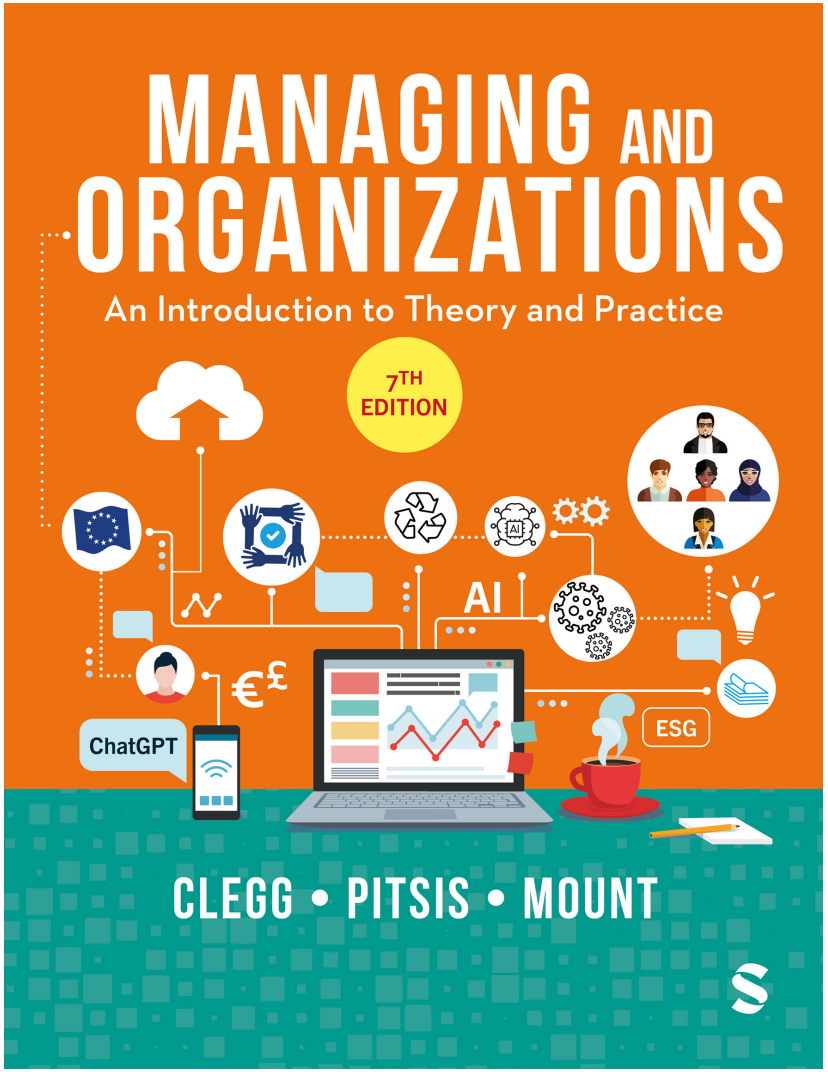

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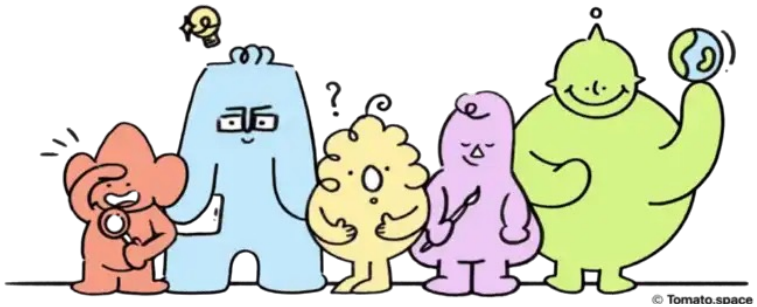
ICMB235 & ICMB 260 : Management and Organizational Behavior

"INTRODUCTION TO MOB DIFFERENT PERSPECTIVES"



