

Employee Attitudes and Behavior

Psyc 5328 Section 001 – Fall 2014

*Wednesday 2:00 p.m. – 4:50 p.m., Life Science Building Room LS420**Instructor:* Nicolette P. Lopez, Ph.D.*Office:* Life Science Building, Room 308*Phone:* 817.272.5480*E-mail:* nlopez@uta.edu (preferred method of communication)*Office Hours:* Thursday 10:00 a.m. – 11:00 a.m. or by appointment

Course Content: This is a general overview survey course designed for graduate students with interests in I/O Psychology. The course is designed to provide an intensive survey of topics relating to the study of employee attitudes and behaviors in the workplace. Topics will include job satisfaction, commitment, employee engagement, and the antecedents, correlates and outcomes of job attitudes. The structure of class sessions will be directed discussion. Students are expected to attend class prepared for discussion and interaction.

Learning Outcomes: Successful completion of this course will require students to (a) learn and become familiar with the basic concepts and theories pertaining to attitudes and behaviors in the workplace, (b) learn and understand how to apply knowledge of attitudes and behaviors in the workplace, (c) gain experience in presenting and discussing material related to the topics, and (d) develop and refine the knowledge and skills to function more effectively in today's organizations.

Each week we will discuss particular topics and/or issues relating to attitudes and behaviors. The readings assigned for each week represent three facets of the issues and/or topics: (1) chapters and/or review articles that cover the theories and concepts, (2) chapters and/or review articles that review the research methods used, and (3) recent and/or relevant field research. This method will allow the student to develop a deep understanding of the topics. Students who successfully complete the course will understand the foundations of, the methods used to investigate, and current issues and research pertaining to workplace attitudes and behaviors.

Required Readings: This course will utilize journal articles and other reading materials to help guide the class discussion. A list of all required reading materials will be available on Blackboard prior to the first day of class.

Communications: When communicating with faculty members and other professionals, all students are expected to communicate in a professional and formal manner regardless of the media (phone, e-mail, face-to-face, etc.). This includes addressing one's audience using his/her proper title, using proper grammar, and using proper spelling. How one delivers a message is often as important as the message itself. Thus, I expect students to communicate professionally when communicating with me. This includes, but is not limited to, using proper greetings and an appropriate tone. Communications deemed inappropriate will not receive a response.

Computers and Other Electronic Devices: Students may use their laptop or other computer devices for in-class note-taking purposes only. Students will refrain from using computers to access Facebook, YouTube, or other Web sites that are not directly related to the class discussion. Failure to comply with this requirement will result in the student losing in-class computer privileges. Multiple offenses regarding this policy will result in laptops being banned from the classroom.

Cell Phones: Do not leave your cell phone or other electronic devices on during class. Even on vibrate mode these devices are very distracting to me and to other students. If you need to take a call, please leave the classroom to do so.

Exams: There will be no exams in this course.

Assignments: There will be one major group project and one group research paper that students will work on throughout the semester. The completion of supplemental assignments is also required. Detailed instructions regarding the assignments will be communicated on the first day of class. Written instructions of all assignments can be found in this document and on Blackboard.

Attendance: At The University of Texas at Arlington, taking attendance is not required. Rather, each faculty member is free to develop his or her own methods of evaluating students' academic performance, which includes establishing course-specific policies on attendance. For this course, attendance is mandatory and *promptness* is expected. Participation points will be deducted for unexcused absences and late arrivals (late = anytime after 2:00 p.m. on a

regularly scheduled class day). The instructor reserves the right to deny entrance into the class if students are late. The instructor also reserves the right to remove any student that disrupts the learning process.

Participation: Each student brings to the class knowledge and experience in different areas; thus I expect, and I look forward to, active contribution by every student. *Clearly, this cannot be accomplished without having read the assigned materials in advance of class sessions.* In part, your class participation grade is based on you coming to class prepared to ask questions, make comments, and constructively contribute to class discussions. Voluntary participation on your part is certainly preferred; however, your participation will be actively “encouraged” by me, if necessary.

Students will be selected to comment on and address questions about the week’s readings. For example, students may be asked to provide (a) a general critique of the readings, (b) answers to specific questions related to the content and research findings, (c) thoughts about how the week’s materials relate to other topics, (d) insights into how/if the readings provide beneficial information to the group project, (e) practical implications and real-world applications, and/or (f) examples of how to translate the materials into jargonless English that would easily resonate with practitioners.

Always be prepared for discussion. I will be continually evaluating the *quality* and *frequency* of your contributions. Students will receive ten (10) points per class for actively contributing *relevant, non-redundant* information to the class discussion. Students will receive five (5) points per class for minimal participation (e.g., speaking once during a three-hour class period). Students will receive zero (0) points per class for no participation.

It should go without saying that you are expected to maintain a professional, respectful demeanor at all times. Points will be deducted from your participation grade for inappropriate behavior and you may be asked to leave the classroom.

