

**National University of Singapore
NUS Business School
Department of Management and Organisation**

Module: MNO4316 Experiencing Work: Effects on Behaviour and Well Being

Session: Semester 2, AY2017/18

Professor: Piers Steel, Ph.D.

I. Module Description:

Besides the traditional focus on directly managing employee performance, companies are increasingly focusing on enhancing worker well-being, as Human Resources managers and professionals realize that employees who are better off psychologically (happier with their jobs, more satisfied with their family lives, etc.) are more productive, more committed to their employer and less likely to quit. Employees also value achieving success at work, maintaining work-family balance, and deriving satisfaction from their work, in addition to the more tangible outcomes associated with work such as salary and benefits. In this context, understanding how work can influence employees psychological well-being, both negatively and positively, and what can employees and companies do to manage the influences of work on well-being will get companies an advantage in terms of recruiting and also having happier and more satisfied employees.

II. Learning Outcomes:

Upon completion of this module, students should have acquired an understanding of the major conceptual models that explain how work (e.g., job demands) influence behavior and well-being (e.g., satisfaction, work-life balance, strain), and of the strategies that employees and organizations can use to manage those influences. Students will also learn, in practical terms, what they can do to protect themselves from the negative effects of work demands (e.g., work overload causing stress and strain), and also what they can do to benefit more from positive work experiences. The knowledge and skills acquired from taking this module should help students, as future employees, be more satisfied with their jobs and lives.

III. Modes of Teaching and Learning:

This is a seminar class. I will make presentations at the beginning of the class on all the topics. Besides the presentations, this course involves class discussions, exercises, and a group project. All students are expected to have read all assigned materials prior to class and are expected to come to class with comments and questions on the material to be covered.

IV. Syllabus:

1. Influences of Work Experiences on Employees: General Frameworks
2. Emotions and Affective States: A Closer Look
3. Job Affect and Attitudes
4. Motivation, Emotions and Affect
5. Work Behavior, Job Affect, and Job Satisfaction
6. Stress: The basics
7. Work Stress
8. Work-Family Balance
9. Happiness and Life Satisfaction

V. Readings

Each week we will cover a number of readings. There is no textbook required for this course, as the articles to be discussed in class will be provided on IVLE.

VI. Assessment (%):

There will be four graded activities: class attendance/participation (15%), individual paper (40%), group project written reports (25%), and in-class presentation of the group project (20%).

VII. Course Outline

Week 1 (Jan 18th): Introduction; Job characteristics and demands

Week 2 & 3 (Jan 25th & Feb 1st): Work attitudes, and motivation

Week 4 & 5 (Feb 8th & Feb 22nd): Work and life: The good and the bad

Week 6 (March 8th): Managing work demands and dealing with stress

Week 7 (March 15th): Work-life conflict and enhancement

Week 8 (March 22nd): Group presentations

Week 9 (March 29th): Group presentations

Week 10 (April 5th): Group presentations

Week 11 (April 12th): Group presentations

Group Written Projects Due.

Week 12 (April 19th): Happiness and well-being

Individual Projects Due

VIII. Academic Honesty & Plagiarism

Academic integrity and honesty is essential for the pursuit and acquisition of knowledge. The University and School expect every student to uphold academic integrity & honesty at all times. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources.

Plagiarism is 'the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule - You have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor.

Additional guidance is available at:

<http://www.nus.edu.sg/registrar/adminpolicy/acceptance.html#NUSCodeofStudentConduct>

Online Module on Plagiarism:

<http://emodule.nus.edu.sg/ac/>