DR. WALLAPA SUENGKAMOLPISUT

WEEK 1-1

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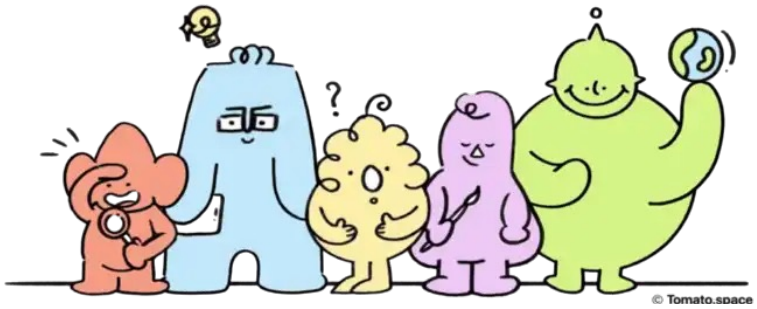
CHAPTER 1

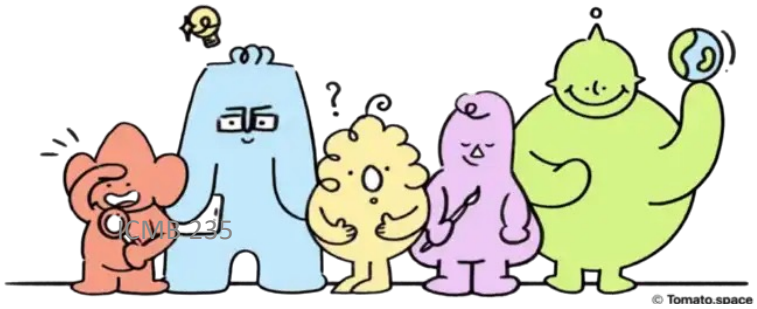
Managing organizations



What is Organisation behaviour

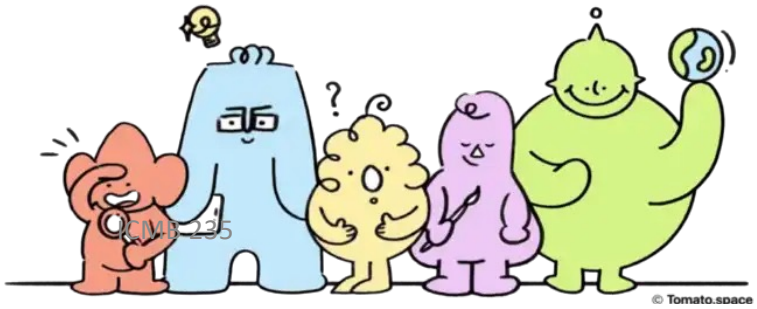
- According to your own perspective…

What is Organisation Behaviour (OB)?



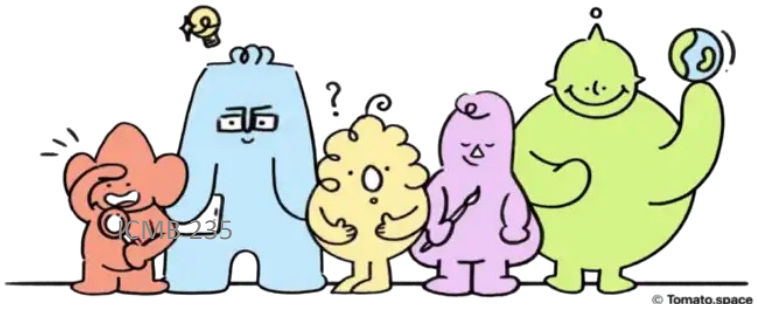
What is Organizational Behaviour?

- The ‘people’ side of organizations
- How to manage people in organizations
- Why do people act as they do in organizations?
- The impact of management on workers and society



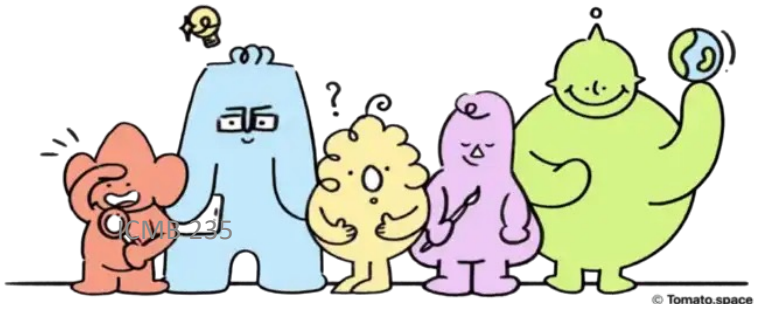
Introduction

- Organisation can be difficult, challenging places, largely because they involve people.
- To manage, people need to understand how they think,
  - what motivates them and
  - what increases their commitment,
  - how to organize them and
  - how to ensure they act in an ethical and sustainable way