Evaluation: Grades for the course will be computed as follows:

- Individual Participation* - 40 percent of final grade
- Group Project and Presentation - 40 percent of final grade
- Intervention Research Report and Presentation - 20 percent of final grade

*Individual Participation includes (but is not limited to) attendance, contributing to class discussion, satisfactorily addressing instructor questions, verbally synthesizing the literature, suggesting relevant applied solutions/recommendations, participating in Q&A, etc.

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| Course grades will be assigned as follows: | A....90 – 100% |
| | B....80 – 89% |
| | C....70 – 79% |
| | D....60 – 69% |
| | F.....0 – 59% |

An “A” is not a guarantee in this class; it must be earned by the student.

Grade Grievances: Any appeal of a grade in this course must follow the procedures and deadlines for grade-related grievances as published in the current [University Catalog](#).

Grade Information: Periodic updates will be sent via e-mail to inform students of his/her current progress in the course (participation, attendance, etc.). Students may at any time during office hours or by appointment throughout the semester confer with the instructor about his/her grades and class progress.

Library Information: Suzanne Beckett is the psychology librarian. She can be reached at (817) 272-0923, and by e-mail at sbeckett@uta.edu. You will find useful information for psychology at <http://libguides.uta.edu/psychology>.

UT Arlington Writing Center: The Writing Center offers tutoring for any assigned writing during enrollment at UT Arlington. Individuals may schedule appointments online by following directions available at www.uta.edu/owl, by visiting them in the Central Library, 4th floor, or by calling 817.272.2601.

Student Support Services: The University supports a variety of student success programs to help you connect with the University and achieve academic success. They include learning assistance, developmental education, advising and mentoring, admission and transition, and federally funded programs. Students requiring assistance academically, personally, or socially should contact the Office of Student Success at (817) 272-7232 or Counseling Services at (817) 272-3671 for more information and appropriate referrals.

Final Review Week: The purpose of this week is to allow students sufficient time to prepare for final examinations. During this week, there shall be no scheduled activities such as required field trips or performances; and no instructor shall assign any themes, research problems or exercises of similar scope that have a completion date during or following this week unless specified in the class syllabus. During Final Review Week, an instructor shall not give any examinations constituting 10% or more of the final grade, except makeup tests and laboratory examinations. In addition, no instructor shall give any portion of the final examination during Final Review Week. During this week, classes are held as scheduled. In addition, instructors are not required to limit content to topics that have been previously covered; they may introduce new concepts as appropriate.

Student Feedback Survey: At the end of each term, students enrolled in classes categorized as “lecture,” “seminar,” or “laboratory” shall be directed to complete an online Student Feedback Survey (SFS). Instructions on how to access the SFS for this course will be sent directly to each student through MavMail approximately 10 days before the end of the term. Each student’s feedback enters the SFS database anonymously and is aggregated with that of other students enrolled in the course. UT Arlington’s effort to solicit, gather, tabulate, and publish student feedback is required by state law; students are strongly urged to participate. For more information, visit <http://www.uta.edu/sfs>.

Drop Policy: Students who drop this course must do so in accordance with The University of Texas at Arlington drop policy (students may drop classes through self-service in MyMav from the beginning of the registration period through the late registration period). After the late registration period, students must see their academic advisor to drop a class or withdraw. Drops can continue through a point two-thirds of the way through the term or session. It is the student's responsibility to officially withdraw if they do not plan to attend after registering. Students will not be automatically dropped for non-attendance. Repayment of certain types of financial aid administered through the University may be required as the result of dropping classes or withdrawing. For more information, contact the Office of Financial Aid and Scholarships (<http://web.uta.edu/aao/fao/>)

Authorized Absences: The Office of the Vice President for Student Affairs provides lists of students who have absences authorized by the University (e.g., participation in athletic events or scholastic activities that are officially sponsored University functions—these are primarily activities that are funded by the University). Sponsoring departments must submit a list of students and ID numbers to the Office of the Vice President for Student Affairs two weeks prior to travel. The student must contact the instructor one week in advance of the excused absence and arrange with the instructor to make up missed work or missed examinations. Instructors will provide those students an opportunity to make up the work or otherwise adjust the grading to ensure that the student is not penalized for the absence. Failure to notify the instructor or failure to comply with the arrangements to make up the work will void the excused absence.

If the student is called to active military duty or participates in active military service for a reasonably brief period, the student will be allowed to complete an assignment or exam within a reasonable time after the absence (Section 51.9111 Texas Education Code; 19 Texas Administrative Code §4.9.) Students called to active duty for longer periods of time, should contact the Office of Admissions, Records and Registration (Section 54.006). Students who must miss an examination, class assignment or other project because of an observance of a religious holy day will be given the opportunity to complete the work missed within a reasonable time after the absence (19 Texas Administrative Code §4.4).

A religious holy day means a holy day observed by a religion whose places of worship are exempt from property taxation under Section 11.20 of the Tax Code. A student will be excused from attending classes or completing other required activities, including examinations for the observance of a religious holy day. The period of the excused absence will include time for any travel needed to fulfill that religious obligation. The student will be given the opportunity to complete the work missed, within a reasonable time period following the absence, provided the student has properly notified the instructor. The instructor must be notified in writing at least one week in advance of the absence and the student must arrange with the instructor to make up missed work or examinations. The instructor is under no obligation to accommodate students who are absent or miss work without prior notification and make-up arrangements. Students who have properly notified the instructor will not be penalized for the absence. However, the instructor may respond appropriately if the student fails to complete the assignment or examination satisfactorily within the time limit following the absence set by prior arrangement.

