



## Hankuk University of Foreign Studies

### 2018 Summer Session

### BUS 203 Organizational Behavior

### Course Outline

**Course Code:** BUS 203

**Instructor:** Victoria Digby, BA MA

**Home Institution:** Western University

**Office Hours:** M-Th 4-4:30pm (Additional student meetings may be requested)

**Email:** [vdigby@uwo.ca](mailto:vdigby@uwo.ca)

**Credit:** 4

#### **Class Hours:**

This course will have 72 class hours, including 40 lecture hours, professor 10 office hours, 10-hour TA discussion sessions, 2-hour review sessions, 10-hour extra classes.

#### **Course Description:**

Students will study human behaviour in organizations from the individual, group and organizational levels.

#### **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. The context of application will be within a North American work environment – but will attempt when possible to find S. Korean equivalent situations. 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 this course 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 Goals:

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 – especially as it applies to Korean culture.
- 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 desire for stronger people-oriented management.

### Required Text:

e-Textbook:

Kinicki, A., Fugate, M., & Digby, V. (2016) Organizational Behaviour: Key Concepts 5th Cdn Ed., Toronto: McGraw-Hill. ISBN: 9781259088544 \* 1259088545

DIGITAL FORMAT (Connect with SmartBook e-textbook) MUST BE PURCHASED AT:

<http://www.mheducation.ca/highereducation/products/9781259088544/connect+with+smartbook+online+access+for+organizational+behaviour:+key+concepts/>

NOTE: You must purchase the stand-alone e-textbook version for this course. Be sure that you have access to the online CONNECT website as a significant portion of your semester grade is dependent on it.

### What is CONNECT & LEARNSMART?

It is the Publisher Website. The e-textbook and other learning materials for this course are found on this website. Students will be expected to use LEARNSMART found on the McGraw Hill Ryerson Canada publisher CONNECT site. This will be made available by the publisher when you purchase the e-textbook online . . . a password will be given to the student. NOTE: Used books do not provide this option. Students are not to purchase a used textbook. Only a new e-textbook purchased directly from the publisher will allow access to LEARNSMART.

### Attendance



Summer school is very intense and to be successful, students need to attend every class. Occasionally, due to illness or other unavoidable circumstance, a student may need to miss a class. **Hankuk University policy requires a medical certificate to be excused. Any absence may impact on the student's grade. Moreover, HU policy is that a student who has more than 2 absences will fail the course. Arriving late or leaving early will count as a partial absence.**

### Grading Policy

See Hankuk University student manual for grading policy details.

In this course, grading will be based on the following:

Course Component	%	Date(s)
<p><u>Exam #1 (midterm)</u></p> <ul style="list-style-type: none"> <li>Covers all material from weeks 1&amp; 2 of the course</li> <li>2 hours in length</li> <li>Multiple choice and short answer questions</li> </ul>	40%	<ul style="list-style-type: none"> <li>Monday – July 30, 2018</li> <li>12pm – 2pm</li> <li>Location: Classroom</li> </ul>
<p><u>Exam #2 (final)</u></p> <ul style="list-style-type: none"> <li>Covers all material from weeks 3 &amp; 4 of the course</li> <li>2 hours in length</li> <li>Multiple choice and short answer questions</li> </ul>	40%	<ul style="list-style-type: none"> <li>Thursday – Aug 16, 2018</li> <li>12pm – 2pm</li> <li>Location: Classroom</li> </ul>
<p><u>LEARNSMART Chapter Modules</u></p> <ul style="list-style-type: none"> <li>There will be a total of 8 online chapter modules to complete (2% each)</li> </ul>	16%	<ul style="list-style-type: none"> <li>Follow schedule</li> <li>Complete 8 assignments from chpt's 4, 5, 7, 8, 9, 10, 11, 12, 14 <u>or</u> 15.</li> </ul>
<p><u>Group Assignment – Case Studies</u></p> <ul style="list-style-type: none"> <li>Students will work in small groups to complete two case study assignments.</li> <li>Each case is worth 2% and will be given in preparation of both Exam #1 (midterm) and Exam #2 (final).</li> <li>Students will submit one hardcopy document per group at the due date for each case completed.</li> </ul>	4%	<ul style="list-style-type: none"> <li>Thursday, July 19 Case Study #1 Assigned</li> <li>Friday, July 27 Due at the start of class</li> <li>Thursday, Aug 2 Case Study #2 Assigned</li> <li>Tuesday, Aug 14 Due at the start of class</li> </ul>

### General expectations of student behaviour:

Students are expected to:

- Attend all classes and be responsible for all material covered in class and otherwise assigned. Any unexcused absence may impact a student's grade. **Moreover, HU policy is that a student who has**



**more than 2 absences will fail the course.** Arriving late (after 12:05pm or after attendance is taken) or leaving early (before professor has completed all lecture/classroom discussion) will count as a partial (1/2 day) absence.