Introduction

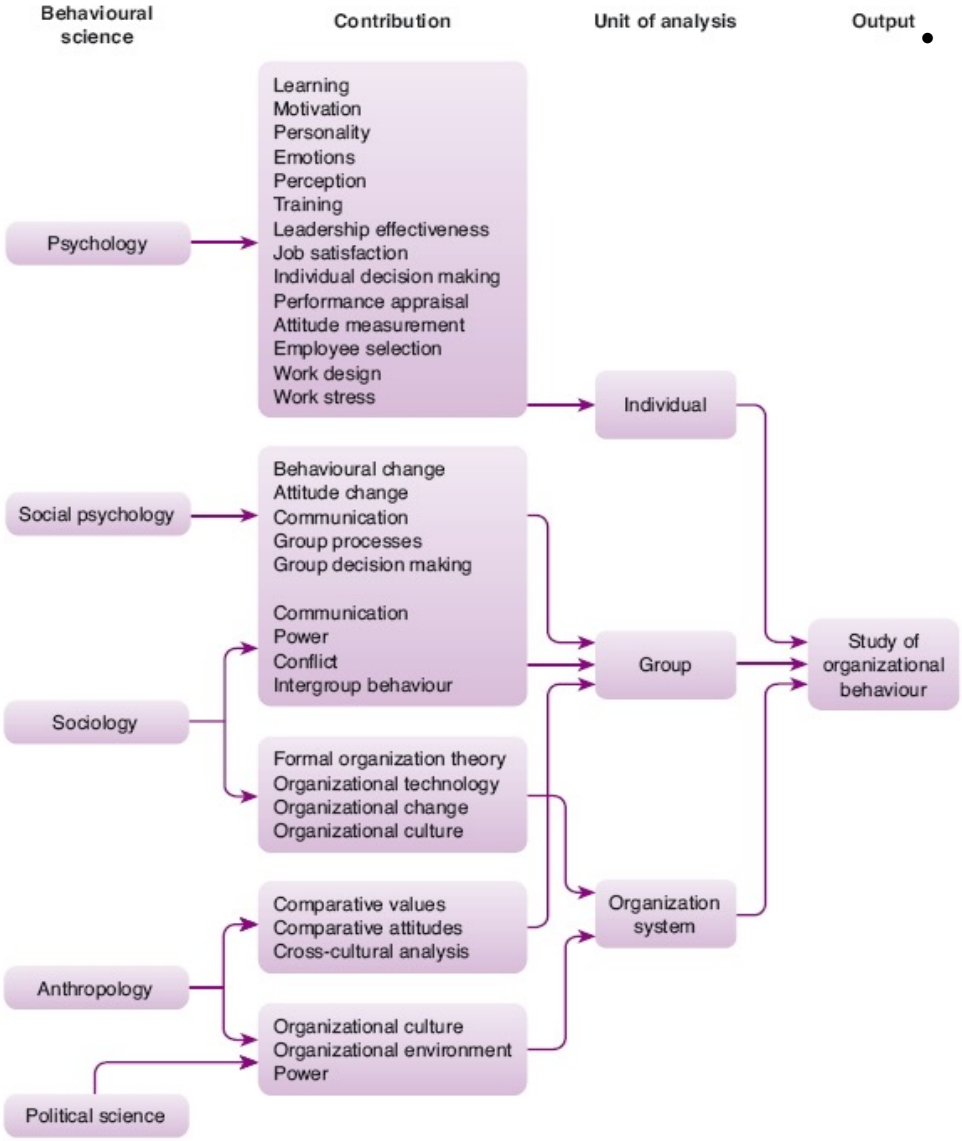
- OB is also about how organisations are structured and run through systems and procedures.
- To study OB, is being to understand HOW and WHY things happened at work is the most effective way of achieving things and what impact this has on the people that work for ogranisations and societies in which they operate.

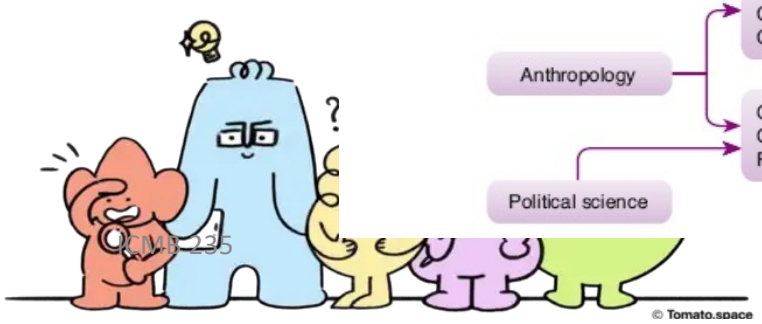


The underlying disciplines

Figure 1.3.

