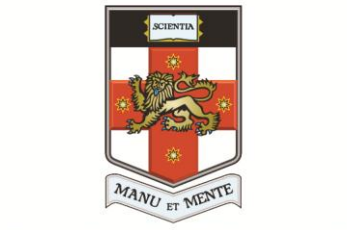

Science

Faculty of Science
School of Psychology

GENS9005
Psychology of Work

Semester 2, 2014

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1. Information about the Course			
FACULTY	Science		
SCHOOL OR DEPARTMENT	Psychology		
COURSE CODE	GENS9005		
COURSE NAME	Psychology of Work		
SEMESTER	Semester 2	**YEAR**	2014
UNITS OF CREDIT	6	**LEVEL OF COURSE**	General Education
ASSUMED KNOWLEDGE, PREREQUISITES OR CO-REQUISITES	You cannot enrol in this subject if you have completed or are enrolled in PSYC3141		
SUMMARY OF THE COURSE	How can knowledge of psychology help you to be a better manager, employee or employer? This course will examine the ways that industrial and organisational psychology is applied in the workplace. The course will examine research methods used to improve employee well-being and organisational productivity in areas such as recruitment and selection, training, leadership, motivating employees, managing performance, and job analysis.		

2. Staff Contact Details				
COURSE COORDINATOR & LECTURER				
Name	**Phone**	**Email**	**Office**	**Contact Time & Availability**
Dr Paula Saunders	9385 1553	paula.saunders@unsw.edu.au	MAT Room 906	By appointment.
COURSE ASSISTANT & TUTOR				
Liz Goldenberg				By appointment.

3. Course Timetable				
Component	**Class Number**	**Day**	**Time**	**Location**
Lecture		Mon	Available by 10:00	Online
NB. Course timetables are subject to change without notice. Students are advised to check regularly for updates on the Moodle course site.				

4. Aims of the Course

This course aims to provide UNSW students with a general understanding of the application of Psychology to the world of work. Students will gain an awareness of the types of issues dealt with in the workplace and an awareness of common research and practical tools and techniques used to deal with these issues.

5. Student Learning Outcomes		
By the end of this course you will have:		
1.	A knowledge and understanding of psychology with regard to:	1.1. What is meant by work, psychology and organisational behaviour and how these definitions influence the design of jobs. 1.2. Common approaches in job analysis, selection, and performance management and the efficacy of these. 1.3. Different ways to explain employee motivation and how these are used in practice. 1.4. Methods used in training employees and evaluating the effectiveness of training interventions. 1.5. Methods used to deal with occupational stress and evaluating the effectiveness of workplace stress interventions. 1.6. Different ways to explain effective leadership, high performing teams and workplace communication and how these are used in practice. 1.7. Importance of individual differences in influencing performance improvement and sustaining performance over time.
2.	Developed effective communication skills in Psychology including the ability to:	2.1. Write effectively in a variety of formats (career portfolio, group charter agreement, presentation proposal and plan) and for a variety of purposes (e.g., informing, explaining). 2.2. Demonstrate effective oral communication skills in various formats (e.g., group discussion, presentation). 2.3. Demonstrate effective interpersonal communication skills including: listening accurately and actively; providing constructive feedback to others; adopting flexible techniques to communicate sensitively and effectively with diverse ethnic and cultural partners, including in the context of team-work. 2.4. Collaborate effectively, demonstrating an ability to: work with a group to complete projects within reasonable timeframes and in an ethical manner.
3.	Come to understand and apply psychological principles derived from an understanding of organisational psychology in a broader framework, including the ability to:	3.1. Apply psychological concepts, theories, and research findings to solve problems in everyday workplaces. 3.2. Demonstrate insightful awareness of one's feelings, motives, and thoughts about workplace behaviour based on principles of organisational psychology learned in this course.

