UNIVERSITI TEKNOLOGI MARA
CMP549: WORK AND ORGANISATIONAL PSYCHOLOGY

Course Name (English)	WORK AND ORGANISATIONAL PSYCHOLOGY `APPROVED`
Course Code	CMP549

MQF Credit	2

Course Description	This course will provide students an introduction to the application of psychology in the workplace. Students will be exposed on topics related to human behaviour in the workplace such as emotions, attitudes and behaviour, stress, as well as stereotypes. Students taking this course will be able to study critical questions about the workplace such as: "What role does leaders' emotional displays play on employees' behaviour and attitudes?" and "What influences employees to experience stress and how to deal with them?" Through lectures, class discussions, activities, and real-world case studies, students will be exposed and equipped with relevant knowledge, and skills which can be applied in a wide range of careers.

Transferable Skills	communication skill problem solving motivational skill teamwork skill

Teaching Methodologies	Lectures, Blended Learning, Presentation

CLO	CLO1	1. Explain the nature of individual and group behaviour in work settings
	CLO2	2. Demonstrate autonomous learning related to organisational psychology in real life workplace situation
	CLO3	3. Compose the impact of work and organisational psychology changes including theoretical ideas towards individual societal wellbeing in the workplace

Pre-Requisite Courses	No course recommendations

Topics
1. An Introduction to Work Psychology 1.1) 1.1 The origins of work psychology 1.2) 1.2 Work psychology today 1.3) 1.3 The changing world of work
2. Attitudes at Work 2.1) 2.1 Attitudes and behaviour 2.2) 2.2 Job satisfaction 2.3) 2.3 Organisational commitment 2.4) 2.4 Employee turnover and unemployment
3. Emotions in the Workplace 3.1) Theories of emotions 3.2) 3.2 Communicating emotions at work 3.3) 3.3 The social effects of emotion regulation in organisations 3.4) 3.4 Emotional labour in the 21st century
4. Work Motivation and Job Design 4.1) Overview of work motivation 4.2) 4.2 Self-concept and individual differences in motivation 4.3) 4.3 Goals and incentives

5. Wellbeing in the Workplace
5.1) 5.1 Work-related stress
5.2) 5.2 Factors influencing employee stress and wellbeing
5.3) 5.3 Importance of wellbeing in the workplace
5.4) 5.4 Problem-solving approaches to intervention

6. Minority Groups at Work
6.1) 6.1 Women at work
6.2) 6.2 Ethnic minorities at work
6.3) 6.3 The disabled worker
6.4) 6.4 Managing diversity at work

7. Perceiving People
7.1) 7.1 Overview of person perception
7.2) 7.2 Stereotypes
7.3) 7.3 Implicit personality theories and prototypes
7.4) 7.4 Impression management

8. Consumer Psychology
8.1) 8.1 Understanding consumers in the here, the now, and the tomorrow
8.2) 8.2 Customer's behaviour and its connection with decision process
8.3) 8.3 Consumer happiness and wellbeing
8.4) 8.4 Consumer behaviour and the media

9. Social Influence
9.1) 9.1 Overview of social influence
9.2) 9.2 Sources of social influence
9.3) 9.3 Effects of social influence
9.4) 9.4 Social influence strategies

10. Groups, teams and teamwork
10.1) 10.1 Group decision-making
10.2) 10.2 Overcoming group deficiencies
10.3) 10.3 Group relations
10.4) 10.4 Work teams

11. Careers and Career Management
11.1) 13.1 Current trends in careers
11.2) 13.2 Making career decisions
11.3) 13.3 Work-role transitions
11.4) 13.4 Gender and careers

Assessment Breakdown	%
Continuous Assessment	100.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Case Study	Case study report and writing test to emphasize analysis of work and organisational psychology changes towards individual and society attitude changes related to the attribute 'scientific skills' in MQF 6 LOD.	20%	CLO3
	Group Project	Presentation on the current issues in work and organisational psychology towards individual and society related to 'oral communication' and 'writing communication' in MQF 7 LOD.	30%	CLO2
	Quiz	2 quizzes related to the concept of work psychology require students to gain knowledge to emphasize the attribute of 'knowledge' in MQF 1 LOD.	20%	CLO1
	Writing Test	Case study report and writing test to emphasize analysis of work and organisational psychology changes towards individual and society attitude changes related to the attribute 'scientific skills' in MQF 6 LOD.	30%	CLO3

Reading List	Recommended Text	Arnold, J., Randall, R. & Patterson, F. 2020, *Work Psychology: Understanding Human Behaviour in the Workplace*, 7th Ed., Pearson Education Limited Harlow [ISBN: 9781292269436] Landy, F. J. & Conte, J. M. 2019, *Work in the 21st Century: An Introduction to Industrial and Organizational Psychology*, 6th Ed., Wiley [ISBN: 9781119625032] Gass, R. H. and Seiter, J. S. 2018, *Persuasion: Social Influence and Compliance Gaining*, 6th Ed., Routledge [ISBN: 9781138630611]
	Reference Book Resources	Grandey, A., Diefendorff, J. & Rupp, D. E. (Eds.) 2013, *Emotional Labor in the 21st Century: Diverse Perspectives on Emotion Regulation at Work.*, Routledge. New York Dimofte, C. V., Haugtvedt, C. P. & Yalch, R. F. (Eds.) 2016, *Consumer Psychology in the Social Media World*, Routledge New York Norton, M. I., Rucker, D. D., & Lamberton, C. (Eds.) 2015, *The Cambridge Handbook of Consumer Psychology*, Cambridge University Press New York Donald, M. T & Talya, N. B 2015, *Psychology and Work: Perspectives on Industrial and Organizational Psychology.*, Routledge. New York
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	