Source: Robbins, Stephen P.; Judge, Timothy A., *Essentials of Organizational Behaviour*, 10th Edition, © 2010., p. 5. Reprinted by permission of Pearson Education, Inc., Upper Saddle River, NJ.





- Key underlying theories
  - Psychology seeks to measure, explain and sometimes change human behaviour
  - Social psychology brides sociology and psychology, and tries to understand the impact the group
  - Sociology explores how society shapes people
  - Anthropology examines rites and rituals that shape how groups and culture work.
  - Political science examines the role of power within organisation

Organisational behaviour Course Contents

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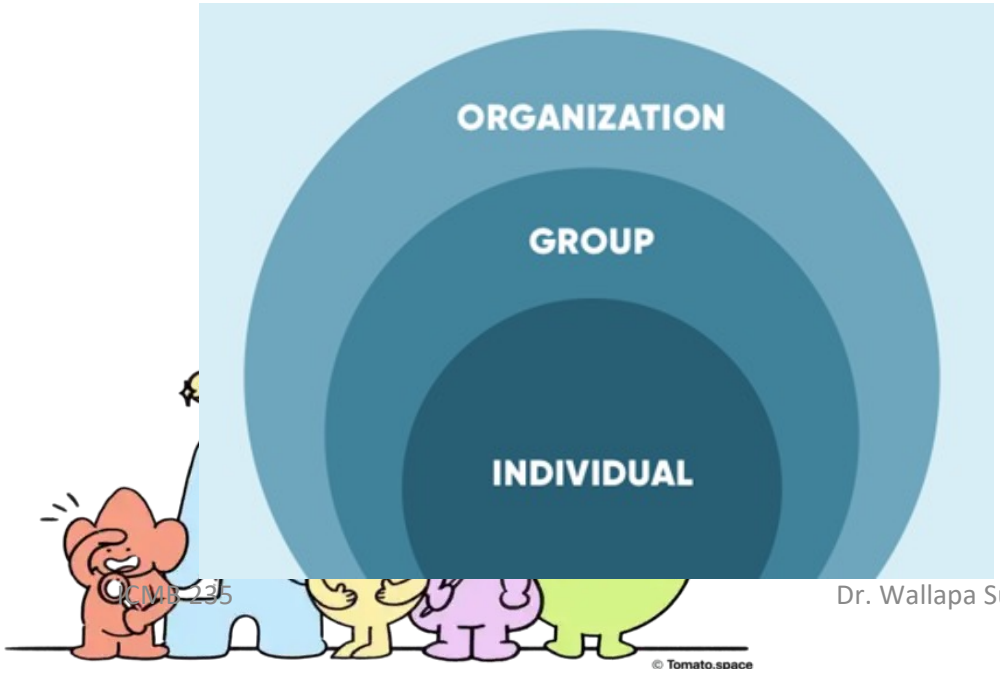
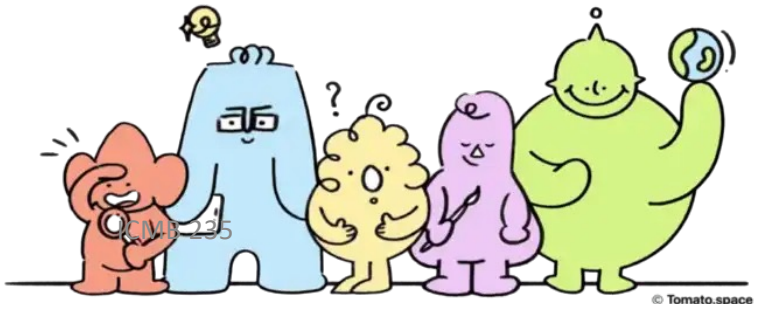
- This course is divided into five themes
  - The rational of organisation
  - The social organisation
  - Managing the individual
  - Managing the organisation
  - Contemporary trends

Figure 1.1.



