Saint Leo University

PSY338
Industrial and Organizational Psychology

Course Description:
This course examines both sides of industrial and organizational psychology to include an overview of legal issues in employee selection, job analysis, research design, selection tools, performance evaluation, designing and evaluating training, employee motivation and satisfaction, as well as leadership and other organizational development issues. Because of the nature of the topic, this class will be more methodological than the average psychology class. Group discussion and activities focusing upon application of social psychology, personality psychology, psychological assessment, and experimental methods are critical to success in the course.

Prerequisite:
PSY 121 or PSY 161

Textbook:

Looseleaf:
Aamodt, M. (2014). *Industrial and Organizational Psychology: An Applied Approach* (8th ed). Belmont, CA: Cengage Custom. ISBN-13: 978-1-337-35946-7

Or
eBook:
Aamodt, M. (2014). *Industrial and Organizational Psychology: An Applied Approach* (8th ed). Belmont, CA: Cengage Custom. ISBN-13: 978-1-337-25208-9

Learning Outcomes:
At the completion of the course, the student should be able to:
1. Explain the purpose of I/O Psychology, differentiating between the facets.
2. Describe the type of statistical procedures used in I/O research and applied settings.
3. Explain how legal issues effect personnel decisions, including discrimination, sexual harassment, and best practices in personnel issues.
4. Conduct a basic job/task analysis.
5. Demonstrate an understanding of different types of personnel selection tools.
6. Demonstrate knowledge regarding training and evaluation, performance evaluation, motivation, satisfaction, and leadership in organizations.
7. Apply psychological knowledge and methods to solving basic problems in an industrial, organizational, group, or team setting.

Saint Leo University Core Values:
The Psychology Department has identified the Saint Leo University core values of community and responsible stewardship as the core values that most readily relate to material in PSY 338.

Community: Saint Leo University develops hospitable Christian learning communities everywhere we serve. We foster a spirit of belonging, unity, and interdependence based on mutual trust and respect to create socially responsible environments that challenge all of us to listen, to learn, to change, and to serve.

Responsible Stewardship: Our Creator blesses us with an abundance of resources. We foster a spirit of service to employ our resources to university and community development. We must be resourceful. We must optimize and apply all of the resources of our community to fulfill Saint Leo University's mission and goals.

Course Objectives:
This course is designed to give students not only an understanding of how psychological principles translate to the world of work, but also the ability to bridge across domains in the application of psychology to solve practical problems. Instructors should be mindful to create a course that can be useful to students outside of the psychology major (e.g., students interested in business and human resource management may benefit from taking the course). Due to the nature of the field, the course is expected to be more methodologically oriented than are most other courses.
It is expected that through special assignments, students should be exposed to: PsychInfo and PsychArticles (available at the Saint Leo University library web site), Turnitin.com, the O*Net online (at http://online.onetcenter.org/), the US Department of Labor website (at http://www.dol.gov/) and the American Psychological Association Website.

Evaluation:
Your grade in this course will be determined by a number of factors. Grading will be evaluated in the following manner:

Quizzes (4 at 8% each)	32%
Term Project (Job Analysis)	32%
Term Project Discussion	3%
Presentation of Job Analysis	9%
Threaded discussions (8 at 1% each)	8%
Assignments (8 at 2% each)	16%
Total	**100%**

Grade Distributions:

Exceptional	A	94-100%	Average	C	74-76%
Superior	A-	90-93%	Below average	C-	70-73%
Excellent	B+	87-89%	Marginal	D+	67-69%
Very good	B	84-86%	Poor	D	60-66%
Good	B-	80-83%	Failure	F	59% and Below
Above avg.	C+	77-79%			

Discussions (8 at 1% each):
Students will be required to interact within one or more threaded discussions each week. Three discussion posts will be graded within each discussion area using the following rubric. Posts completed after the week has expired will not be accepted for credit. Each discussion is worth 1% of the final student class grade. The following guidelines will be used to determine grades for each post:

1.0 to 0.8%: Initial post was completed on time, and provided a well thought-out response which added content to the discussion (information from other sources, examples, questions to other students, etc.).
0.7 to 0.5%: Initial post was completed late, or it only minimally added to the content of the discussion.
0.4 to 0.2% points**:** An "I agree" response was posted.
0% : No post was completed.

In online courses, students seek interaction with other students and the instructor. Since there is no face-to-face meeting, this interaction impacts the effectiveness of learning online. As such, class participation is essential and will account for a significant part of your grade. Plan to contribute to every discussion topic with "quality" contributions. In other words, responses should express clear thinking and demonstrate relevance to the discussion. This always involves more than just "I agree."

