

CAPITAL COMMUNITY TECHNICAL COLLEGE

PSYCHOLOGY OF THE WORKPLACE

PSY 247

CATALOG DESCRIPTION

A comprehensive study that introduces the student to the applications of psychology in the workplace. The three main topic areas to be covered are: organizational psychology, human factors psychology, and personnel psychology.

Lecture hours per week: 3

Prerequisite: PSY 101 recommended

COURSE OBJECTIVES

It is expected that by the end of the course, students would have a broad but concise view necessary for:

- (1) collecting information about individuals with respect to their probability of success in a particular job.
- (2) coordinating the needs of the individual employee with the needs of the organization;
- (3) developing work environments that are optimally suited to the capacities and limitations of employee;

COURSE CONTENT

Part I: General Background

Historical Development of Industrial/Organizational Psychology

Definition of I/O Psychology

Historical development of I/O Psychology

I/O Psychology and Personnel Management

Principles, Practices, & Problems

Behavior in organizations

Scope and importance of psychology in the workplace

Data collection and analysis

Problems of psychology in the workplace

I/O Psychology as a Career

Part II: Fitting Employees to the Workplace

Employee Selection

Recruiting Job Applicants

Screening Applicants: interviews, tests, references, etc.

Human Resource Planning

The Challenge of Fair Employment

Training & Development

Principles of Learning

Training Needs

Training Methods & Techniques

Evaluation of Training

Career Assessment & Development

Part III: Organization of the Workplace

Leadership in Organizations

- Theories of Leadership
- Leadership Styles
- Characteristics of Leaders
- Functions of Leaders
- Pressures & Problems of Leadership
- Minorities in Management Positions

Motivation, Morale, and Job Satisfaction

- Definitions of Motivation, Morale, & Job Satisfaction
- Changing Values of the American Worker
- Theories of Work Motivation
- Motivational Practices in Organizations
- Morale & Quality of Working Life
- Job Satisfaction & Productivity

Part IV: Conditions of the Workplace

Working Conditions

- Physical Conditions of Work
- Temporal Conditions of Work
- Psychological Conditions of Work
- Types of Work Schedule
- TeleComputing - The Workplace at Home

Groups in Organizations

- Formal & Informal Work Groups
- Group Influence on Individual Behavior
- Group Influences on Morale & Attitudes
- Team Building & Decision Making

Stress in the Workplace

- The Nature of Stress
- Individual Differences in Vulnerability to Stress
- Causes of Stress at Work
- Effects of Stress at Work
- Dealing with Stress at Work

Human Factors Psychology

- Operator-Machine Systems
- Work-Space Design
- Computers and Robots at Work
- Employee Adjustment to Technological Change

Employee Safety & Health

- Causes of Accidents
- Reduction & Prevention of Accidents
- Drug use in the Workplace
- Drug Testing in the Workplace
- Hazardous Materials in the Workplace

Part V: Other Roles of the Psychologist

Organizational Development

- What is Organizational Development
- Models of Change Process
- Implementing Organization Change
- Evaluation of Organizational Development

Psychology and the Consumer

- The Seller & the Consumer
- Consumer Survey
- Product Design & Advertising

EVALUATION

Four tests will be administered in this course. The lower of the first three test scores will not be used in computing the final grade. The tests will cover lecture materials and assigned readings. The questions will be a combination of multiple choice and essay questions. There will be no make-up exams. Extra credits may be earned by participating in group exercises assigned in the class. Students will be required to submit a case study as part of the course requirement. The case study is expected to reflect your theoretical background in psychology and scientific observation of a specific organizational setting. All the tests as well as the case-study will count equally in computing the final grade.

INSTRUCTIONAL METHODS

Although the course will be primarily of the lecture mode, there will be class discussion of the topic areas to make the course material more relevant and understandable to the student. Videotapes, charts, and other audio-visual aids will be used to illustrate and emphasize certain topic areas. In addition, relevant scholarly articles will be assigned to ensure critical and in-depth discussion of various topics.

TEXT

Schultz, D.F. and Schultz, S. E. (1990) Psychology and Industry Today, 5th Edition, New York, MacMillan Publishing Company.

Supplemental readings will be assigned from current literature and placed on reserve in the library.