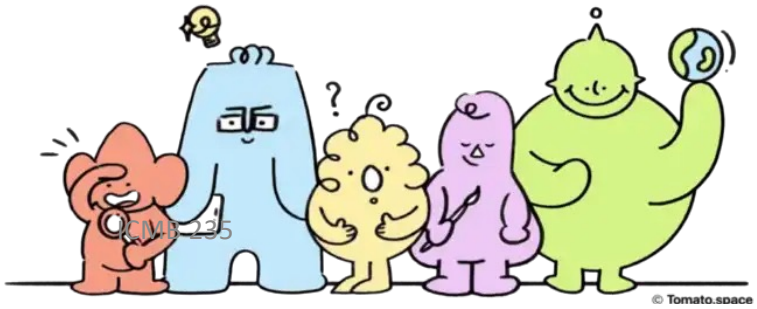
Organizational level

- Why does the organization act as it does?
- Based on sociology
  - How societies (organizations) function
- And anthropology
  - The values, cultures, and rituals of a group or society
- Themes include
  - Culture, structure, leadership



Group level

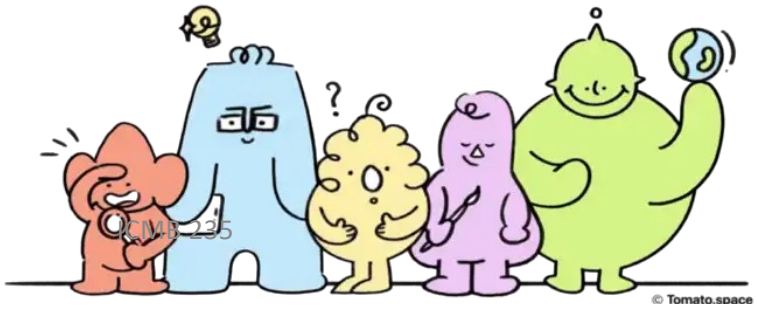
- Why do groups act as they do?
- Based on social psychology
  - How individuals influence each other
- Also based on sociology
  - How the social environment shapes behaviour
- Themes include
  - Teamwork, group dynamics, communication and decision making, power, group change



Individual level

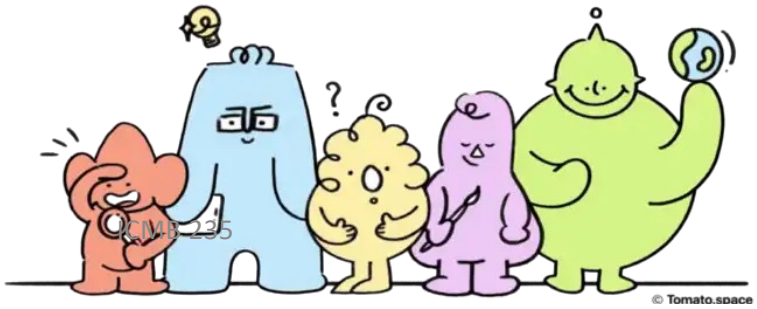
- Why does the individual act as they do?
- Based on psychology
  - study people, the mind, and behaviour
  - how we think, act, and feel
  - Measure, understand, and sometimes change behavior

- Themes include
  - Motivation, training, leadership, effectiveness, stress, personality



Why should the study of organizational behavior and management be important?

- Organizational behavior is the academic study of how people interact within groups.
- The principles of OB are applied primarily in attempts to help businesses operate more effectively.
- Organizational behavior is a subset of organizational theory which studies a more holistic way of structuring a company and managing its resources.



The interrelation between the study of Human Resource Management (HRM) and Management of Organizational Behavior (MOB)