- Complete the day's required reading and assignments before class.
- Review the previous day's notes before class; make notes about questions you have about the previous class or the day's reading
- Complete all online LearnSmart assignments on time and complete all required written work on time.
- Refrain from texting, phoning or engaging in computer activities unrelated to class during class. Students who do not do this will be asked to leave the class
- While class participation is welcomed, even required, you are expected to refrain from private conversations during the class period.

### Specific expectations:

#### Exams

- Exam #1 (midterm) and Exam #2 (final) are multiple choice + short answer in format, 2 hours in length (each).
- Exams are non-cumulative. That is, Exam #1 (midterm) will cover material from weeks 1 & 2 of the course and Exam #2 (final) will cover material from weeks 3 & 4 of the course.
- Students are responsible for all material covered in the course lessons as well as the assigned chapters in the text.
- Case studies will be returned to students.
- Exams will not be returned to students but may be reviewed in the instructor's office.
- All exams are proctored and will be closed-book – no notes, calculators, electronic dictionaries, telephones or aids of any type will be allowed. Please bring your student ID card to the exams.
- Dictionaries are NOT allowed into the examinations. Calculators are not allowed (and are not necessary).

#### On-Line LEARNSMART – found on the CONNECT site of McGraw Hill (password comes with e-textbook purchase)

Once you have purchased your e-textbook, 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 purchase your e-textbook online. Your section web address is:

<http://connect.mheducation.com/class/v-digby-hankuk-university-of-foreign-studies-2018-summer-session>

- Copy and paste the above address link into the address line of your computer search engine location.
- Once in CONNECT, register for our section, find the LS (LearnSmart) logo – double click on it and proceed to review LEARNSMART. Details and a tutorial demonstration regarding online CONNECT/LEARNSMART will be made available during the first day of class. 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 CONNECT:



- You'll first see the front cover of the OB textbook (Kinicki/Fugate/Digby 5th Cdn edition) - you may click on it to go directly to the e-textbook pages.

- Also, notice that on this opening page, there are 10 chapter assignments listed – the first online chapter assignment (chpt #2) opens Day #2 of class (July 17th) @ 6am and closes on July 29th @ 11:59 pm. You'll be expected to complete 8 chapter assignments in total this semester. You are expected to complete such assignments online during the date it opens – mark it on your calendar and note all future assignment due dates and closing 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.

**We will be following the schedule below – there are a total of 10 LEARNSMART (LS) chapter modules to choose from. You may wish to complete all ten, but only 8 will be assessed for marks. If you complete more than 8 LEARNSMART (LS) assignments, only the chapters with the highest marks will be counted. Remember, you select which 8 chapters to complete.**

Date/Chapter	Date LS Module Opens	Date LS Module Closes	Weight Factor
Day 2 – chpt 2	July 17 @ 6am	July 29th @ 11:59pm	2%
Day 3 – chpt 3	July 18 @ 6am	July 29th @ 11:59pm	2%
Day 4 – chpt 4	July 19 @ 6am	July 29th @ 11:59pm	2%
Day 5 – chpt 5	July 23 @ 6am	July 29th @ 11:59pm	2%
Day 6 – chpt 6	July 24 @ 6am	July 29th @ 11:59pm	2%
Day 7 – chpt 7	July 25 @ 6am	July 29th @ 11:59pm	2%
Day 8 – chpt 8	July 26 @ 6am	July 29th @ 11:59pm	2%
Day 12 – chpt 9	Aug 1 @ 6am	Aug 15th @ 11:59pm	2%
Day 13 - chpt 10	Aug 2 @ 6am	Aug 15th @ 11:59pm	2%
Day 14 chpt 11	Aug 6 @ 6am	Aug 15th @ 11:59pm	2%

NOTE: A tutorial demonstration of CONNECT & LearnSmart will be done during class on Day #1.

### CASE STUDY ASSIGNMENTS

- Week #1: A case study assignment will be given to you Day #1 of class. It will be completed as a group (4 students maximum) and it will be graded as a group. This is to prepare students for the written portion of Exam #1 (midterm). The formal word-processed assignment must be handed in on time in order to receive full marks. Plus, the format of the document to hand in must have all of the following elements in order to receive full marks:
  - Cover Page: Name of case, course name, name of professor, date, name of all students
  - Page 1: Place name of case at the top of the page, number all pages, proof read for spelling errors
  - All following pages: Be sure to answer all the questions from the case



➤ Be sure to site-specific pages with appropriate OB theory or research findings whenever answering a question. Your opinion is relevant if the question is asking for it alone; otherwise, all statements made in your responses must be supported by expert research from the appropriate chapter.

- Week #3: A case study assignment will be given July 31. This must be completed as a group and it will be graded as a group. This is to prepare students for the written portion of Exam #2 (final). NOTE: You are to use the guidelines learned from case study #1 in order to earn full marks on this assignment.

**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.

**Daily Course Schedule**

The planned schedule below may be modified by the professor to take advantage of special opportunities or events that may arise during the term.

