

PSY338 – ORGANISATIONAL PSYCHOLOGY

- Week 1 – introduction
- Week 2 – job analysis & recruitment & selection
- Week 3- selection techniques
- Week 4 – occupational stress
- Week 5 – motivation, attitude, justice
- Week 6 – training and career development
- Week 7- personality
- Week 8 – organisational behaviour
- Week 9 – climate and culture
- Week 10 – measuring and managing performance
- Week 11 – teams and leaders
- Week 12 - human factors
- Week 13 - overview

Week 1

Case study

- Your organisation has recently undergone a series of big structural changes, in response to financial pressure and to focus on some different business goals.
- You have been asked to look into the impact of the changes, and to identify how well the staff understand the new goals

People in organisations

Systems	Problems
<ul style="list-style-type: none"> • Selection • Training • Performance management 	<ul style="list-style-type: none"> • Occupational stress • Involvement • Procrastination and absenteeism

- The speciality area within broad field of psychology that studies human behaviour in work settings
- Scientific study and professional practice that addresses psychological concepts and principles in the world of work
- Applies the principles of psychology to the workplace



Aims

To increase productivity	<ul style="list-style-type: none"> • Managerial perspective
To improve performance	<ul style="list-style-type: none"> • Management • Workers
To improve the quality of working life	<ul style="list-style-type: none"> • Worker perspective

Organisational psychology into two branches

Science	Practice
<ul style="list-style-type: none">• Motivation and performance• Stress• Uncivil behaviour• Learning and expertise• Leadership• Cognitive ability and personality	<ul style="list-style-type: none">• Performance assessment incentive schemas• Stress management• Culture change• Training and development• Recruitment and selection• Management practice

In the science management

- There's a focus on task performance (output and accuracy)
- Process standardisation (methods for accomplishing job tasks, time for breaks and job simplification)
- Identification of workers suited to particular functions (factory foremen)

Psychology and war

- Development of tests to classify military personnel
- Opportunity to see the impact of testing

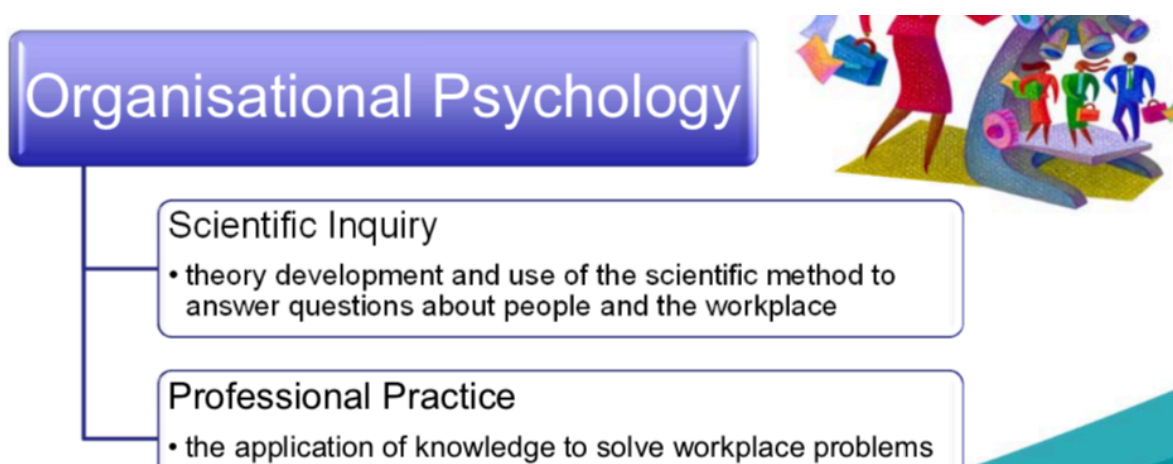
Hawthorne effect

- Changes to behaviour and performance may result from short-term psychological factors such as awareness of being observed

Growth of organisational psychology

- Growing interest in the organisation as a target of research and development
- Greater understanding of the importance of social and psychological issues such as individual differences, leadership and interpersonal relationships, motivation, satisfactions, justice
- Industrial approach to a social approach covering broader organisational goals

Science, psychology and business



Organisational psychologists fall into one of the following groups:

- Researchers (conduct independent scientific studies into workplace issues)
- Practitioners (provide products and services based on the evidence gained from rigorous scientific research)
- Science practitioners (both conduct research and utilise its applications)

The scientific method

- Helps us to overcome biases and errors of judgment

Problem identifications → hypothesis formulations → data gathering → hypothesis testing → interpretation and theory formulations → solution implementation

Problem identification

- Gap analysis
- Unexpected crises
- Eureka moment

Hypothesis formulation

- Directly relevant theory and evidence guiding a specific, well justified prediction
- Distantly related theory and evidence guiding a specific somewhat justified prediction
- Open research questions

Data gathering

- Survey
- Interviews focus groups observations performance records electronic measurements
- Experiments
- Quasi experiments

Hypothesis testing

- Analysis data using quantitative statistical analyses
- Interpretation and theory formation