6. Graduate Attributes		
School of Psychology Graduate Attributes*	**Level of Focus** 0 = No focus 1 = Minimal 2 = Minor 3 = Major	**Activities/Assessment**
1. Research, inquiry and analytical thinking abilities	3	The group presentation will enable you to extend your own research skills and allow you to develop competence in using databases such as PsycInfo and PSYCarticles. In completing the group presentation you are required to demonstrate reading beyond the suggested text.
2. Capability and motivation for intellectual development	3	You should be able to, and be interested in, applying the psychological principles derived from organisational psychology to your own career and workplace experiences.
3. Ethical, social and professional understanding	2	You might like to think about organisations as macrocosms of the broader community. As an employee, employer or manager you have a responsibility to model appropriate behaviours and challenge organisations to act in ethical and socially responsible ways.
4. Communication	3	Your written communication skills should be developed further in preparing your portfolio assignment and group presentation. Discussions during your group meetings will allow you to exercise your oral communication skills, which will be further refined through the preparation of your final presentation.
5. Teamwork, collaborative and management skills	3	The group presentation will provide you with an opportunity to build the skills required to work collaboratively and respectfully within a team to accomplish a set task. During the team project you will have opportunities to develop your leader/management skills as you assist yourself, and your team members to adhere to deadlines and strive to reach pre-set goals.
6. Information literacy	3	You should be able to demonstrate a good understanding of the major concepts, theoretical perspectives, and empirical findings relevant to organisational psychology in all of the assessments (quizzes, portfolio, and group presentation). The quizzes will give you an opportunity to reflect on your understanding of the materials and to adjust your learning strategies to optimize your results. Successful completion of the group presentation will encourage you to critically evaluate the content of published research studies.

* The *Graduate Attributes of the Australian Undergraduate Psychology Program* was produced as part of the Carrick Associate Fellowship project, "Sustainable and evidence-based learning and teaching approaches to the undergraduate psychology curriculum", and "Designing a diverse and future-oriented vision for undergraduate psychology in Australia", a Discipline-based Initiative funded by the Carrick Institute for Learning and Teaching in Higher Education (see Appendix II), and supported by the Australian Psychological Society, and the University of New South Wales (School of Psychology; Learning and Teaching @UNSW).

7. Rationale for the Inclusion of Content and Teaching Approach

This course complements other courses in human resources and management by emphasising findings from psychological research and evidence based practice. Principles learned in this course will help those students entering the workforce in the next year or two.

8. Teaching Strategies

A number of different strategies are used to convey psychological theories and illustrate the practical application of these theories. Strategies include formal lectures and the use of case studies, practical examples and research findings to illustrate points of interest.

9. Course Schedule

Week	Lecture Topic	Required Readings
1	Introduction & Job Analysis	Chapter 1 & Chapter 3 (pp. 80-94 only)
2	Recruitment and Selection	Chapter 4
3	Individual Differences	Chapter 5
4	Communication & Conflict	Chapter 15
5	Training & Performance Appraisal	Chapter 10 (pp. 282–301 only)
6	Leadership	Chapter 11
Mid-term Exam – will cover material covered in Weeks 1-6 in both the lectures and readings		
7	Teams	Chapter 9
8	Motivation	Chapter 6
9	Work Attitudes & Values	Chapter 7
10	Occupational Stress	Chapter 8
11	Organisational Culture & Climate	Chapter 13
12	Career Development & Review	Chapter 10 (pp. 302-303)
Final Exam – will cover material covered in Weeks 7-12 in both the lectures and readings		

10. Assessment

Assessment Task	Weight	Learning Outcomes Assessed	Graduate Attributes Assessed	Date of		Feedback		
				Release	Submission	Who	When	How
Mid-term exam	20%	1 & 3	1, 3 & 6	Week 7	Week 7	Online	Week 7	Online
Final exam	20%	1 & 3	1, 3 & 6	Week 13	Week 13	Online	Week 13	Online
Both exams will be open from 10pm Sunday to 6pm Monday of the week specified								
Portfolio assignment	30%	1, 2 & 3	1, 5 & 6	Week 1	Part 1 – Week 2 Part 2 – Week 3 Part 3 – Week 4 Part 4 – Week 5 Part 5 – Week 6	Online	Week 10	Online
All portfolio parts are due by Friday, 9:00am of the week specified								
Group presentation	30%	1, 2 & 3	1, 2, 3, 4, 5 & 6	Week 1	Presentation Plan & Charter – Week 4 Final Presentation – Week 10 Peer Review – Week 11	Online & Lecturer	End of session	Online
All components of the group presentation are due on Friday, 9am of the week specified.								

Online multiple-choice mid-term exam (20% of your final mark): This exam is based on lecture and textbook material covered in Weeks 1 through 6. It consists of 20 questions which you must answer in 15 minutes (approximately 45 seconds should be spent on each question).

Online multiple-choice final exam (20% of your final mark): This exam is based on lecture and textbook material covered in Weeks 7 through 12. It consists of 20 questions which you must answer in 15 minutes (approximately 45 seconds should be spent on each question).

Note: in order to pass the course both exams must be completed.

