (2% each)	10%	<ul style="list-style-type: none">Follow posted scheduleComplete chapter module assignment day before class for Chapter's 4, 8, 10, 13, 15
<u>LEARNSMART In-Class Quizzes</u> <ul style="list-style-type: none">There will be a total of 5 online quizzes to complete in class (2% each)Bring your laptops to class	10%	<ul style="list-style-type: none">Follow posted scheduleComplete 5 quizzes in-class from Chapter's 5, 7, 9, 12, 14

Exams

- Exam 1 and Exam 2 are multiple choice + short answer in format, 2 hours in length (each).
- All exams are proctored, closed-book exams.
- Exams are non-cumulative. That is, Exam 1 will cover material in Part #1 of the course and Exam 2 will cover material in Part #2 of the course.
- Students are responsible for material covered in the course lessons as well as the assigned chapters in the text.
- Exams will not be returned to students but may be reviewed in the instructor's office.
- A significant portion of exam questions will be specific to the section and instructor. As such, it is important to attend the section for which you have signed up.
- All exams will be closed book – no books, notes, calculators, electronic dictionaries, or aids of any type will be allowed. Please bring your student card to the exams.
- Dictionaries are NOT allowed into the examinations. Calculators are not allowed (and are not necessary).
- Exams will be scored using an electronic scan-exam program which examines the answer sheets for unusual coincidences in the pattern of answers given which may be indicative and used as supporting evidence of cheating.

LEARNSMART Overview

Found on the CONECT site of McGraw Hill (password comes w/textbook purchase)

- Once you have purchased your textbook – either a hard copy or the e-book, go to the following web link address and click ‘register now’ button. You will need the password to gain access to the site . . . passwords are supplied by the publisher when you purchased your textbook from the bookstore. For hard copy books, the password came attached to your book. For e-books, the password should have been provided on your bookstore receipt – double check with the UWO bookstore that you purchased an e-book that needs a password.
- Your section web address is: **<http://connect.mheducation.com/class/e-choi-section-002>** (copy and paste this address link into the address line of your computer search engine location).
- Once in CONECT, register for our section and proceed to review LEARNSMART. Details and a tutorial regarding online CONECT/LEARNSMART will be made available in OWL during week #2. The LEARNSMART site is rather intuitive, so you may find success on your own by opening the Library menu and then going through the various items listed.
- Understanding the opening page of CONECT:
 - You’ll first see the front cover of the OB textbook (Colquitt, 3rd Canadian edition) - you may click on it to go directly to the e-book pages.
 - Also, notice that on this opening page, there are 5 chapter module assignments listed – the first assignment is Chapter 4 (week 3) and closes September 27th @ 8:00 pm. Consider marking this information on your calendar and note all future assignment due dates.
 - In the toolbox header, you’ll see the Library tab – click it to go to the list of resources available for your learning, including the link to LEARNSMART. If you ever want to go back to the opening/home page, just click the home icon in the upper left side of the toolbox header.
 - Also in the toolbox header is the Performance tab – click it to keep track of your ongoing performance within the adaptive learning assignments.
 - In the lower corner of the opening page, there is a link-out to recorded videos, note that there are no recorded lectures posted for this course – so you may disregard that part of the opening page.

NOTE: A tutorial presentation will be given in Week 1’s class explaining the process of using the McGraw Hill LEARNSMART product. Attendance is highly recommended.

LEARNSMART Chapter Modules (10%)

Found on the CONECT site of McGraw Hill (password comes w/textbook purchase)

We will be following the schedule below – there are 5 LEARNSMART chapter modules to complete. These chapter modules will be used to make up your 10% grade. You must complete a minimum of 5 chapter modules for your grade; however it is to your own benefit to complete more chapter modules, as exams will cover material from all chapters in the text. These modules are due by 8pm the day before class.

Chapter Modules	Week Chapter	Date Module Closes (day before class)
1	Week 3 Chapter 4	Sept 27 @ 8pm
2	Week 5 Chapter 8	Oct 11 @ 8pm
3	Week 9 Chapter 10	Nov 8 @ 8pm
4	Week 10 Chapter 13	Nov 15 @ 8pm
5	Week 12 Chapter 15	Nov 29 @ 8pm

LEARNSMART In-Class Quizzes (10%)

Found on the CONECT site of McGraw Hill (password comes w/textbook purchase)

We will be following the schedule below – there are a total of 5 LEARNSMART Quizzes to complete. These quizzes are held in class. If you are not in class, you may complete the quiz by 11:59pm the same day of class by obtaining the password to access the quiz from the course instructor.

