

17MB229 INDUSTRIAL AND ORGANIZATIONAL PSYCHOLOGY

Course Objective:

To enable the students to understand the *psychology of people in the workplace and the following are the outcomes of the course.*

Course Outcomes:

By the end of the course the learners are expected to

- Understand Historical background and future prospects of Industrial and organizational Psychology.
- Identify how to develop the process and methods of personnel selection.
- How to implement different approaches to motivation employees.
- Understand and design basic leader skills and models of leadership.

UNIT - 1

Introduction to Industrial and Organizational Psychology: Industrial and organizational Psychology: Meaning, subject matter and functions of Industrial and organizational Psychology, Development of Industrial and organizational Psychology, Industrial and organizational Psychology NOW, Future of Industrial and organizational Psychology, Industrial and organizational psychology in the Indian context

UNIT - II

Personnel Selection: Determining job requirements: Uses and types of job information, and job analysis, Recruiting job applicants: Recruitment techniques, Personal history assessment: Standard application blanks, bio data items, resume and letter of reference, Assessment of current behavior: Interviews, psychological testing and assessment centers

UNIT - III

Evaluating Job Performance: Uses of performance evaluation: Downsizing, fair employment, employment-at-will and seniority, Sources of evaluation: The evaluator and performance information, Appraisal rating systems: Graphic rating scales and rating errors, Non-rating evaluation methods: Checklists and comparison methods

UNIT - IV

Job Satisfaction: Job satisfaction as a job attitude, Components of job satisfaction: Satisfaction with work, with pay and with supervision, measuring job satisfaction: Job Descriptive Index, Minnesota Satisfaction, Questionnaire, Need Satisfaction Questionnaire, Faces Scale, Relationship of job satisfaction to productivity and withdrawal behavior. Group Dynamics at workplace.

UNIT - V

Motivation and Leadership: Motivation: Work Motivation, Need theories: McClelland, Herzberg, Cognitive theories: Goal Setting Theory, Self Efficacy Theory, Using motivation theory at work

Leadership: Meaning, nature and styles, Approaches to leadership: Human Relations, Theory X & Theory Y, Fiedler's Contingency Model, Specific leader skills - Leadership through power, Leadership through vision: Transactional and Transformational, Leadership through persuasion.

Skill Development:

(These activities are only indicative, the Faculty member can innovate)

1. Identify the leadership styles of any 2 organisations
2. Survey the Job satisfaction levels of any BPO company
3. Study the motivational factors of any 2 banks
4. Analyse the Industrial Psychological influencing factors of Indian & foreign organizations
5. By using Minnesota Satisfaction, Questionnaire analyse job satisfaction levels of any organisation

TEXT BOOKS:

1. Berry, L.M. (1998), reprint 2010. Psychology at work: An introduction to Industrial and Organizational Psychology. N.Y.: McGraw-Hill International Editions.
2. Aamodt, M.G. (2007). Industrial and organizational psychology: An applied approach. US: Thomson & Wadsworth.
3. Schultz, D. and Schultz, S. E. (2006). Psychology and work today. 8th ed. N.D.: Pearson Edu.
4. Robbins, S.P.; Judge, T.A.; and Sanghi, A. (2009). Organizational behaviour. : Pearson Prentice Hall.

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1. McShane, et al. (2006). 1st reprint. Organizational behaviour. N.D.: Tata McGraw-Hill
2. Miner, J.B. (1992). Industrial-Organizational Psychology. N.Y.: McGraw-Hill
3. Pandit, R., Kulkarni, A.V. & Gore, C. (1999). Manasashastra: Audyogikaanivyavasayikupayojan. Nagpur: Pimpalapur & Co.
4. Luthans, F. (1995). Organizational behavior (7thed). New York: McGraw- Hill, inc.
5. Robbins, S.P. & Sanghi, S. (2007). Organizational behavior (11th ed.). New Delhi: Pearson Education.