

**Syllabus of One-Year Professional MS Program in  
Industrial-Organizational Psychology**

**For the Sessions 2017-2018 and 2018-2019**

Department of Psychology, Faculty of Biological Sciences

University of Dhaka, Dhaka 1000, Bangladesh

**Master of Science in Industrial-Organizational Psychology**

<b>Course Code</b>	<b>Course Title</b>	<b>Marks</b>	<b>Credits</b>
IOPSY 501	Organizational Behavior and Management Psychology	50	2
IOPSY 502	Human Resource Management, Industrial Relations and Labor Law	100	4
IOPSY 503	Personnel Selection, Training and Placement	50	2
IOPSY 504	Consumer Psychology	50	2
IOPSY 505	Mental Health, Counseling and Psychotherapy	100	4
IOPSY 506	Research Methods and Statistics	100	4
IOPSY 507	Engineering Psychology	50	2
IOPSY 508	Thesis	150	6
IOPSY 509	Internship	100	4
IOPSY 510	Seminar	50	2
IOPSY 511	Viva	50	2
<b>Total</b>		<b>850</b>	<b>34</b>

# **IOPSY 501: Organizational Behavior & Management Psychology**

## **2 Credits**

### **1. Introduction**

- 1.1 Introduction to Organizational Behavior: Nature of organizations, Understanding organizational behavior, An organizational behavior system, Historical development of organizational behavior
- 1.2 Organizational Effectiveness: Components of organizational effectiveness, Assessing organizational effectiveness, Determinants of organizational effectiveness
- 1.3 Organizational Structure: What is organizational structure? Elements of organizational structure, Common organizational designs, New options, Why do structures differ? Organization structure and employee behavior, Implications for 1.4 Managers.

### **2. Organizational Goal Setting and Planning**

- 2.1 Goals in Organizations: Organizational mission, , Goals and plans, Hierarchy of goals, Criteria for Effective Goals, Goal characteristics
- 2.2 Planning Types and Models: Management by Objectives, Single-use and Standing plans, Contingency plans.
- 2.3 Thinking Strategically: What is strategic management? Purpose of strategy, Strategy formulation versus implementation.
- 2.4 Strategic Management: Situation analysis, Business-level strategy, Porter's competitive forces and strategies.

### **3. Individuals in Organizations**

- 3.1 Determinants of Individual Performance: A model of individual behavior and performance, Motivation, Ability, Learning, Perception and Personality, Organizational systems and resources, Keys to effective management, Interpreting motivational models, Keys to effective management
- 3.2 Communication and Perception: Interpersonal communication – coding and decoding, Selectivity and organization in Perception, The significance of non-verbal communication, Perceptual set and assumptions about human behavior, Sex, appearance, attractiveness and discrimination, Person perception – errors and avoidance.

### **4. Groups in the Organization**

- 4.1 Foundations of Group Behavior: Defining and classifying groups, Basic group concepts, Group decision-making.
- 4.2 Group Formation: Formal & informal groups, Group structure and process, Group control, Group effectiveness
- 4.3 Understanding Work Teams: Why have teams become so popular? Teams versus groups – what's the difference? Types of teams, Creating effective teams, Turning individuals into team players, Teams and quality management, Implications for managers

## **5. Introduction to Management**

- 5.1 The Changing Paradigm of Management: The definition of management, Four management functions, Organizational Performance, Management skills, Management types, What is it like to be a manager?
- 5.2 Managing Conflict: Perspectives on organizational conflict, Functional and dysfunctional conflict, Buchanan- Huczynski coordination- conflict model
- 5.3 Organizational Power and Politics: Organizations – rational or political? Organizational politics, Organizational power; Power & influence

## **6. Human Resource Management (HRM)**

- 6.1 Strategic goals of HRM: Environmental influences on HRM, Attracting an effective workforce: Human resource planning, Recruiting, Selecting
- 6.2 Developing an effective workforce — Training and development: Performance appraisal
- 6.3 Maintaining an effective workforce – Compensation: Wage & salary structure, Benefits, Termination

## **7 Managerial Ethics and Corporate Social Responsibility**

- 7.1 What is managerial ethics? Criteria for ethical decision-making – utilitarian approach, individual approach, moral-rights approach, and justice approach: Factors affecting ethical choices – the manager, the organization
- 7.2 What is social responsibility? Organizational stakeholders: The natural environment, Evaluating corporate social performance – economic responsibilities, legal responsibilities, ethical responsibilities, and discretionary responsibilities.