In-Class Quizzes	Week Chapter	Date Module Closes
1	Week 4 Chapter 5	Oct 5 @ 11:59pm
2	Week 5 Chapter 7	Oct 12 @ 11:59pm
3	Week 8 Chapter 9	Nov 2 @ 11:59pm
4	Week 10 Chapter 12	Nov 16 @ 11:59pm
5	Week 11 Chapter 14	Nov 23 @ 11:59pm

Additional Information

- Students are **REQUIRED TO COMPLETE ALL COMPONENTS** of this course. There are no exceptions to this.
- Extra assignments to improve grades will **NOT** be allowed.
- Grades will not be adjusted on the basis of need. It is important to monitor your performance in the course. Remember: You are responsible for your grades in this course.
- **STUDENTS MUST PASS THE FINAL EXAM IN ORDER TO PASS THE COURSE.**

6. Reading and Examination Schedule

Exam 1 will be held on campus Monday, Oct 31, 5-7pm Room TBD and Exam 2 will take place also on campus during the December exam period to be scheduled and announced by the Registrar's Office. NOTE: Students taking the course who live long distances away from London, Ontario will be instructed specifically from the Distance Studies Dept. with exam details.

UWO, Distance Studies should be informed if there are conflicts or concerns – 519-2111, ext. 84879. For example, if you are a student taking a distance studies course and you wish to change your exam centre for the April exam period, you will need to talk to Distance Studies located in WSSB Room 2140. If you have exam conflicts or need to reschedule any exam due to medical or religious reasons, then you are encouraged to check for any conflicts that may occur during scheduled exam times and report such conflicts to your instructor first; then have the conflicts/requests for reschedules confirmed by a Social Science counsellor (Social Science Academic Counselling Office, Room 3207, Social Science Centre, telephone 519 661-2011 or fax 519 661-3384). The counsellor will send an email of such to your professor allowing for a make-up exam to take place in the future. Without counsellor approval, no make-ups are allowed.

MOS 2181A (650) Fall 2016 Class Schedule

Lesson Start Date	Topic(s)	Textbook Readings
PART #1		
Week 1 Sept 14	Introduction to Organizational Behaviour	Chapter 1
Week 2 Sept 21	Job Performance Organizational Commitment VIDEO: Watch "Using Metrics To Drive Business Goals" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=ULzWkXL4m1s	Chapter 2 Chapter 3
Week 3 Sept 28	Personality, Cultural Values, & Ability LEARNSMART: Assignment Chapter 4 VIDEO: Watch "Managing Religious Diversity" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content)	Chapter 4
Week 4 Oct 5	Job Satisfaction LEARNSMART: Quiz Chapter 5 Stress VIDEOS: Watch "Depressing Jobs" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content) And Watch "Robots In The Workplace" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=KwCAtd1J1D0	Chapter 5 Chapter 6
Week 5 Oct 12	Motivation LEARNSMART: Quiz Chapter 7 Trust, Justice, & Ethics LEARNSMART: Assignment Chapter 8	Chapter 7 Chapter 8
Week 6 Oct 19	Midterm Exam Prep	
Week 7 Oct 26	EXAM #1 (40%): Wednesday October 26, 11:30am – 2:30pm Room UCC 56 Covers all lecture material and textbook readings from Chapters 1-8	
PART #2		
OCT 27 & 28	NO CLASSES – FALL STUDY BREAK	
Week 8 Nov 2	Learning & Decision Making LEARNSMART: Quiz Chapter 9 VIDEO: Watch "Decision Making Overload" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content)	Chapter 9
Week 9 Nov 9	Communication LEARNSMART: Assignment Chapter 10	Chapter 10
Week 10 Nov 16	Team Characteristics & Processes Power, Influence, & Negotiation LEARNSMART: Quiz Chapter 12 Leadership Styles & Behaviours LEARNSMART: Assignment Chapter 13 VIDEO: Watch "It's Not About Naming The Next CEO" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=B0DenU78qqY	Chapter 11 Chapter 12 Chapter 13
Week 11 Nov 23	Organizational Structure LEARNSMART: Quiz Chapter 14	Chapter 14
Week 12 Nov 30	Organizational Culture & Change LEARNSMART: Assignment Chapter 15 VIDEO: Watch "Organizational Culture at Zappos" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content)	Chapter 15
Week 13 Dec 7	Preparation for final exam In-person appointments available this week	
Dec 10-21	EXAM #2 (40%): December exam period, date/time/location to be announced Covers all lecture material and textbook readings from Chapter's 9 to15	