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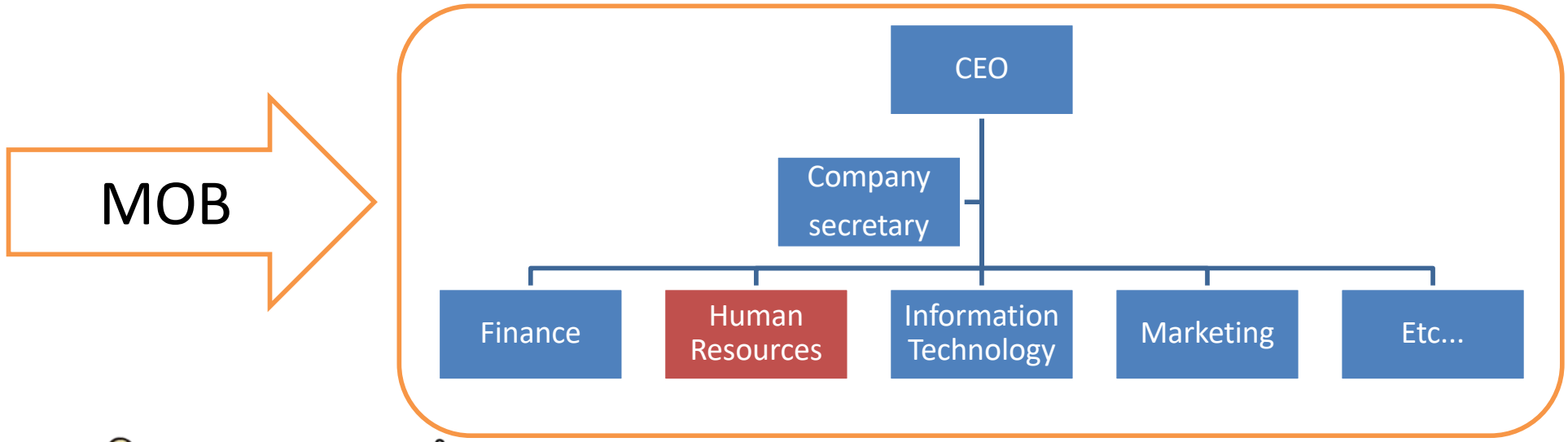
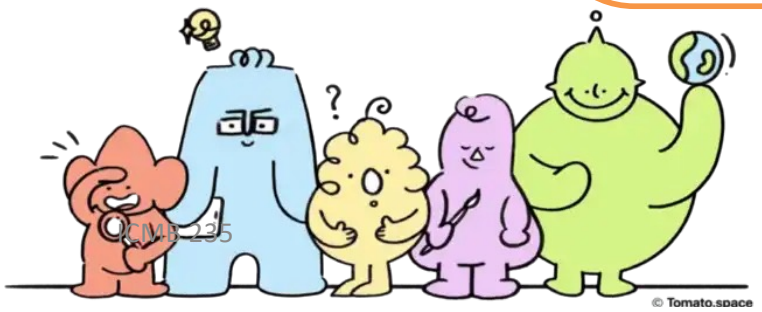
- Organizational behavior is a foundation of corporate human resources, encompassing elements such as employee retention, engagement, training, and culture.





Why there are no right answers in organisational behaviour?

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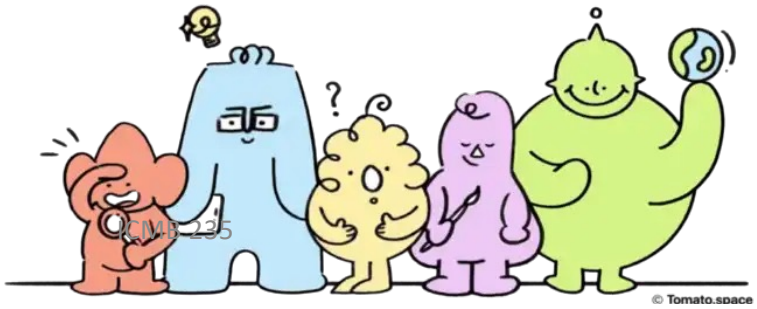
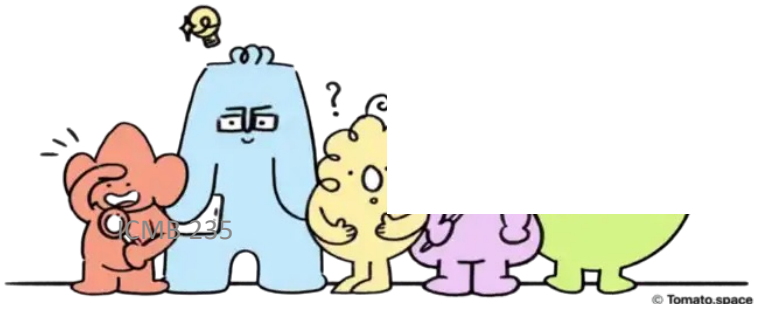
- People do not act in predictable ways, nor always behave as we would expect
- Difficult to measure human behaviour (people are not standardized or predictable)
- The different theoretical traditional have their own questions and debates
- 'Right answer' depends on beliefs

