

## MICRO CREDENTIAL COURSE DETAILS

1. **Name of Series**

Undergraduate

2. **Name of Course**

Micro Award in Organizational Behavior for Service Industry (TRM202M)

3. **Synopsis of Course**

This module provides knowledge on the behavioral and social theories as the basis of studying Organizational Behavior. This unit provides students with a critical understanding of organizational structures, systems and cultures and the impact of these on organizations, groups and individuals.

4. **For Whom?**

- Students who are waiting for UEC results.
- Students who like to take standalone courses before deciding what to study.

5. **Course Outcomes**

1. Identify and draw on a range of theories and explain the functions, roles, and skills of manager in the management of organizational behavior.
2. Discuss and present to the class the characteristics which the individuals and groups exhibit in the work setting, and explain the processes and/or strategies which can be used to increase satisfaction and productivity of individuals and groups.
3. Critically evaluate and assess organizational structure and design; organizational culture; and organizational change in the real work environment.

6. **Delivery Mode**

Online Lecture, Online Workshop with discussions, real-life cases and tutorials.

Assessments via quizzes, MCQ and final project/assignment.

**7. Duration of Course**

6 weeks' course

20 hours total SLT per week

Cumulative learning 120-130 hours for the total course

**8. Level of Course & Micro credential Credit Value**

Nil/ undergraduate level (3 credits)

**9. Course Outline**

- a) Introduction: What is Organizational Behavior? The discipline and scope of Organizational Behavior.
- b) Human Resource Management: Global cultures and Organizational Behavior Human Resource Policies and Practices Career Management
- c) The Individual: Individual aspects of Organizational Behavior: Foundations of Individual Behavior Values, Attitudes, Job Satisfaction.
- d) Personality
- e) Perception, Emotions and Moods
- f) Organizational Dynamics
- g) Motivation: from Concepts to Applications
- h) The Group: Groups and Teams
- i) Intergroup Dynamics Foundations of Group Behavior
- j) The Organization System: Foundations of Organization Structure and Organizational Design
- k) The Organization System: Organizational Culture
- l) Organizational Dynamics: Organizational Change
- m) Stress Management Organizational Development

**11. Trainer**

Dr Ooi Kok Kee