### Readings

- Arnold HJ and Feldman DC (1986). *Organizational Behavior*. Singapore: McGraw-Hill Book Co.
- Bower JL (ed.) (1991). *The Craft of General Management*. Boston: Harvard Business School Publishing.
- Buchanan D and Huczynski A (1997). *Organizational Behavior: An Introductory Text* (3<sup>rd</sup> Ed.). Harlow: Prentice Hall Europe.
- Cascio WF (1982). *Applied Psychology in Personnel Management* (2<sup>nd</sup> Ed.) Reston (Virginia): Reston Publishing Company, Inc.
- Cooper, C and Makin, P (1984). *Psychology for Managers* (2<sup>nd</sup> Ed.). London: The British Psychological Society.
- Daft RL and Marcic D (1998). *Understanding Management* (2<sup>nd</sup> ED.). Orlando: Harcourt Brace & Company.
- Davis K and Newstrom JW (1989). *Human Behavior at Work: Organizational Behavior* (8<sup>th</sup> Ed.). Singapore: McGraw-Hill Book Co.
- Handy C (1999). *Understanding Organizations*. London: Penguin Books Ltd.
- Robbins SP (2005). *Essentials of Organizational Behavior* (8<sup>th</sup> Ed.). New Delhi: Prentice-Hall of India Private Limited.

## **IOPSY 502: Human Resources Management, Industrial Relations and Labor Law**

### **4 Credits**

#### **1. Human Resources Development (HRD) and Talent Management**

Human resources development and evolution, Talent management process , Environmental constraints and human resources development, Recruiting & evaluating candidates, Legal issues surrounding the selection process, Selecting, hiring, and out placing employees within the organization, The recruitment and selection of a diverse workforce including an analysis of labor force demographics, Equity in recruitment and selection, Sensitivity to diverse cultures

#### **2. HRD, Job Analysis and Human Resources Planning**

Job analysis, Job design, Job evaluation; method of job evaluation, Concept of Strategy and planning, Role of Strategic HRP, Alignment of HR Strategy and Business Strategy; Strategic Model of HRP, Techniques of HR forecasting; Benefits of HR forecasting, Strategic HRP and HR demand; Strategic HRP and HR supply

#### **3. HRD and Training Development& Career Development**

Nature and scope of training and development function, Strategy and training; organizations of the training department; training needs assessment; learning and behavior; designing of training programs; Evaluation of training programs; training techniques; technical training; training and development of managers; training in organization development; Theory and practice of career development; developing career structures; identifying organizational needs; institutionalizing the career development system; evaluating the system

#### **4. Human Resources Development and Compensation Management**

Practices of compensation and benefits administration with emphasis on current theories of compensation and benefits trends, cost, value and systems; The changing nature of compensation and benefits, The changing expectations of employees and competitive needs of employers , Evolving trends in performance and pay realignment to the strategic objectives of the organization, Performance based compensation and benefit programs for an organization

#### **5. HRD and Industrial Relation and Labor Law in Bangladesh**

Nature, concepts and practices of industrial relations and labor law; Nature, theories and models of industrial relations; Nature, process, forms and theories and practices in industrial conflict and labor policies and legislation; Unionism in general as well as in Bangladesh context; Dispute settlement machinery in Bangladesh ; Special emphasis is given on comparative industrial relations across nations and international influence on the pattern of industrial relations in Bangladesh

## **6. HRD and Performance Appraisal**

Performance appraisal of employees in organizations such as in-depth analyses of human difficulties in accurately appraising performance, Appraisal methods;360 degree appraisal process

## **7. HRD and Human Resources Information System**

Core Data for Strategic HR planning and System, HR Information System and Strategic HRD, Comprehensive HRD system and HRD information planning system

### *Readings*

Johnason, P. (2009). HRM in changing organizational contexts. In D. G. Collings & G.

