Organization Behaviour

Academic Year: (2019 / 2020) **Review date: 24-04-2020**

Department assigned to the subject: Business Administration Department

Coordinating teacher: SANCHEZ MANZANARES, MIRIAM

Type: Compulsory ECTS Credits : 6.0

Year : 3 Semester : 2

REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Introduction to Business Administration

OBJECTIVES

In this course the student will learn to appreciate the diversity and complexity of the behavior of people in organizations. The learning objectives can be aggregated into three levels: individual, group and organization.
KNOWLEDGE:
1) At the individual level:
- Learn the basic elements of the perception process and how to anticipate them in communication and decision-making.
- Using the different models of decision-making, analyze the effect of different individual characteristics and processes on productivity, absenteeism turnover and job satisfaction.
- Describe the process of motivation and its applications to different real-life situations

2) At the group level:

- Identify the key factors that explain group behavior.
- Summarize the conclusions from the different theories of leadership.
- Be able to analyze the communication process and its components in order to apply them to real-life situations.

3) At the organizational level:
- Analyze the process of conflict and identify its causes.
- Analyze the elements of organizational culture their influence on organization ethics.
SKILLS:
- Develop the ability to work autonomously under pressure in the solving of real cases.
- Develop teamwork skills and learn to use techniques that optimize group decision-making.
- Develop the ability to lead and motivate others.
ATTITUDES
- Build a solid ethical background for decision making and conflict management.
- Learn how to increase employee commitment in organizations.
- Develop an entrepreneurial attitude with respect to organizational change.

DESCRIPTION OF CONTENTS: PROGRAMME

1. Essentials of individual behavior.
2. Perception and decision-making.
3. Values, attitudes and satisfaction.
4. Basic concepts of motivation and their applications.
5. Group and teams.
6. Leadership.
7. Communication.
8. Power, conflict and negotiation.
9. Organizational culture.
10. Change management and organizational development.

LEARNING ACTIVITIES AND METHODOLOGY

This course combines both digital (on the e-learning SPOC platform) and traditional face-to-face contents. It includes two kinds of sessions: magistrales and practice in reduced groups. In magistrales, students have to work before class by visualizing learning videos on SPOC platform and responding to questions and self-assessment test. During face-to-face magistrales, the professor will respond to students' questions and doubts about the digital contents on SPOC, assessing the level of learning acquired and formulating new questions to reinforce the knowledge acquired. In addition, students will have to do a short group presentation about one interesting issue related the topic of the week. In practical sessions, the professor will correct the exercises and cases on the SPOC platform, as well as s/he will propose new cases to work in groups in class.

Individual tutorials will be asked by the students when needed within the professor´s schedule. Also, there will be collective tutorials to monitor the development of the final group project.

ASSESSMENT SYSTEM

The course grade will be determined by:
- A final exam (50%). Minimum grade is 4 points.
- A company's group project including in-class presentation (35%).
- Weekly practices in class (10%).
- Working on e-learning platform SPOC (5%).

NOTE. The international students developing the OB course through the EVE project will be assessed according to the e-learning modality.

% end-of-term-examination:	50
% of continuous assessment (assigments, laboratory, practicals…):	50

BASIC BIBLIOGRAPHY

- ROBBINS, S. P. Organizational Behavior, Prentice Hall. . 10ª Edition. 2002.