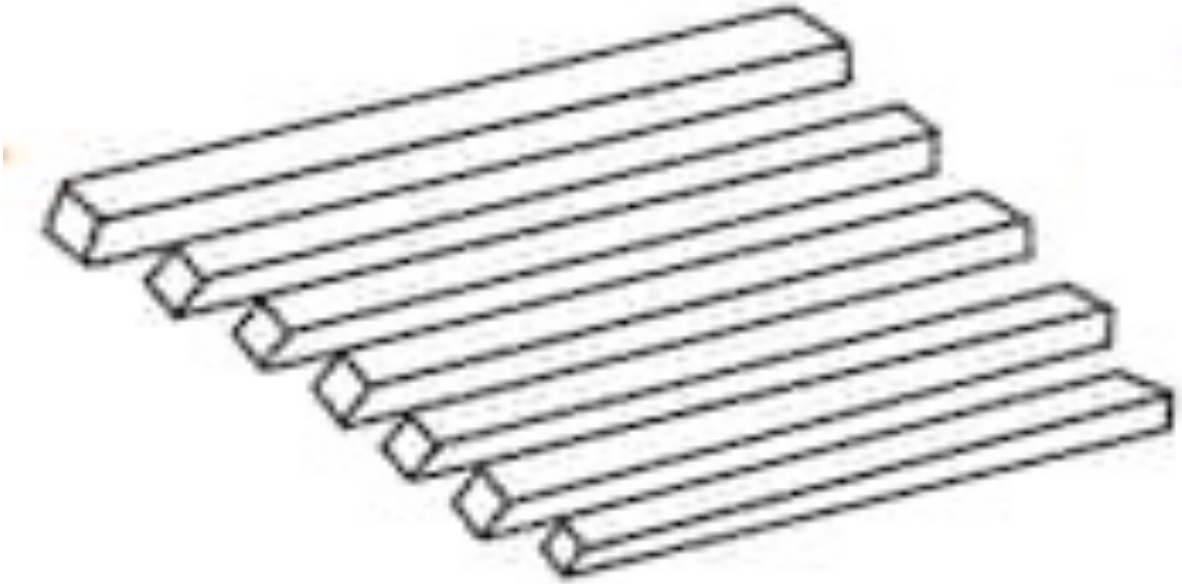


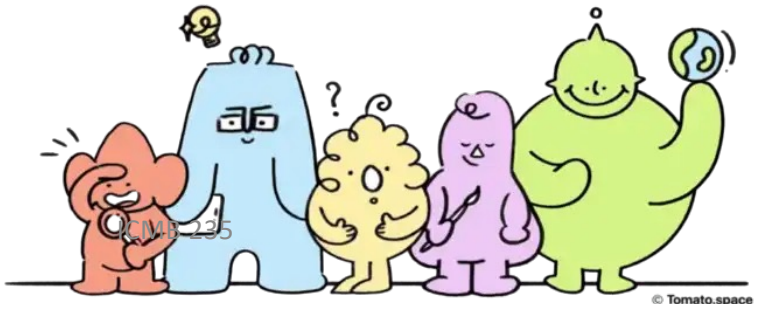
DIFFERENT *Perspectives*



Discussion Activity

How many sticks?





Which number?