Wood (Eds.), *Human resource management: A critical approach* (pp. 19-37). London: Routledge.

Collings, D. G., & Wood, G. (2009). *Human resource management: A critical approach*.

In D. G. Collings & G. Wood (Eds.), *Human resource management: A critical approach* (pp. 1-16). London: Routledge.

Paauwe, J., & Boon, C. (2009). Strategic HRM: A critical review. In D. G. Collings, G.

Wood (Eds.) & M.A. Reid, *Human resource management: A critical approach* (pp. 38-54). London: Routledge.

Klerck, G. (2009). "Industrial relations and human resource management". In D. G.

Collings & G. Wood (Eds.), *Human resource management: A critical approach* (pp. 238-259). London: Routledge.

*Buettner, Ricardo (2015). A Systematic Literature Review of Crowdsourcing Research*

*from a Human Resource Management Perspective. 48th Annual Hawaii International Conference on System Sciences. Kauai, Hawaii: IEEE. pp. 4609–4618. doi:10.13140/2.1.2061.1845. ISBN 978-1-4799-7367-5.*

*Griffin, Ricky. Principles of Management (2008).*

## **IOPSY 503: Personnel Selection, Training and Placement**

### **2 Credits**

#### **1. Introduction to Selection, Placement and Training**

Meaning of Personnel Selection, Placement and Training, The Planning of Human Resource Needs, Recruiting goals, Employee Placement, Need Assessment for Training

#### **2. Assessment Methods for Selection and Placement**

Job Related Characteristics, Psychological Tests, Biographical Information, Work Samples, Assessment Centers, Interviews

#### **3. Recruitment and Selection**

Factors that affect recruiting efforts, Constraints on recruiting efforts, Internal recruitment channels, External recruitment channels, Job application blanks, Inputs and challenges to selection, Selection: An overview, Selection process

#### **4. Performance Appraisal**

Significance of Performance Appraisal, Performance Criteria, Methods of Assessing Job Performance

#### **5. Training and Career Development**

Setting Objectives, Steps to training, Training Design, Training Methods, Delivery of a Training Program, Evaluation of Training, Career planning and Employee need

#### *Readings*

Anastasi, A. (1979). Fields of Applied Psychology. McGraw Hill Inc. New York.

Blum, M. L. and Naylor, J. C. (1968). Industrial Psychology. CSB Publishers, New Delhi, India.

Chapanis, A. (1996). Human Factors in System Engineering. John Wiley and Sons Inc.

Dunnette, M. D. (1966). Personnel Selection and Placement. Belmont, California : Wadsworth Publishing Co.

Howell, W. C. and Dipboye, R. I. (1982). Essential of Industrial and Organizational Psychology, Homewood, Illinois: The Dorsey Press.

McCormick, E. J. and Hagen, D. R. (1995). *Industrial and Organizational Psychology*, London, Routledge Publications.

Miner, J. B. (1992). *Industrial-Organizational Psychology*. New York: McGraw-Hill International Edition.

Saal, F. E. and Knight, P. A. (1995). *Industrial/Organizational Psychology*. Brooks/Cole Publishing Company. California. USA.

Scultz, D. P. and Scults S. E. (1998). *Psychology and Work Today*. Prentice-Hall Inc. New Jersey. USA.

Spector, P. E. (1996). *Industrial and Organizational Psychology*. John Wiley and Sons Inc. New York. USA.

