

Course Unit	Organizational Social Psychology		Field of study	Human and Social Sciences	
Bachelor in	Accounting		School	School of Technology and Management	
Academic Year	2021/2022	Year of study	1	Level	1-1
Type	Semestral	Semester	2	ECTS credits	6.0
Code	9056-514-1205-00-21				
Workload (hours)	162	Contact hours	T -	TP 60	PL -
			TC -	S -	E -
			OT -	O -	

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Oliva Maria Dourado Martins, Carla Cristina Goncalves da Costa Teixeira Neves

### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Apply communication processes and understand the implications of interpersonal relationships in different work contexts.
2. Understand the implications of attitudes, motivation and job satisfaction at the level of individual and organizational behavior.
3. Understand the implications of the variables associated with stress at the individual and the organization levels.
4. Understand the importance of leadership effectiveness at the level of organizations.
5. Identify and connect the determinants of group productivity at the organizational level.

### Prerequisites

Before the course unit the learner is expected to be able to:

1. Generic notions in the field of social sciences.
2. Reading texts in English.

### Course contents

Communication processes in organizations. Attitudes, motivation and job satisfaction. Conflict management. The process of leadership in organizations. Groups and work teams. Structural settings.

### Course contents (extended version)

1. Communication processes in organizations.
  - Interpersonal, group and organizational level of communication.
  - Communication barriers and rules; strategies for communicational effectiveness in the organization.
2. Attitudes, motivation and job satisfaction.
  - Training and attitude change; Hawthorne's experience.
  - Motivation: Maslow theory, Herzberg Theory, Vroom theory.
  - Dimensions and determinants of satisfaction. The stress.
3. Management of conflicts.
  - Types and categories of conflicts.
  - Conflict management strategies.
4. The process of leadership in organizations.
  - Personal characteristics and behaviors of the leader.
  - Leadership styles and performance, intervening variables.
  - Leadership, management and power; New trends.
5. Groups and work teams.
  - Definition and types of groups.
  - Determinants of group productivity.
  - The teamwork in the organizational context: The model of Hackman's group effectiveness.
6. Structural configurations.
  - The organizational structure.
  - The structural components.
  - The fundamental structural models.

### Recommended reading

1. Cunha, M. P., Rego, A., Cunha, R. C., Cabral-Cardoso, C., & Neves, P. (2016). Manual de Comportamento Organizacional e Gestão (8.ª ed.). Editora RH.
2. Gerardus, B. (2019). Positive Organizational Behavior A Complete Guide – 2020 Edition. Emereo PTY LTD.
3. Rego, A. (2016). Comunicação Pessoal e Organizacional – Teoria e Prática (4ª ed.). Edições Sílabo.
4. Reis, F. L. (2020). Manual de Gestão das Organizações – Teoria e Prática (2ª ed.). Edições Sílabo.
5. Sotomayor, A. M., Duarte, M., & Rodrigues, J. (2019). Princípios de Gestão das Organizações (3ª ed.). Rei dos Livros.

### Teaching and learning methods

Theoretical-practical classes where concepts, methodologies and techniques are presented and discussed, using audiovisual means. Analysis and discussion of concrete situations, case studies, which allow not only the exchange of experiences but also the practice of group decision making to help consolidate the learning outcomes. Tutorial sessions in contact hours.

### Assessment methods

1. Alternative 1: continuous assessment - (Regular, Student Worker) (Final)
  - Final Written Exam - 60% (Minimum grade 7 values.)
  - Practical Work - 40%
2. Alternative 2 - (Regular, Student Worker) (Supplementary, Special)
  - Final Written Exam - 100%

### Language of instruction

Portuguese, with additional English support for foreign students.

## Electronic validation

Oliva Maria Dourado Martins	António Borges Fernandes	Paulo Alexandre Vara Alves
11-03-2022	11-03-2022	12-03-2022