Portfolio assignment (30% of your final mark): You are required to complete an individual assignment that consists of 5 parts. In Part 1 (due Friday, Week 2 by 9am) you are required to analyse a job advertisement. In Part 2 (due Friday, Week 3 by 9am) you are required to identify your personal strengths. In Part 3 (due Friday, Week 4 by 9am) you are required to prepare a resume. In Part 4 (due Friday, Week 5 by 9am) you are required to create interview questions using the STAR framework. **In Part 5 (due Friday, Week 6 by 9am) you are required to pull parts 1, 2, 3, and 4 together and submit a final portfolio to be assessed.** The portfolio assignment is graded in two ways. First, 10% of the final grade will be allocated for submitting each portfolio part by 9am on the specified Friday. For each part submitted on time, you will be given 2%. Submissions received after 9am will be assigned a mark of zero for timeliness. Second, the final portfolio submission (Part 5) is worth 20%. Although parts 1-4 will not be assessed, careful and thorough completion of these will help you prepare a superior final portfolio, which will be assessed. The final portfolio will be marked according to the assessment criteria which is available in the Portfolio section. A lateness penalty of 2% per day will be incurred for late submission of the final portfolio.

Note: in order to pass the course all 5 portfolio parts must be submitted.

Group presentation (30% of your final mark): You are required to complete a group assignment which consists of 3 parts. You will be distributed randomly into groups of 5-6 members. As a group you are required to submit three assignments. First, your group is required to prepare a presentation plan, which summarises your presentation topic and your strategy for completing the presentation by the due date, and a group charter, which summarises your group expectations (due Friday, Week 4 by 9am). Second, your group is required to submit a 10 minute presentation on your chosen topic (worth 20%, due Friday, Week 10 by 9am). The presentation should include a summary of the topic, a discussion of relevant theories, a presentation of a relevant case study and a series of recommendations which can be utilised by managers. The content of the presentation should be based on independent research rather than lecture material. The presentation can use any kind of media that is relevant (e.g., PowerPoint, Video). Detailed information about the presentation is available in the Presentation section. Third, each individual group member is required to assess the performance of each of their fellow group members (worth 10%, due Friday, Week 11 by 9am). A lateness penalty of 2% per day will be incurred for late submission of the final presentation and late submission of peer assessments will result in a grade of zero for this portion of the assessment.

Please note that in order to pass the course you must complete both exams, submit all five parts of the portfolio assignment, submit a presentation plan, group charter and final presentation and complete peer assessments for each of your group members.

11. Expected Resources for Students

TEXTBOOKS	**Prescribed (you should purchase this – we'll use it extensively)**: **Kalliath, T., Brough, P., O'Driscoll, M, Manimala, M.J., Siu, O., and Parker, S. (2013). Organisational Behaviour: A Psychological Perspective for the Asia-Pacific (2nd Edition). McGraw Hill. ISBN: 1743071531.** ***Highly Recommended (only purchase these if you plan to become an Org Psych or work in HR – copies of earlier editions in the library and are still suitable)*** Bright, J., and Earl, J.K. (2004) *Resumes that get shortlisted*. Sydney: Allen and Unwin. Landy, F. J., & Conte, J. M. (2011). *Work in the 21st Century: An Introduction to Industrial and Organizational Psychology* (3rd edition): Wiley
COURSE MANUAL	There is no course manual, but there is a general Guide for Psychology Students located at: http://www.psy.unsw.edu.au/current-students/student-guide
REQUIRED READINGS	Relevant additional readings will be posted on Moodle. Knowledge of the information in the textbook relating to the topics covered in class is needed for successful achievement of learning outcomes.
RECOMMENDED INTERNET SITES	Internet sites relevant to topics will be posted on Moodle. In addition, you should be aware of policies regarding your behaviour at the university. Familiarize yourself with the following: Student Code of Conduct, UNSW's policy concerning academic honesty, UNSW Anti-racism policy statement, UNSW Equity and Diversity policy statement, UNSW Equal opportunity in education policy statement, and the UNSW email policy.

12. Course Evaluation & Development

Courses are periodically reviewed and students' feedback is used to improve them. Feedback is gathered using various means including UNSW's Course and Teaching Evaluation and Improvement (CATEI) process.

13. Plagiarism & Academic Integrity

What is plagiarism?

Plagiarism is presenting someone else's thoughts or work as your own. It can take many forms, from not having appropriate academic referencing to deliberate cheating.

