University of Macau
Faculty of Science and Technology
Department of Computer and Information Science
SFTW350 Organization and Management
Syllabus
2nd Semester 2011/2012
Part A – Course Outline

Compulsory course in Computer Science

Catalog description:
3 credits. The course introduces the concepts used for the understanding of human behavior in organizations and the application of these concepts in human resources management. The course includes foundations of individual behavior, motivation, foundation of group behavior, leadership, communication, conflicts and negotiation, and foundation of organization structure.

Course type:
- Theoretical

Prerequisites:
- None

Textbook(s) and other required material:
- Stephen P. Robbins & T. A. Judge, *Organizational Behavior*, 14th ed., Pearson Education – 2010. (Required)

References:
- None

Major prerequisites by topic:
- None

Course objectives:
- To enhance students knowledge of organizational behavior by introducing concepts and theories from behavioral and social science. [d, f, g, h, i, j]
- To allow students to understand the impact on an organization work caused by individuals, groups and organization structure. [d, f, g, i, j]
- To improve students potential to be a more effective and efficient employee in a real world. [d, f, g, h, i, j]
- To improve students critical and analytical thinking about organizational behavior issues. [d, f, g, i, j]
- To develop a better appreciation of students own values, ability and personality. [d, f, g, i, j]

Topics covered:
- **Introduction (4 hours):** What is Organization Behavior?
- **The Individual (12 hours):** Foundations of Individual Behavior, Diversity, Attitudes, Personality and Values, Emotions and Moods, Perception and Individual Decision Making, Motivation.
- **The Group (10 hours)**: Foundations of Group Behavior, Understanding Work Teams, Communication, and Conflicts and Negotiation.
- **The Organization System (8 hours)**: Foundations of Organization Structure, Organizational Culture and, Organizational Change and Stress Management.

Class/laboratory schedule:

Timetabled work in hours per week			No of teaching weeks	Total hours	Total credits	No/Duration of exam papers
Lecture	Tutorial	Practice				
3	Nil	Nil	14	42	3	1 / 2 hours

Student study effort required:

Class contact:	
Lecture	34 hours
In-class assignment / Mid-term exams	8 hours
Other study effort	
Self-study	28 hours
E-quizzes	10 hours
Total student study effort	80 hours

Student assessment:
Final assessment will be determined on the basis of:
In-class exercises and e-Quizzes - 20%   Midterm (I and II) - 40%   Final exam - 40%

Course assessment:
The assessment of course objectives will be determined on the basis of:
- In-class exercises, e-Quizzes, project and exams
- Course evaluation

Course outline:

Weeks	Topic	Course work
1	**What is Organizational Behavior?** Introduction of Organizational Behavior.	
2-3	**The Individual** Diversity in Organizations. Biographical Characteristics. Abilities. Attitudes and Job Satisfaction.	
4-5	**The Individual** Emotions and Moods. Personality and Values. Perception and Decision Making.	e-Quizzes, In-class exercise
6	**The Individual** Motivation.	e-Quizzes, In-class exercise, Midterm
7-8	**The Group** Foundations of Group Behavior, Understanding Work Team, Communication	e-Quizzes, In-class exercise
9-10	**The Group** Conflicts and Negotiation	e-Quizzes, In-class exercise
11-12	**The Organization System** Foundations of Organization Structure, Organizational Culture	e-Quizzes, In-class exercise, Midterm
13-14	**The Organization System** Organizational Change and Stress Management.	e-Quizzes, In-class exercise

Contribution of course to meet the professional component:
This course prepares students to understand how individual and groups may impact and respond to organization work, and how organizations may impact and respond to the environment, allowing them to be more efficient and effective professionals in the real world.

Relationship to CS program objectives and outcomes:
This course primarily contributes to the Computer Science program outcomes that develop student abilities to:
(f) an understanding of professional, ethical, legal, security and social issues and responsibilities.
(j) a knowledge of contemporary issues.

The course secondarily contributes to the Computer Science program outcomes that develop student abilities to:
(d) an ability to function effectively on multi-disciplinary teams.
(g) an ability to communicate effectively.

(h) the broad education necessary to understand the impact of computing solutions in a global, economic, environmental, and societal context.

(i) a recognition of the need for, and an ability to engage in life-long learning.

Relationship to CS program criteria:

Criterion	DS	PF	AL	AR	OS	NC	PL	HC	GV	IS	IM	SP	SE	CN
Scale: 1 (highest) to 4 (lowest)												1		

Discrete Structures (DS), Programming Fundamentals (PF), Algorithms and Complexity (AL), Architecture and Organization (AR), Operating Systems (OS), Net-Centric Computing (NC), Programming Languages (PL), Human-Computer Interaction (HC), Graphics and Visual Computing (GV), Intelligent Systems (IS), Information Management (IM), Social and Professional Issues (SP), Software Engineering (SE), Computational Science (CN).