The mandated number of posts per discussion is only a minimum, but the instructor would really like to see more! The instructor also really likes to see students asking each other questions within the discussions (hint, hint!). Due dates for the initial postings and responses to others will be strictly enforced. No credit will be given to any responses posted after the next module opens. Most initial answers will be due by Thursday 11:59 pm EST/EDT, and most responses to others will be due by Sunday 11:59 pm EST/EDT.

Assignments (8 @ 2% each):
Students will complete eight assignments to assess learning of objectives in that module. Assignments will vary in content. Assignments will be worth 40% of the student's final grade. Assignments will be due by the end of each module on Sunday by 11:59 EST/EDT.

Quizzes (4 @ 8% each):
The course will include four non-cumulative quizzes featuring multiple-choice questions. All exams will equally cover lecture material, class demonstrations and activities, and reading assignments. The first exam occurs during Module 2 and covers material from Modules 1 and 2. The second exam occurs during Module 4 and covers material from Modules 3 and 4. The third exam occurs during Module 6 and covers material from Modules 5 and 6. The fourth exam occurs during Module 8 and covers material from Modules 7 and 8.

Term Paper (Job Analysis Project) (32%):
Your term paper will consist of completing and writing a paper resultant from a job analysis of an existing job (must be a real, existing and compensated job with a Dictionary of Occupational Titles code). The job analysis must be complete; a simple task analysis will not suffice. A complete job analysis includes a job description, occupational outlook, information from the Dictionary of Occupational Titles, any applicable documentation, and a task analysis completed through observation *and* survey. The survey will simply consist of the task inventory, asking 4 or more job incumbents to rate each task on time spent and importance of all tasks. The appendix of your paper should include an analysis of the data collected through this survey. Please see the separate handout for a checklist to facilitate completion of the analysis and write-up.

Note that students should begin early: Completion of this project will REQUIRE them to **shadow a job incumbent for at least one complete work shift**, as well as **requiring incumbents (at least 4) to complete a survey (**as explained above).

Term paper expectations:
The job analysis that you create for your class project should contain the following:

Title Page in APA format
Abstract Page in APA format
One-paragraph brief description of the job
Narrative of the things that you did (2-3 pages minimum, no maximum)
Narrative of what you found (1-2 pages minimum, no maximum)
Include the following information from O*Net (with appendices as necessary):

1. Relationship to other jobs
2. Sample of reported job titles
3. Knowledge, Skills, and Abilities
4. Work Contexts
5. Wage and Employment Trends

Complete job description (within appendices)
List of tasks performed with the accompanying importance and time spent ratings (in appendices)

- Make a table, labeled in APA format
- Have an accompanying figure, labeled in APA format

Any accompanying paperwork that you can get (within appendices)

Reference Page in APA format with at least 5 sources that do not include your textbook or Wikipedia. At least 3 of these must be professional journal articles or books.

Term papers will be graded on the basis of content, clarity and overall quality of work. The paper is an important part of this course. Term papers will be due on the date noted in the timetable below. **Late papers will not be accepted unless prior arrangements are made with the instructor.** You may, at your discretion, hand in a term paper early. If you wish to do so, with time permitting, the instructor will offer comments for revision and accept the revised version no later than the due date.

All students will submit their papers to the course Assignment box. (The Assignment box is linked to Turnitin.) The course ID and password will be made available to you by the second week of class. A plagiarized document will result in a minimum penalty of an "F" for the paper (zero points).

Presentation of Job Analysis (9%):
Students will complete a Powerpoint presentation that presents findings from the Job Analysis paper. Students will post the presentations on Thursday of Module 8 so that classmates can view them. The presentation is worth 9% of the final grade.

Course Schedule:

Module 1   **Overview, History, and Introduction to Research Methods in (I/O) Psychology**

Objectives   **After completing this module, the student will be able to**:
- Explain the purpose of I/O Psychology, differentiating between the facets.
- Describe the type of statistical procedures in I/O Psychology research and applied settings.
- Describe some of the seminal historical and cultural events that contributed to the development of I/O psychology as a field.
- Outline the major contributors to the early growth of I/O psychology.
- Describe the general characteristics of I/O psychology as a field, the challenges it faces, and the opportunities that it presents.

Assignments:

Items to be Completed:	Due No Later Than:
Post Introduction to the Discussion Board	Thursday 11:59 PM EST/EDT
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post responses to at least two classmates' discussion question	Sunday 11:59 PM EST/EDT
Submit Assignments 1 and 2	Sunday 11:59 PM EST/EDT

*Both of the assigned articles are available through the Saint Leo University Online Library database (try PsycINFO and PsycARTICLES).

*Note that the quiz for **Module 2** covers the material from both Modules 1 and 2.