If the instructor and the student disagree about whether an absence constitutes a religious holy day as defined above, or if there is similar disagreement about whether the student has been given reasonable time to complete any missed assignments or examinations, either the student or the instructor may request a ruling from the Office of the Provost. The decision of the Provost is final.

Americans with Disabilities Act: If you are a student who requires accommodations in compliance with the ADA, please consult with the course instructor at the beginning of the semester. The University of Texas at Arlington is on record as being committed to both the spirit and letter of all federal equal opportunity legislation, including the *Americans with Disabilities Act (ADA)*. Any student requiring an accommodation for this course must provide the instructor with official documentation in the form of a letter certified by the staff in the Office for Students with Disabilities, University Hall 102. Only those students who have officially documented a need for an accommodation will have their request honored. Information regarding diagnostic criteria and policies for obtaining disability-based academic accommodations can be found at www.uta.edu/disability or by calling the Office for Students with Disabilities at (817) 272-3364.

Title IX: The University of Texas at Arlington is committed to upholding U.S. Federal Law "Title IX" such that no member of the UT Arlington community shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity. For more information, visit www.uta.edu/titleIX.

Academic Integrity: This instructor expects students to maintain high standards of academic integrity. Academic dishonesty is a completely unacceptable mode of conduct and will not be tolerated in any form at The University of Texas at Arlington. All persons involved in academic dishonesty will be disciplined in accordance with University regulations and procedures. Discipline may include suspension or expulsion from the University.

"Scholastic dishonesty includes but is not limited to cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts." (Regents' Rules and Regulations, Series 50101, Section 2.2)

Any student who is found to have committed ANY act of academic or scholastic dishonesty in relation to the assignments and requirements of this course will automatically receive a failing grade. The failing grade for the course will be in addition to any University or departmental sanctions including dismissal from the I/O Program.

As part of this course's requirements, you *must* complete and pass the online Plagiarism Tutorial. The tutorial can be accessed at <http://library.uta.edu/plagiarism/index.html>. Please e-mail the results to the instructor prior to class on or before September 3, 2014. You will not receive points for the successful completion of the tutorial; however, failure to complete the tutorial by the deadline will result in an automatic 25% reduction in participation.

Emergency Exit Procedures: Should we experience an emergency event that requires us to vacate the building, students should exit the room and move toward the nearest exit which is located at the first door on the right after exiting the classroom (leading to the stairwell). When exiting the building during an emergency, one should never take an elevator but should use the stairwells. Faculty members and instructional staff will assist students in selecting the safest route for evacuation and will make arrangements to assist handicapped individuals.

Emergency Phone Numbers: In case of an on-campus emergency, call the UT Arlington Police Department at 817-272-3003 (non-campus phone), 2-3003 (campus phone). You may also dial 911.

Unauthorized Recordings: **Students are not permitted to audio or video record lectures without prior approval from the instructor.**

Tentative Schedule of Topics
(Subject to change)

| Date | Topic | Reading Materials | Notes |
|-------------|--|---|---|
| Aug. 27 | Course Introduction; Attitude Theory | Syllabus Course assignments | Assign groups |
| Sept. 3 | Job Attitudes Overview | Fisher (2010) Judge & Kammeyer-Mueller (2012) | Plagiarism tutorial due |
| Sept. 10 | Job Satisfaction | Saari & Judge (2004) Schleicher et al. (2004) Staw & Cohen-Charash (2005) | HSP training due |
| Sept. 17 | Commitment | Kell & Motowidlo (2012) Klein et al. (2012) Solinger et al. (2008) | |
| Sept. 24 | Employee Engagement | Attridge (2009) Bledow et al. (2011) Macey & Schneider (2008) | Summary 1 due |
| Oct. 1 | Job Attitude Antecedents & Correlates | Diefendorff et al. (2002) Latham & Pinder (2005) Ravlin & Ritchie (2006) | |
| Oct. 8 | Job Attitude Antecedents & Correlates | Aselage & Eisenberger (2003) Haar & Spell (2009) Stoner & Gallagher (2010) | Intervention report due Summary 2 due |
| Oct. 15 | Job Attitude Outcomes | Choi et al. (2012) Schat & Frone (2011) von Hippel et al. (2013) Ziegler et al. (2012) | |
| Oct. 22 | Intervention Presentations | Intervention reports | Summary 3 due |
| Oct. 29 | Client Feedback and Follow-Up | Born & Mathieu (1996) Thompson & Surface (2009) | |
| Nov. 5 | Dr. Dale Thompson | | Guest speaker |
| Nov. 12 | Group Presentations | | All consulting project-related materials due |
| Nov. 19 | Group Presentations | | |
| Nov. 26 | <i>No class</i> | | |
| Dec. 3 | Group Presentations | | |
| Dec. 10 | Group Presentations | | |