Lesson Start Date	Topic(s) & Assignments/Due Dates	Textbook Readings
Weeks 1 & 2		
Mon, July 16	<ul style="list-style-type: none"> <li>● Introduction to Organizational Behaviour</li> <li>● CONNECT/LearnSmart Demo</li> <li>● Case Study #1: Group Assignment Assigned</li> </ul>	Chapter 1
Tues, July 17	<ul style="list-style-type: none"> <li>● Social Perception and Attribution Factors Influencing Individual Behaviour</li> <li>● LEARNSMART: Assignment Chpt 2 (2%)</li> </ul>	Chapter 2
Wed., July 18	<ul style="list-style-type: none"> <li>● Self Concept, Personality and Emotions</li> <li>● LEARNSMART: Assignment Chpt 3 (2%)</li> </ul>	Chapter 3
Thurs, July 19	<ul style="list-style-type: none"> <li>● Values, Attitudes and Job Satisfaction</li> <li>● LEARNSMART: Assignment Chpt 4 (2%)</li> </ul>	Chapter 4
Mon., July 23	<ul style="list-style-type: none"> <li>● Foundations of Motivation</li> <li>● LEARNSMART: Assignment Chpt 5 (2%)</li> </ul>	Chapter 5
Tues., July 24	<ul style="list-style-type: none"> <li>● Fundamental Concepts of Group Behaviour</li> <li>● LEARNSMART: Assignment Chpt 6 (2%)</li> </ul>	Chapter 6
Wed., July 25	<ul style="list-style-type: none"> <li>● Communicating In The Digital Age</li> <li>● LEARNSMART: Assignment Chpt 7 (2%)</li> </ul>	Chapter 7



	<ul style="list-style-type: none"> <li>● CASE STUDY #1: Due at the beginning of class (2%)</li> </ul>	
Thurs., July 26	<ul style="list-style-type: none"> <li>● Conflict &amp; Negotiation</li> <li>● LEARNSMART: Assignment Chpt 8 (2%)</li> <li>● Case study #1 handed back and reviewed</li> </ul>	Chapter 8
Fri., July 27	REVIEW For Exam #1 (midterm)	SEE TA
Mon., July 30	EXAM #1 – Midterm (40%): Chpts 1 - 8	12pm – 2pm
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Tues., July 31	<ul style="list-style-type: none"> <li>● Discuss Exam #1 results</li> <li>● Case Study #2: Group Assignment Assigned</li> </ul>	Professor Individual Meetings
Wed., Aug 1	<ul style="list-style-type: none"> <li>● Power/Politics and Decision Making</li> <li>● LEARNSMART: Assignment Chpt 9 (2%)</li> </ul>	Chapter 9
Thur., Aug 2	<ul style="list-style-type: none"> <li>● Leadership</li> <li>● LEARNSMART: Assignment Chpt 10 (2%)</li> </ul>	Chapter 10
Mon., Aug 6	<ul style="list-style-type: none"> <li>● Org Culture, Socialization, Mentoring</li> <li>● LEARNSMART: Assignment Chpt 11 (2%)</li> </ul>	Chapter 11
Tues., Aug 7	<ul style="list-style-type: none"> <li>● Org Structure and Design</li> </ul>	Chapter 12
Wed., Aug 8	<ul style="list-style-type: none"> <li>● Managing Change and Job Stress</li> </ul>	Chapter 13
Thurs., Aug 9	<ul style="list-style-type: none"> <li>● Developing A Global Organization</li> <li>● CASE STUDY #2: Due @ beginning of class (2%)</li> </ul>	Chapter 14
Mon - Tuesday., Aug 13 & 14	<ul style="list-style-type: none"> <li>● Complete discussions on OB chapters</li> <li>● Case study #2 handed back and reviewed</li> <li>● Guest Speaker: Leadership In Organizations</li> </ul>	
Wed., Aug 15	REVIEW For Exam #2 (final)	SEE TA
Thurs., Aug 16	EXAM #2 – Final (40%): Chpts 9-14	12pm – 2pm

**Academic Honesty**

Students are expected to maintain high standards of academic honesty. Specifically, unless otherwise directed by the professor, students may not consult other students, books, notes, electronic devices or any other source, on examinations. Failure to abide by this may result in a zero on the examination, or even failure in the course.



Students are also expected to adhere to appropriate scholarly conventions in essays and research papers. This class includes paper assignment(s) in which students must give credit to all outside sources used by means of citations and a bibliography. Failure to do so may result in a zero on the paper assignment, or even failure in the course.

Cheating on exams will not be tolerated. 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 (TA's or 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.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offenses. 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 professor. 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 and/or refusal of a passing grade in the course.

### **ILLNESS & MAKEUP POLICY FOR COURSE**

The professor 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 professor 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 indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities.

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 professor. 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 the professor. 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.

### **Detailed Discussion of Course Requirements**

### **ON-LINE PARTICIPATION**



It is expected that students will participate and complete all online learning modules. Students must complete all modules within the timelines posted. In keeping with classroom policy, the online weekly assignments allow for one week to complete and are worth 2% each with the case study assignments also worth 2% each but are due as a group within the assigned timeline - 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.

### 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

Course Syllabus Designed By:

V. Digby

February 5, 2018

Professor Name

Date

