

GRANDE PRAIRIE REGIONAL COLLEGE
ADMINISTRATIVE STUDIES
COURSE OUTLINE

BA 239 - Organization Behavior II

F 1985-86

- TEXT: The One Minute Manager, Blanchard and Johnson, Wm. Morrow Co. Inc., 1983, Paperback
Theory Z, How American Business Can Meet the Japanese Challenge, W.G. Ouchi, Addison Wesley, 1981, Paperback.
Organization Behavior, Concepts, Controversies, and Applications, Robbins, Stephen P., Prentice Hall Inc., 1983, 2nd Edition.
- PREREQUISITE: BA 138 - Organization Behavior I (formerly OT 303)
- COURSE DESCRIPTION: Building upon the foundation of Organization Behavior I, this course examines a variety of topics pertaining to the "human side of enterprise"; including innovations in the field which are designed to better meet the needs of people and organizations. Specific topics include perception and attitudes, stress management, coaching and performance improvement. The emphasis then shifts to utilization of theoretical material by examining recent innovations both domestic and international.
- COURSE OBJECTIVES: The 1980's are rife with threats and opportunities for organizations: deregulation, foreign competition, political instability, technological change etc. etc. Some have suggested that organizations could afford the luxury of mediocre productivity up to now but few would deny that productivity improvements are now imperative to all organizations' very existence. Despite "iron collar workers", the the chip and communications breakthroughs the key to productivity will always be the management of people. This course asks (and attempts to answer): how do people behave in organizations and how can this insight be used for the betterment of people and the organizations they serve?

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Recently, a Japanese manager was asked to assess the quality of Canadian workers. His response:

"Canadian workers aren't lazy, they're just badly managed"

In examining this statement, the course shifts to examining alternatives to the "normal" North American work situation. Innovations both domestic and foreign will be examined. Particular emphasis will be paid to the Japanese industrial system.

Specific objectives are:

1. to expose students to models on selected topics;
2. to acquaint students with alternatives.

GRADING:

Mid Term Exam	30%
Final Exam (possibly a takehome)	30%
*Long Paper	30%
Class Contribution	<u>10%</u>
	100%

Class Contribution - responses to questions
- questions/comments initiated
- interaction with other students

* Long Paper asks you to describe, analyze, and recommend for an organization of your choice for at least two of the topics covered in OB I and OB II. This is a lengthy and demanding project which is due two weeks prior to the last day of classes. More details will be provided at the appropriate time.

Conversion from percentages to stanines as follows:

90 - 100%	9
80 - 89	8
72 - 79	7
65 - 71	6
57 - 64	5
50 - 56	4
45 - 49	3
26 - 44	2
0 - 25	1

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COURSE CONTENT: Recall that in BA 138 the following were outlined: Motivation, Conflict, group dynamics, leadership and the management of change. cursory examination of the text demonstrates that large chunks of the discipline were ignored in BA 138. Therefore, much of this course's content attempts to "plug" these holes. Thereafter, the perspective shifts to examining alternatives to the "normal" means of organizing productive energy will be outlined and should serve to integrate the material in both courses.

<u>Topic</u>	<u>Time Allotment</u>	<u>Text Chapters</u>
* Power and Politics	2 weeks	12, 19
Values, Attitudes and Ethics	1 week	3
Perception	1 week	5
Stress Management	1 week	pp.90-97
Coaching, Perfor- mance Improvement	2 weeks	7, 16
The Japanese Model	2 weeks	Theory 2
Innovations in the Work Place: QWL	2 weeks	19,20,21
Outlook/Review	1 week	nil

* Some or all of this may have been covered in BA 138.

TESTS: Only those students who contact me before a scheduled test will be permitted to write a supplemental.

ASSIGNMENTS:

1. Barring legitimately exceptional circumstances, assignments are due by 3:00 p.m. on the due date (or in class for evening courses). Late assignments will be docked 10% per school day late. Please note that assignments are late as of 3:05 p.m.
2. Preferably assignments will be typed. However, so long as they are legible they will be accepted in handwritten form. Illegible paper will be returned unmarked.
3. At the College level, you are expected to submit assignments which are properly edited, free of spelling and grammatical errors. Assignments with excessive errors may be returned unmarked.
4. Students are encouraged to discuss cases among themselves. However, unless the case is specifically designated as a group paper, write-ups are to be done independently. Plagiarism will be treated in the harshest possible terms.

PUNCTUALITY/ATTENDANCE: Classes will start on time and reviews of material already covered will not be provided for late students. While students are expected to attend class regularly, attendance will not be taken. Failure to attend regularly will impact the class contribution portion of the final grade and will influence my willingness to provide remedial assistance. In other words, don't ask me for help if I haven't seen you in class for six weeks (barring legitimate reasons, of course).

FINALLY: The onus is on the student to seek help if required. I shall presume satisfactory progress and comprehension unless I hear to the contrary. There is no shame whatsoever in seeking assistance, and I shall happily provide it, but YOU must initiate the process. Please do so early as it is rather difficult to help in a significant way the day before the exam.

My office hours are only a guide to my availability. Please feel free to wander in as you see fit.