7. University Policy Regarding Illness

Illness

The University recognizes that a student's ability to meet his/her academic responsibilities may, on occasion, be impaired by medical illness. Illness may be acute (short term), or it may be chronic (long term), or chronic with acute episodes. The University further recognizes that medical situations are deeply personal and respects the need for privacy and confidentiality in these matters. However, in order to ensure fairness and consistency for all students, academic accommodation for work representing 10% or more of the student's overall grade in the course shall be granted only in those cases where there is documentation supplied (see below for process) indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities.

Documentation shall be submitted, as soon as possible, to the appropriate Dean's office (the Office of the Dean of the student's Faculty of registration/home Faculty) together with a request for relief specifying the nature of the accommodation being requested. These documents will be retained in the student's file, and will be held in confidence in accordance with the University's Official Student Record Information Privacy Policy

http://www.uwo.ca/univsec/pdf/academic_policies/general/privacy.pdf

Once the petition and supporting documents have been received and assessed, appropriate academic accommodation shall be determined by the Dean's Office in consultation with the student's instructor(s). Academic accommodation may include extension of deadlines, waiver of attendance requirements for classes/labs/tutorials, arranging Special Exams or Incompletes, re-weighting course requirements, or granting late withdrawals without academic penalty.

Academic accommodation shall be granted only where the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete his/her academic responsibilities. (Note: it will not be sufficient to provide documentation indicating simply that the student was seen for a medical reason or was ill.)

For any class work worth less than 10% of the total course grade, it is up to the instructor to determine if a makeup will be allowed contingent on medical documentation supplied by the student to the university. A form to be completed by off-campus physicians is available at:

http://www.uwo.ca/univsec/pdf/academic_policies/appeals/medicalform.pdf

Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, examinations, etc. Students must follow up with their professors and their Academic Counselling office in a timely manner.

In the case of a final examination in the course, the student must arrange for a Special Examination or Incomplete through their Dean's office, for which you will be required to provide acceptable documentation.

If you feel that you have a medical or personal problem that is interfering with your work, you should contact your instructor and the Faculty Academic Counselling Office as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. In general, retroactive requests for grade revisions on medical or compassionate grounds will not be considered.

Make Up Examinations

The student must write a make-up exam if the regularly scheduled exam is missed for reasons for which adequate documentation is received by the instructor (this documentation must be supplied by the Academic Counselling office). Students are responsible for contacting their professor **IN**

ADVANCE if they are unable to write an exam for any reason. Exams must be written on the scheduled dates unless you have a legitimate excuse recognized by university admission. Valid reasons include medical or compassionate reasons, and must be substantiated by proper documentation (e.g., a medical certificate). A student who misses a regularly scheduled exam for any other reason, or who is unable to justify a claim, will be assigned a zero for that exam. All necessary supporting documentation must be submitted in a timely fashion.

MIDTERM EXAMINATIONS

- If you are unable to write the midterm exam, inform your instructor (preferably prior to the scheduled date of the test). If the instructor is not available, leave a message for him/her at the department office.
- Be prepared, if requested by the instructor, to provide supporting documentation. Submit your documentation to the Social Science Academic Counseling Office.
- Make arrangements with your professor to reschedule the test.
- The Academic Counseling Office will contact your instructor to confirm your documentation.

FINAL EXAMINATIONS

In the case of a final examination in the course, the student must arrange for a Special Examination or Incomplete through their Dean's office, for which you will be required to provide acceptable documentation.

- You require the permission of the Dean, the instructor, and the Chair of the department in question to write a special final examination.
- If you are unable to write a final examination, contact the Social Science Academic Counseling Office in the first instance to request permission to write a special final examination and to obtain the necessary form. You must also contact your instructor at this time. If your instructor is not available, leave a message for him/her at the department office.
- Be prepared to provide the Social Science Academic Counseling Office and your instructor with supporting documentation.
- You must ensure that the Special Examination form has been signed by the instructor and Department Chair and that the form is returned to the Social Science Academic Counseling Office for approval without delay.