Course content distribution:

Percentage content for			
Mathematics	Science and engineering subjects	Complementary electives	**Total**
0%	0%	100%	100%

Coordinator:
Prof. Zhiguo Gong

Persons who prepared this description:
Mr. Miguel Gomes da Costa Junior
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2nd Semester 2011/2012

Instructor:	Mr. Miguel Gomes da Costa Junior	Office:	N327B
Office hour:	by appointment	Phone:	8397 4378
Email:	mcosta@umac.mo		

Time/Venue: *To be announced*

Grading distribution:

Percentage Grade	Final Grade	Percentage Grade	Final Grade
100 - 93	A	92 - 88	A−
87 - 83	B+	82 - 78	B
77 - 73	B−	72 - 68	C+
67 - 63	C	62 - 58	C−
57 - 53	D+	52 - 50	D
below 50	F		

Comment:

The objectives of the lectures are to explain and to supplement the text material. Students are responsible for the assigned material whether or not it is covered in the lecture. Students who wish to succeed in this course should read the textbook (chapter related) prior to the lecture, should work all in-class exercises and e-quizzes (homework) and should made use of the material provided at UMMoodle. You are encouraged to look at other sources (such as other textbooks, websites, etc.) to complement the lectures and text.

Homework policy:

The completion and correction of the in-class exercises and e-quizzes are a powerful learning experience.
- In-class exercises will be used to review lectures.
- E-quizzes are electronic homework exercises. They have periods for completion that must be respected. No late submission is accepted.
- Case studies can be individual or in group, without any previous announcement. Students should read and answer the questions related with the case.

Exams:

Two mid-term exams with 60 minutes duration and one final exam with 120 minutes duration will be held during the semester.

Note:
- The lecture session is an important part of this course and attendance is compulsory. At most 20% absence without leave is allowed.
- Check UMMoodle (ummoodle.umac.mo) regularly for announcements, e-quizzes and lectures. Report any mistake on your grades within one week after posting.
- No make-up exam will be given except for CLEAR justification such as medical proof.
- Cheating and plagiarism are absolutely prohibited by the university.

Appendix:

Rubric for Program Outcomes

Rubric for (d)	5 (Excellent)	3 (Average)	1 (Poor)
Ability to work in teams	Performance on teams is excellent with clear evidence of equal distribution of tasks and effort as well as frequent meetings of the team members.	Performance on teams is acceptable with one or more members carrying a larger amount of the effort as well as infrequent meetings of the members or one or more members being absent from several meetings.	Performance on teams is poor to unacceptable with one or two members clearly carrying the majority of the effort as well as inadequate team meeting or one or more members missing the majority of the meetings.

Rubric for (f)	5 (Excellent)	3 (Average)	1 (Poor)
Group relations	Understand how to critique and analyze tradeoffs and constraints with respect to conflict of interest, bribery, professional dissent, authorship, and discrimination.	Have partial knowledge of conflict of interest, bribery, professional dissent, authorship, discrimination but cannot apply it in practice correctly.	No awareness of conflict of interest, bribery, professional dissent, authorship, and discrimination.

Rubric for (g)	5 (Excellent)	3 (Average)	1 (Poor)
Professional impact	Student's/Team's/Group's document(s)/presentation(s) is/are considered to be of professional quality.	Student's/Team's/Group's document(s)/presentation(s) is/are considered acceptable for college level work.	Student's/Team's/Group's document(s)/presentation(s) is/are considered unacceptable for college level work.
Written component	Document is nearly error free with sophisticated use of vocabulary, formatted properly, with well-developed concise sentences and paragraphs.	Document contains some errors with a somewhat colloquial vocabulary, minor formatting issues, with some organizational issues that do not interfere with communication.	Document contains many errors, very colloquial vocabulary, with severe organizational issues that interfere with communication. Document would be considered unacceptable.

Rubric for (h)	5 (Excellent)	3 (Average)	1 (Poor)
Scope of content	Students will demonstrate material, items, or topics characterized by a sophisticated array of information, insight, and understanding.	Students demonstrate significance reflecting an acceptable degree of perception and thoughts.	Students have limited abilities to relate, incorporate, or demonstrate knowledge of subject with a dynamic breadth.

Rubric for (i)	5 (Excellent)	3 (Average)	1 (Poor)
Analysis/ evaluation	Detailed analysis accounting for all the information and conclusions are well supported.	Some analysis done but somewhat shallow; some supporting evidence.	Analysis simply involves restating gathered information; claims not supported by evidence.

Rubric for (j)	5 (Excellent)	3 (Average)	1 (Poor)
Relevance to	Student displays an	Student is able to display	Student has difficulty

the present time	understanding of the theoretical or practical impact and an ability to correlate a subject, perception, communication, association and reasoning from a global and societal perspective.	an understanding of current topics and issues with some knowledge regarding their impact in a bigger global and societal sense.	demonstrating an awareness or familiarity with current topics and issues relevant to most current global and societal affairs.