## **IOPSY 504: Consumer Psychology**

### **2 Credits**

#### **1. Introduction to Consumer Psychology**

Introduction, The impact of the digital revolution on consumer behavior, Marketing ethics and social responsibility, Consumer behavior and decision making are interdisciplinary, Consumer research paradigms, The consumer research process

#### **2. Consumer Motivation**

Motivation as a psychological force, Dynamics of motivation, Types and systems of motivation, The measurements of motives

#### **3. Personality and Consumer behavior**

Nature of personality, Psychology and understanding consumer diversity, Brand personality, Self and self image. Virtual personality or self image

#### **4. Consumer perception and learning**

Elements and dynamics of perception, Consumer imagery, Elements of learning, Behavioral and cognitive theories of learning, Measures of learning

5. **Consumer attitude formation and change**  
What are the attitudes?, Structural model of attitudes, Attitude formation, Strategies of attitude change
6. **Communication and consumer behavior**  
Components of communication, The communication process, Designing persuasive communication
7. **Social class, reference group and family influence on consumer behavior**  
What is social class?, The measurement of social class; Social class mobility; Affluent and middle-class consumers, Arrival of “techno-class”; Selected consumer behavior applications of social class, Understanding the power of reference group; Celebrity and other group appeals, Socialization of family members; Family decision making and consumption-related roles
8. **Influence of Culture on Consumer behavior**  
What is culture? , The invisible hand of culture; Culture is learned, Measurements of culture, Impact of cultural elements on consumer behavior
9. **Subcultures and cross cultural consumer behavior**  
What is subculture?, Nationality, religious, geographic, racial, age and sex as sub cultural components, Sub cultural interaction, Cross cultural consumer analysis; Alternative multinational strategies; Cross cultural psychographic segmentation, Marketing mistakes
10. **Consumer influence, the diffusion of innovations and decision making**  
Dynamics of opinion leadership process, Motivation behind opinion leadership; situational environment of opinion leadership, The diffusion process; A profile of consumer innovator , Models of consumers; Model of consumer decision making, Consumer gifting behavior

### *Readings*

Consumer Behavior. L.G. Schiffman and L.L.Kanuk (2004), 8<sup>th</sup> Edition.

*Consumer Behaviour*. Blackwell, Miniard and Engel 2006 ,10th Ed. Thomson Learning.

Consumerology. Philip Graves. Nicholas Brealey Publishing (2010).

Predictably Irrational: The Hidden Forces That Shape Our Decisions. *Dan Ariely* (2010)



# **IOPSY 505: Mental Health, Counseling and Psychotherapy**

## **4 Credit Hours**

### **1. Mental Health**

- 1.1 Definition of Mental Health
- 1.2 Attributes of a Mentally Healthy Person
- 1.3 Personality Development
- 1.4 Goals and Perspectives of Mental Health
- 1.5 Mental Health Status of Children and Adolescents in Bangladesh

### **2. Mental Health Promotion**

- 2.1 Definition and Types of Happiness
- 2.2 Gratitude, Signature Strengths & Flow
- 2.3 Positive Emotions, Relationships, and Traits
- 2.4 Optimism, Emotion Regulation, and Well-Being

### **3. Diagnostic and Statistical Manual of Mental Disorders (DSM)**

- 3.1 History of DSM
- 3.2 Overview of DSM-5
- 3.3 Classification of Mental Illness
- 3.4 Criteria of Clinical Significance
- 3.5 Elements of a Diagnosis

### **4. Common Disorders among Child and Adolescent**

- 4.1 Anxiety Disorders
- 4.2 Obsessive-Compulsive Disorder
- 4.3 Trauma and Stress Related Disorders
- 4.4 Disruptive Behavior, Impulse Control Disorder, and Conduct Disorders
- 4.5 Mood Disorders, Depression, and Suicide
- 4.6 Externalizing Disorders
- 4.7 Attention Deficit Hyperactive Disorders (ADHD)
- 4.8 Specific Learning Disorders
- 4.9 Substance-Related and Addictive Disorders

### **5. Stress and Adjustment**

- 5.1 Stress Defined
- 5.2 What Makes Events Stressful?
- 5.3 Bio-Psychosocial Aspects of Stress
- 5.4 Psychosocial Modifiers of Stress
- 5.5 Responses to Stress and Coping
- 5.6 Management of Stress