ON-LINE CLASS PREPARATION & QUIZZES

It is expected that students will participate and complete all online learning modules to prepare for class. Students must complete all modules within the timelines posted. In keeping with university policy, the online weekly assignments allow for one week to complete and are worth 1% each. 10 Quizzes will be held online and in-class (1% each).

Makeups/extensions are at the discretion of the instructor and will follow the 'less than 10% rule' as stated in the Policy on Accommodation for Medical Illness.

8. University Policy on Cheating and Academic Misconduct

Cheating on exams will not be tolerated; students are referred to the university policy on scholastic offenses (see section 9.0 below). Looking at the test of another student, allowing another student to view your exam, or obtaining information about a test in advance are all examples of cheating. Students found cheating will receive a zero (0%) on that exam. A number of safeguards will be employed to discourage cheating. For example, examination supervisors (proctors) of the tests may ask students to move to another seat during the exam, cover their paper, avert their eyes from other students' papers, remove baseball caps, etc. This is not meant as a personal affront nor as an accusation of cheating, rather as vigilant attempts at proctoring. A copy of guidelines about how to

avoid cheating can be obtained from the office of the Ombudsperson, Room 3135 WSS, (519) 661-3573.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offenses. Students are urged to read the section on Scholastic Offenses in the Academic Calendar. Note that such offenses include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. If you are in doubt about whether what you are doing is inappropriate, consult your instructor. A claim that "you didn't know it was wrong" will not be accepted as an excuse.

The penalties for a student guilty of a scholastic offense include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

9. Procedures For Appealing Academic Evaluations

In the first instance, all appeals of a grade must be made to the course instructor (informal consultation). If the student is not satisfied with the decision of the course instructor, a written appeal must be sent to the Assistant Program Director or Designate of the BMOS program. If the response of the Assistant Director is considered unsatisfactory to the student, he/she may then appeal to the Dean of the Faculty in which the course of program was taken. Only after receiving a final decision from the Dean, may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office.

10. Student Responsibilities

Material covered in weekly LEARNSMART activities will not always be the same as material covered in a typical classroom lecture, but they are directly tied to the textbook. In addition, items/articles/multi-media that are posted by your professor on OWL should be viewed as complimentary and not redundant. As such, students who want to do well in this course are strongly encouraged to review and engage on a weekly basis to help prepare them for examinations.

11. Support Services

The Registrar's office can be accessed for Student Support Services at <http://www.registrar.uwo.ca> Student Support Services (***including the services provided by the USC listed here***) can be reached at: <http://westernusc.ca/services/> Student Development Services can be reached at: <http://www.sdc.uwo.ca/> Students who are in emotional/mental distress should refer to Mental Health@Western http://www.health.uwo.ca/mental_health/ for a complete list of options about how to obtain help.

12. Other Issues

Grade Policy

The DAN Program has a grade policy, which states that for courses in the 2000 level range, the class average must fall between 65% and 72% for all sections of a course taught by the same instructor. In very exceptional circumstances only, class averages outside this range may be approved by the Undergraduate Chair or Chair. Class averages are not grounds for appeal.

Short Absences

If you miss a class due to minor illness or other problems, check your course outlines for information regarding attendance requirements and make sure you are not missing a test or exam. Cover any readings and arrange to borrow the missed lectures notes from a classmate.

Extended Absences

If you are absent more than approximately two weeks or if you get too far behind to catch up, you should consider reducing your workload by dropping one or more courses. The Academic Counsellors can help you to consider the alternatives. At your request, they can also keep your instructors informed about your difficulties.

Academic Concerns

If you are in academic difficulty, it is strongly recommended that you see your academic counselor.

Important Dates

September 8, 2016	Classes resume
October 10, 2016	Thanksgiving (no school)
Oct 27-28, 2016	Fall Study Break (no classes)
November 5, 2016	Last day to drop MOS2181 without academic penalty
December 7, 2016	Last day of fall semester classes
December 7-8, 2016	Study Days (no classes)
December 10-21, 2016	Final Exam Period

13. Other Information

- Bring student identification to exams.
- Nothing is to be on/at one's desk during an exam except a pencil, an eraser, and the individual's student card
- Do not wear baseball caps to exams
- Do not bring music players, cell phones, beepers, or other electronic devices to exams

For The University of Western Ontario Senate Regulations, please see the Handbook of Academic and Scholarship Policy at: http://www.uwo.ca/univsec/academic_policies/index.html

Section Syllabus Designed By:

E.Choi

August 31, 2016

Professor Name

Date