



THE FISHER VALLEY COLLEGE, INC.
"A Christ-centered Institution"
COLLEGE OF BUSINESS ADMINISTRATION AND ACCOUNTANCY
No. 5, Manuel L. Quezon St., Hagonoy, Taguig City, 1632 Philippines
(02) 8401-6751 * www.tfvc.edu.ph * www.tfvcdbaa.weebly.com
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COURSE SYLLABUS

SA107

HUMAN BEHAVIOR IN ORGANIZATIONS

1ST Semester, A.Y. 2021-2022

Tuesday, 10:00-1:00

Google Meet Link: <https://meet.google.com/bnp-nion-onu>

Marlon B. Raquel, JD, DBAc, LPT
Professor

COURSE DESCRIPTION: This course concerns the study of human behavior in organizations and its applications to management processes especially its implications in human resource management. Topics include the nature of organizational behavior, diversity on organizations, attitudes and job satisfaction, emotions and moods, personality and values, perception and individual decision making, motivation concepts and their applications, foundations of group behavior, understanding work teams, leadership, power and politics, communication, conflict and negotiation, organization structure, human resource policies and practices, organizational change and stress management. Employees' behaviors are viewed as integral part of organizations and thus, by examining organizational behavior, improvement on the effectiveness of the organization and its employees' lives are analyzed.

LEARNING OBJECTIVES:

This course introduces organizational behavior theories that will allow students to analyze and apply theories to the organizational system specifically to managing personnel.

At the end of the semester, the student will be able to:



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1. Demonstrate the ability to analyze and evaluate different leadership and management development theories.
2. Understand how individual characteristics such as personality, attitudes, moods, values and emotions affect organizations.
3. Explain different motivation theories and how these theories are applied in real situations in the business field.
4. Provide ability to analyze and integrate the power of teamwork and communication to human resource management.
5. Discuss the main concepts of negotiation and their applications to conflict resolution.
6. Understand organizational structure, design, culture and change and stress management.

COURSE OUTLINE:

CHAPTER 1 WHAT IS HUMAN BEHAVIOR IN ORGANIZATION?

- The Importance of Interpersonal Skills • What Managers Do • Enter Organizational Behavior • Complementing Intuition with Systematic Study • Disciplines that Contribute to the OB Field • There Are Few Absolutes in OB • Coming Attractions: Developing an OB Model • Global Implications

CHAPTER 2 DIVERSITY IN ORGANIZATIONS

- Diversity • Biographical Characteristics • Ability • Implementing Diversity Management Strategies • Global Implications

CHAPTER 3. ATTITUDES AND JOB SATISFACTION

- Attitudes • Job Satisfaction • Global Implications

CHAPTER 4. EMOTIONS AND MOODS

- What Are Emotions and Moods? • Emotional Labor • Affective Events Theory • Emotional Intelligence • OB Application of Emotions and Moods • Global Issues



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CHAPTER 5. PERSONALITY AND VALUES

Personality and Values

CHAPTER 6. PERCEPTION AND INDIVIDUAL DECISION-MAKING

What is Perception? • Person Perception: Making Judgments about Others • The Link between Perception and Individual Decision Making • Decision Making in Organizations • Influences on Decision Making: Individual Differences and Organizational Constraints • What about Ethics in Decision Making? • Global Implications

CHAPTER 7. MOTIVATION CONCEPTS

Defining Motivation • Early Theories of Motivation • Contemporary Theories of Motivation • Integrating Theories of Motivation • Global Implications

CHAPTER 8. MOTIVATION: FROM CONCEPTS TO APPLICATION

Motivating by Job Design: The Job Characteristics Model • Employee Involvement • Using Reward to Motivate Employees • Global Implications

CHAPTER 9. FOUNDATIONS OF GROUP BEHAVIOR

Defining and Classifying Groups • Stages of Group Development • Group Properties: Roles, Norms, Status, Size, and Cohesiveness • Group Decision Making • Global Implications

CHAPTER 10. UNDERSTANDING WORK TEAMS

Why Have Teams Become So Popular? • Difference between Groups and Teams • Types of Teams • Creating Effective Teams • Turning Individuals into Team Players • Beware Teams Aren't Always the Answer Page 5 of 7 • Global Implications for Managers



CHAPTER 11. COMMUNICATION

Function of Communication • The Communication Process • Direction of Communication • Interpersonal Communication • Organizational Communication • Choice of Communication Channel • Barriers to Effective Communication • Global Complication

CHAPTER 12. LEADERSHIP

What is Leadership? • Trait Theories • Behavioral Theories • Contingency Theories • Leader-Member Exchange (LMX) Theory • Charismatic Leadership and Transformational Leadership • Authentic Leadership: Ethics and Trust are the Foundations of Leadership • Leading For the Future: Mentoring • Challenges to the Leadership Construct • Finding and Creating Effective Leaders • Global Implications

CHAPTER 13. POWER AND POLITICS

Basis of Power • Dependency: The Key to Power • Power Tactics • Sexual Harassment: Unequal Power in the Workplace • Politics: Power in Action • Causes and Consequences of Political Behavior • The Ethics Behaving Politically • Global Implications