### **6. Introduction to Counseling**

- 6.1 Definition of Counseling

6.2 History of Counseling

6.3 Ethical and Legal Aspects of Counseling

6.4 Personal Characteristics and Educational Qualities of an Effective Counselor

## **7. Basic Skills for Counseling Process**

7.1 The Three Stage Model: Exploration Stage, Insight Stage, Action Stage

7.2 Goals of Exploration, Insight and Action Stage

7.3 Skills Required for Exploration Stage, Insight Stage, Action Stage

7.4 Five Stages of Change: Pre-contemplation, Contemplation, Preparation, Action and Maintenance

## **8. Non-Violent Communication**

8.1 Communicate Non-violently through Four Components: Observation, Need, Feeling and Request

8.2 Communication that Blocks Compassion: Moralistic Judgments; Making Comparisons; Denial of Responsibility; Other Forms of Life-Alienating Communication

8.3 Observing without Evaluating

8.4 Identifying and Expressing Feeling

8.5 Taking Responsibility for Our Feelings

8.6 Requesting that would Enrich Life

8.7 Empathy

## **9. Counseling Approaches**

9.1 Psychoanalytic and Adlerian Approach

9.2 Humanistic Approach: Person-Centered, Gestalt and Existential

9.3 Cognitive Behavior Approach: [Cognitive Behavior Therapy](#), Rational Emotive Therapy, Transactional Analysis

9.4 Group Counseling

## **10. [Psychotherapeutic](#) Techniques in Treating Mental Illness**

10.1 [Behavior Therapy](#)

10.2 [Cognitive Behavior Therapy](#) (CBT)

10.3 Rational Emotive Therapy

10.4 Eye movement desensitization and reprocessing ([EMDR](#))

10.5 Dialectic Behavior Therapy (DBT)

10.6 Family Therapy

### *Readings*

American Psychiatric Association: *DSM-5 (Diagnostic and Statistical Manual of Mental Disorders)*, (5th ed.). Washington, D.C.: Author.

Baumgardner, S. R. (2009). *Positive Psychology*. New Delhi, India: Pearson.

Davison, G. C., Neale, J. M., Kring, A. M. & Johnson, L. S. (2015). *Abnormal Psychology* (13<sup>th</sup> Ed.). NJ: Wiley.

Gladding, S. T. (2013). *Counseling A Comprehensive Profession* (7<sup>th</sup> Ed.). NJ: Pearson

Peterson, C. (2006). *A primer in positive psychology*. NY: Oxford University.

Rosenberg, M. B. (2013). *Non-violent Communication: A Language of Life* (2<sup>nd</sup> Ed.). Encinitas, CA: Puddle Dancer Press.

### *Viewings*

The Happy Movie (Dir: RokoBelic) (You may rent on itunes for \$3.99 or free on Netflix)

Epicurus on Happiness: <http://www.youtube.com/watch?v=irornIAQzQY>

## **IOPSY 506: Research Methods and Statistics**

### **4 Credit Hours**

#### **1. Research and its Purposes**

Steps leading to the formulation of a research problem

#### **2. Quantitative and Qualitative Research**

Distinction between quantitative and qualitative research, History of qualitative research; Qualitative psychological research; Research question (in the context of qualitative research)

#### **3. Approaches to Qualitative Research**

3.1 Grounded Theory

3.2 Case Study

3.3 Ethnography

#### **4. Analyzing Qualitative Data and Evaluating Qualitative Research**

Reporting Qualitative Data, Introduction to Qualitative Data Analysis Software, Strengths and Weaknesses of Qualitative Research; Strategies to Enhance the Quality of Qualitative Research

#### **5. Introduction to Statistics**

5.1 Types of tests: Parametric and Non-parametric Tests, Descriptive and Inferential test

5.2 Sampling: Population and Sample, Determination of Sample Size, Census and Sample Survey, Sampling Techniques, Sampling Error and Bias, Sampling Distribution and Central Limit Theorem

5.3 Score Transformations: Need for Transformed or Derived Scores, Types of Transformations: Linear Transformation, Non-Linear Transformation

**6. Non-Parametric Tests**

Mann-Whitney U test, Wilcoxon signed-rank test, Kruskal-Wallis Test, Friedman's ANOVA