MODULE 2   **Legal and Ethical Issues**

Objectives   **After completing this module, the student will be able to**:
- Explain how legal issues effect personnel decisions, including discrimination, sexual harassment, and best practices in personnel issues.
- Explain the major legal issues related to employee selection.
- Discuss legal issues in organizational studies.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates' discussions	Sunday 11:59 PM EST/EDT
Post Initial response to Term Paper discussion question	Sunday 11:59 PM EST/EDT
Post Responses to at least two classmates' Term Paper discussions	Sunday 11:59 PM EST/EDT
Complete Quiz	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT

AAll three of the articles are available through the Saint Leo University Online Library database (try PsycINFO and PsycARTICLES).

MODULE 3   **Personnel Decision-Making and Job and Task Analysis**

Objectives   **After completing this module, the student will be able to**:
- Describe the type of statistical procedures used in I/O research and applied settings.
- Explain how legal issues effects personnel decisions, including discrimination, sexual harassment, and best practices in personnel issues.
- Conduct a basic job/task analysis.
- Demonstrate an understanding of different types of personnel selection tools.
- Explain the importance of a job analysis.
- Describe the steps in conducting a job analysis.
- Describe how to construct a valid structured interview.
- Explain the decision process in selecting employees and employment tests.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT
Continue Working on Term Paper	Module 7

*Note that the quiz for **Module 4** covers the material from both Modules 3 and 4.

MODULE 4   **Performance and Training**

Objectives   **After completing this module, the student will be able to**:
- Demonstrate an understanding of different types of personnel selection tools.
- Demonstrate knowledge regarding training and evaluation, performance evaluation, satisfaction, and leadership in organizations.
- Describe best practices in creation of a performance appraisal instrument.
- Explain the steps involved in giving a performance appraisal review.
- Describe best practices in performing a training needs analysis.
- Evaluate the effectiveness of a training program from a psychological perspective.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT
Continue Working on Term Paper	Module 7

MODULE 5   **Motivation, Personality, and Attitudes**

Objectives   **After completing this module, the student will be able to**:
- Demonstrate knowledge regarding training and evaluation, performance evaluation, motivation, satisfaction, and leadership in organizations.
- Describe the importance of employee perceptions of fair treatment.
- Outline best practices in employee motivation.
- Explain why considerations of employee satisfaction are important.
- Describe methods for reduction of employee absenteeism and turnover.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT
Continue Working on Term Paper	Module 7

*Note that the quiz for **Module 6** covers the material from both Modules 5 and 6.

MODULE 6   **Organizational Change and Development, Performance, and Leadership**

Objectives   **After completing this module, the student will be able to**:
- Demonstrate knowledge regarding training and evaluation, performance evaluation, motivation, satisfaction, and leadership in organizations.
- Explain the differences between an effective and ineffective listener.
- Describe the set of skills essential for a good leader.
- Explain how to increase employee acceptance of organizational change.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT
Complete Quiz	Sunday 11:59 PM EST/EDT
Continue Working on Term Paper	Module 7

MODULE 7   **Groups and Teams**

Outcomes: **After completing this module, the student will be able to**:
- Apply psychological knowledge and methods to solving basic problems in an industrial, organizational, group, or team setting.
- Outline strategies for increasing group performance.
- Explain strategies in conflict management within groups.
- List situations in which a team approach would be advisable and situations in which it would not.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Term Paper	Sunday 11:59 PM EST/EDT

T*The article is available through the Saint Leo University Online Library database (do an EBSCO search of both Psycharticles and Psychinfo).

*Note that the quiz for **Module 8** covers the material from both Modules 7 and 8.

MODULE 8   **Stress, Burnout, and Safety**

Outcomes: **After completing this module, the student will be able to**:
- Apply psychological knowledge and methods to solving basic problems in an industrial, organizational, group, or team setting.
- Explain the importance of organizational safety policies and practices.
- Describe the most important factors contributing to organizational safety.
- Explain the effects of job stress on human behaviors in the workplace.
- Describe initiatives organizations typically employ to manage workplace stress.

Assignments:

Items to be Completed:	Due No Later Than:
Read the assigned materials	
Post Initial response to the discussion question	Thursday 11:59 PM EST/EDT
Post Responses to at least two classmates	Sunday 11:59 PM EST/EDT
Submit Assignment	Sunday 11:59 PM EST/EDT
Submit Presentation of Job Analysis	Thursday 11:59 PM EST/EDT
Complete Quiz	Sunday 11:59 PM EST/EDT

*The article is available through the Saint Leo University Online Library database (do an EBSCO search of both PsychARTICLES and PsychINFO).