UNSW groups plagiarism into the following categories:

- **Copying:** using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This also applies to images, art and design projects, as well as presentations where someone presents another's ideas or words without credit.
- **Inappropriate paraphrasing:** changing a few words and phrases while mostly retaining the original structure and information without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit. It also applies to piecing together quotes and paraphrases into a new whole, without referencing and a student's own analysis to bring the material together.
- **Collusion:** working with others but passing off the work as a person's individual work. Collusion also includes providing your work to another student before the due date, or for the purpose of them plagiarising at any time, paying another person to perform an academic task, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.
- **Duplication:** submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

Where can I find out more information?

In many cases plagiarism is the result of inexperience about academic conventions. The University has resources and information to assist you to avoid plagiarism. The first place you can look is the section about referencing and plagiarism in each Course Guide, as this will also include information specific to the discipline the course is from. There are also other sources of assistance at UNSW:

- **How can the Learning Centre help me?**

  The Learning Centre assists students with understanding academic integrity and how to not plagiarise. Information is available on their website: https://my.unsw.edu.au/student/atoz/Plagiarism.html. They also hold workshops and can help students one-on-one.

- **How can Elise help me?**

  ELISE (Enabling Library & Information Skills for Everyone) is an online tutorial to help you understand how to find and use information for your assignments or research. It will help you to search databases, identify good quality information and write assignments. It will also help you understand plagiarism and how to avoid it. All undergraduate students have to review the ELISE tutorial in their first semester and complete the quiz, but any student can review it to improve their knowledge: https://my.unsw.edu.au/student/atoz/ELISE.html.

- **What is Turnitin?**

  Turnitin is a checking database which reviews your work and compares it to an international collection of books, journals, Internet pages and other student's assignments. The database checks referencing and whether you have copied something from another student, resource, or off the Internet. Sometimes students submit their work into Turnitin when they hand it in, but academics can also use it to check a student's work when they are marking it. You can find out more about Turnitin here: https://student.unsw.edu.au/turnitin-support.

What if plagiarism is found in my work?

If plagiarism is found in your work when you are in first year, your lecturer will offer you assistance to improve your academic skills. They may ask you to look at some online resources, attend the Learning Centre, or sometimes resubmit your work with the problem fixed. However more serious instances in first year, such as stealing another student's work or paying someone to do your work, may be investigated under the Student Misconduct Procedures.

Repeated plagiarism (even in first year), plagiarism after first year, or serious instances, may also be investigated under the Student Misconduct Procedures. The penalties under the procedures can include a reduction in marks, failing a course or for the most serious matters (like plagiarism in a honours thesis) even suspension from the university. The Student Misconduct Procedures are available here

http://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.pdf.

Examples of plagiarism

Using the internet appropriately

A first year student handed in an assignment where she had copied from a website. Her lecturer realised she didn't understand you have to reference websites in the same way you reference books and journal articles. The lecturer explained how to reference and sent her to a workshop at the Learning Centre to help her improve her skills.

Working together on a math assignment

A group of Mathematics students worked together on an assignment when they had been told this was not allowed. All questions where the students had worked together were given zero, and this lead to some student failing the assessment.

No referencing in an assessment

A third year student submitted a major assessment that included material from a journal article published in Canada. When his essay was submitted into Turnitin, it let the academic know that the student didn't reference the material. The student was given zero for the essay, and because it was worth 50 per cent he failed the course.

Copying design work

A final year design student used images of someone else's designs in her work and he said the designs were his own. The matter was formally investigated by his Faculty and he was found to have committed academic misconduct and failed the course.

Further information and assistance

If you would like further information or assistance with avoiding plagiarism, you can contact the Learning Centre. The Learning Centre at The University of New South Wales has two locations:

UNSW Learning Centre

Lower Ground Floor, North Wing, Chancellery Building
(C22 Kensington Campus – near Student Central)
www.lc.unsw.edu.au
Phone: 9385 2060
Email: learningcentre@unsw.edu.au

Opening Hours:
Monday to Thursday: 9am - 5pm and
Friday: 9am - 2.30pm

COFA Campus Learning Centre

Email: cofalearningcentre@unsw.edu.au
Phone: 9385 0739

14. Administrative Matters

The *School of Psychology Student Guide*, available on http://www.psy.unsw.edu.au/current-students/student-guide contains School policies and procedures relevant for all students enrolled in undergraduate or Masters psychology courses, such as:

- Attendance requirements;
- Assignment submissions and returns;
- Assessments;
- Special consideration in the event of illness or misadventure;
- Student Code of Conduct;
- Student complaints and grievances;
- Student Equity and Disability Unit; and
- Occupational Health & Safety.

Students should familiarise themselves with the information contained in this *Guide*.