**7. Correlation and Regression**

Positive versus Negative correlation, Linear versus Non-linear correlation, Low, Moderate, Strong, and Perfect correlation, Scatter Diagram & Bivariate correlation, Partial and Semi-partial (or Part) correlations, method of least squares, Types of Regressions

**8. Logistic Regression (LR)**

An introduction to LR, Working of LR, Binary LR with quantitative IVs (on SPSS), Binary LR with categorical IVs (on SPSS)

**9. Mediation and Moderation Analysis**

Partial and complete mediation, Total, indirect, and direct effect, Simple and multiple Mediation, Mediation analysis, Moderation analysis

**10. Factor Analysis**

When to use factor analysis, Graphical representation of factors, Mathematical representation of factors, Basic terminologies in factor analysis, Steps in factor analysis

*Readings*

Drew, C. J., Hardman, M. L., & Hart, A. W. (1996). *Designing and Conducting Research* (2<sup>nd</sup> Ed.). Boston: Allyn and Bacon. [Chapters 7 & 15]

Field, A. (2013). *Discovering statistics using SPSS* (4<sup>th</sup> Ed.). London: Sage.

Glaser, B. G., & Strauss, A. L. (1967). *The Discovery of Grounded Theory: Strategies for Qualitative Research*. Chicago: Aldine Publishing Company

Howell, D. C. (2010). *Statistical methods for psychology* (7th Ed.). Belmont, CA: Wadsworth, Cengage Learning.

Howitt, D. (2010). *Introduction to Qualitative Methods in Psychology*. Essex, England: Pearson.

Miles, M. B., & Huberman, A. M. (1994). *Qualitative Data Analysis* (2<sup>nd</sup> Ed.). London: Sage Publications.

Siegel, S. & Castellan, Jr. N. J. (1988). *Non-parametric Statistics for the Behavioral Sciences* (2<sup>nd</sup> Ed.). NY: McGraw Hill.

Siegel, S. & Castellan, Jr. N. J. (1956). *Non-parametric Statistics for the Behavioral Sciences* (1<sup>st</sup> Ed.). NY: McGraw Hill.

## **IOPSY 507: Engineering Psychology**

### **2 Credits**

#### **1. Introduction**

Ergonomics and its nature, History and Scope of ergonomics, Man-machine system.

#### **2. Equipment Design**

Display design: Visual Display, Auditory Display, Tactual and Olfactory Display;  
Control Design

#### **3. Environmental Conditions**

Illumination: The Nature of light, Measurement of light, The Effects of Lighting on Performance; Climate: Heat Stress, Psychological Effects of Heat Stress, The Effects of Heat Stress on Performance, Reducing heat Stress, Cold Stress, Physiological Effect of Cold Stress, Effects of cold stress on performance; Noise: The effects of Noise on Performance, Handling Noise Performance

#### **4. Human Error, Accidents and Safety**

Nature of Human Error: Human Error Classification Schemes, Dealing with Human Error; Accident: Nature of Accident, Collection and Analysis of Accident and Injury data, Theories of Accident Causation, Cause and Prevention of Accident

#### **5. Physical Work and Manual Materials Handling**

Human output and Control: Muscle Physiology, Work Physiology, Measures of Physiological Strain; Motor skills: Biomechanics of Human Motion, Control and Acquisition of Motor Responses, Speed and Accuracy of Movements

### *Readings*

Blum, M.L. and Naylor, J.C. (1968). *Industrial Psychology*. CSB Publishers, New Delhi, India.

Chapanis, A. (1996). *Human Factors in System Engineering*. John Wiley and Sons Inc.

Sanders and McCormick (1993). *Human Factors in Engineering and Design*. McGraw-Hill, Inc. New York (7<sup>th</sup> Ed)

Sultz, D.P. and Scults S.E. (1998). *Psychology and Work Today*. Prentice-Hall Inc. New Jersey, USA.

Spector, P.E. (1996). *Industrial and Organizational Psychology*. John Wiley and Sons Inc. New York, USA.