CHAPTER 14. CONFLICT AND NEGOTIATION

A Definition of Conflict • Transaction in Conflict Thought • The Conflict Process • Negotiation Page 6 of 7 • Global Implications

CHAPTER 15. FOUNDATION OF ORGANIZATIONAL STRUCTURE

What is Organizational Structure? • Common Organizational Designs • New Design Options • Why Do Structure Differ? • Organizational Designs and Employee Behavior • Global Implications

CHAPTER 16. ORGANIZATIONAL CULTURE

What is Organizational Culture? • What Do Culture Do? • Creating and Sustaining Culture • How Employees Learn Culture • Creating and Ethical Organizational Culture • Creating and Positive Organizational Culture • Spiritually and Organizational Culture • Global Implications



CHAPTER 17. HUMAN RESOURCE POLICIES AND PRACTICES

Training and Development Programs • Performing Evaluation • Managing Work-Life Conflicts in Organizations • Global Implications

CHAPTER 18. ORGANIZATIONAL CHANGE AND STRESS MANAGEMENT

Forces for Change • Planned Change • Resistance Change • Approaches to Managing Organizational Change • Creating a Culture for Change • Work Stress and Its Management • Global Implications

LEARNING MANAGEMENT SYSTEM:

We shall use **Moodle** as Learning Management System, thus, all lectures will be posted there. Course requirements must be submitted/uploaded in your Moodle accounts as well.

In cases where Moodle is down or is not working, submissions shall be through **Google Drive and/or Google Forms**.

For lectures and class discussions, we shall use Google Meet. Download **Google Meet** and **Google Calendar** to synchronize our meeting schedules and for the Google Meet link/code. I prefer Google Meet over other video applications because:

1. Its usage is **unlimited**. We will not be disconnected after 40 minutes;
2. It is **more secure** than other video conferencing applications in the market;
3. It is **free**.
4. In terms of data usage, it **consumes less data**. This is advantageous for students who are only relying on mobile data.



Always use your **TFVC email account** for all class-related communications. I will deny your request to join Google Meet discussions if you are using any non-TFVC email account.

If you have problems with your TFVC email or Moodle account, contact the College Office **immediately** for assistance.

CLASS ETIQUETTE DURING ONLINE CLASSES:

1. Wear an appropriate attire when attending your online classes.
2. Do not attend classes while lying in your bed, i.e., in your sleeping mode.
3. I will not require you to turn on your video during class discussions. However, when your name is called, make sure to turn on your video.
4. I will check your attendance twice which are normally conducted before and after class discussions. Sometimes, I randomly check attendance on my own without specifically calling your names just to check you are still online. Every time you leave from the meeting, I am notified.
5. If you need a 'CR break', send me a private message in the chat box.
6. In compliance with RA 10173, recording of sound and video during online classes is prohibited unless I approve it. Taking of pictures/screenshots is likewise prohibited unless there is a prior consent. You will be held liable for violation of Republic Act 10173 or the Data Privacy Act which protects the fundamental human right of privacy of individuals. All class-related materials are for classroom purposes only. Refrain from posting them in your social media accounts.



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COURSE REQUIREMENTS:

| <u>Requirements</u> | <u>Weight</u> | <u>Due on</u> |
|--|---------------|---------------|
| Midterm Exam | 25% | October 19 |
| Final Exam | 25% | December 21 |
| Case Studies | 25% | |
| Case Study 1 | 6.25% | Sept. 21 |
| Case Study 2 | 6.25% | Oct. 12 |
| Case Study 3 | 6.25% | Nov. 9 |
| Case Study 4 | <u>6.25%</u> | Dec. 7 |
| | <u>25.00%</u> | |
| Class Standing (Recitation, Attendance, Quizzes) | 25% | |



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REFERENCES:

Robbins, Stephen P. and Judge, Timothy A. (2017). ***Organizational Behavior (17th Edition)***. Pearson/Prentice Hall: New Jersey

Any book in human behavior in organization

Notes:

To receive a passing mark, you need to **comply all requirements**.
Hard work always pays off.

Always be **courteous/polite** to your professor and classmates.

This Course Syllabus is updated as of August 16, 2021 and may be updated to suit the needs of the class.



PROPER WAY OF SENDING A MESSAGE TO YOUR TEACHER

1. START WITH A GREETING
"Good morning/afternoon/evening, Ma'am/Sir."
AVOID STARTING YOUR MESSAGE WITH "HI", "HELLO", and "MUSTA?".

2. INTRODUCE YOURSELF
"I am (your name) of (section), your student in (subject)."
NOTE: YOUR TEACHER IS HANDLING MORE THAN 50 STUDENTS, HE OR SHE MIGHT NOT RECOGNIZE YOU ESPECIALLY IF YOU ARE USING A DIFFERENT NAME ON FACEBOOK.

3. STATE THE PURPOSE OF YOUR MESSAGE
"I would like to ask a question regarding..."
"I was informed by my classmate that..."

4. ASK FOR CLARIFICATIONS
"May I ask if..."
"May I confirm if you have received..."

5. END THE CONVERSATION WITH GRATITUDE
"Thank you for answering my question, Ma'am/Sir."
DO NOT JUST LEAVE YOUR TEACHER ON SEEN AFTER HE/SHE ANSWERED YOUR QUESTIONS.

BASIC EDUCATION

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