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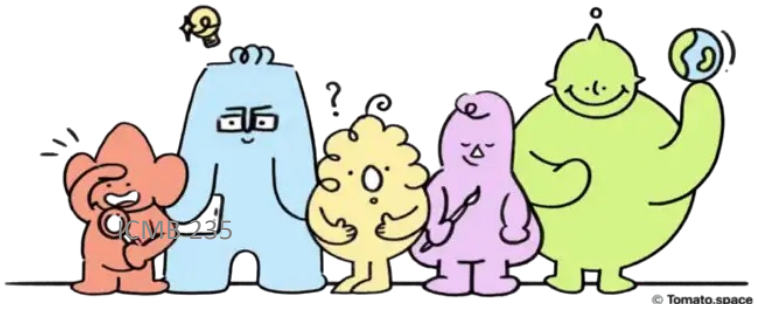
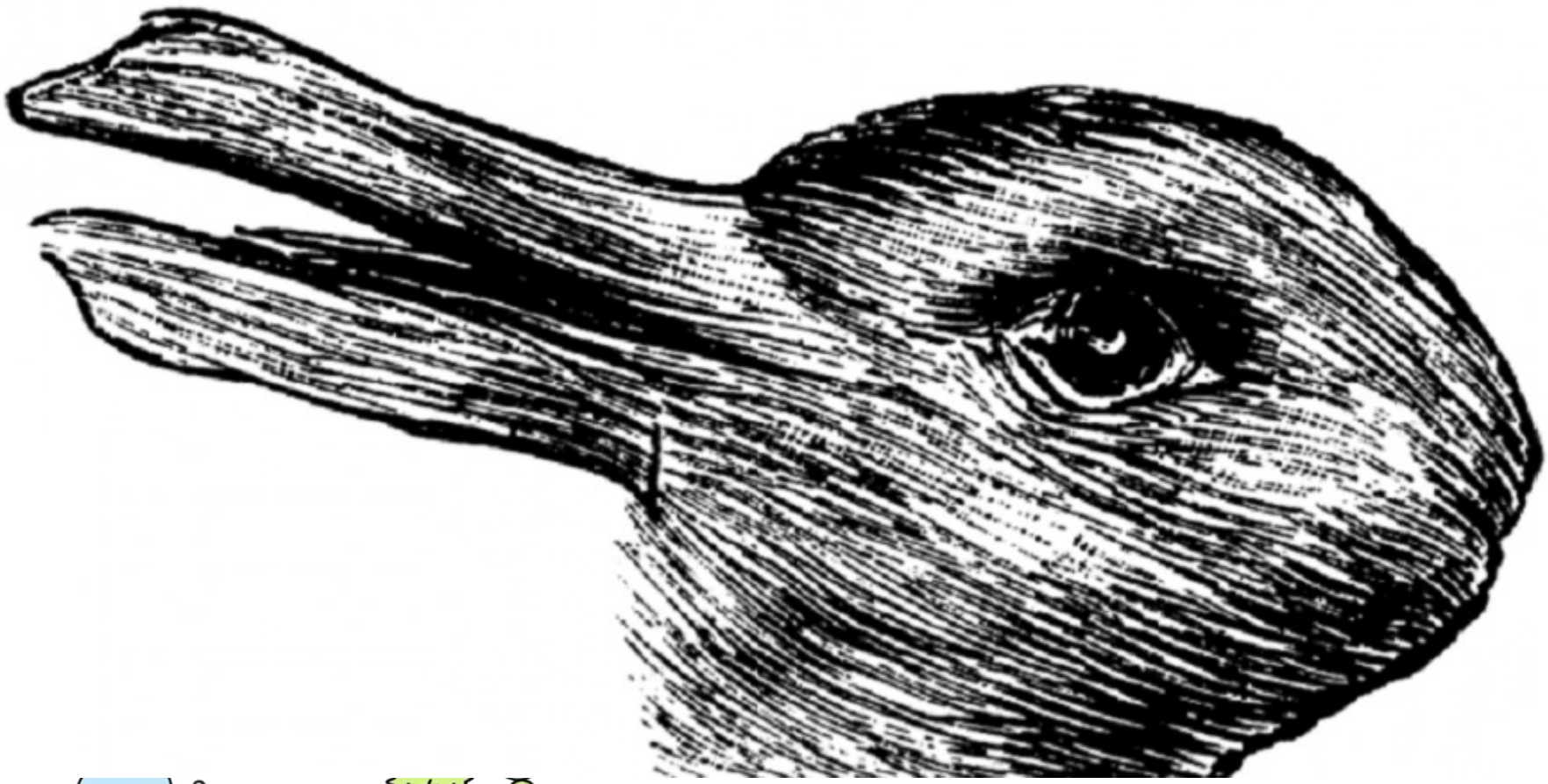
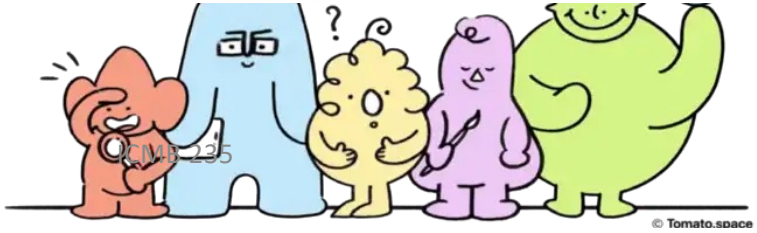
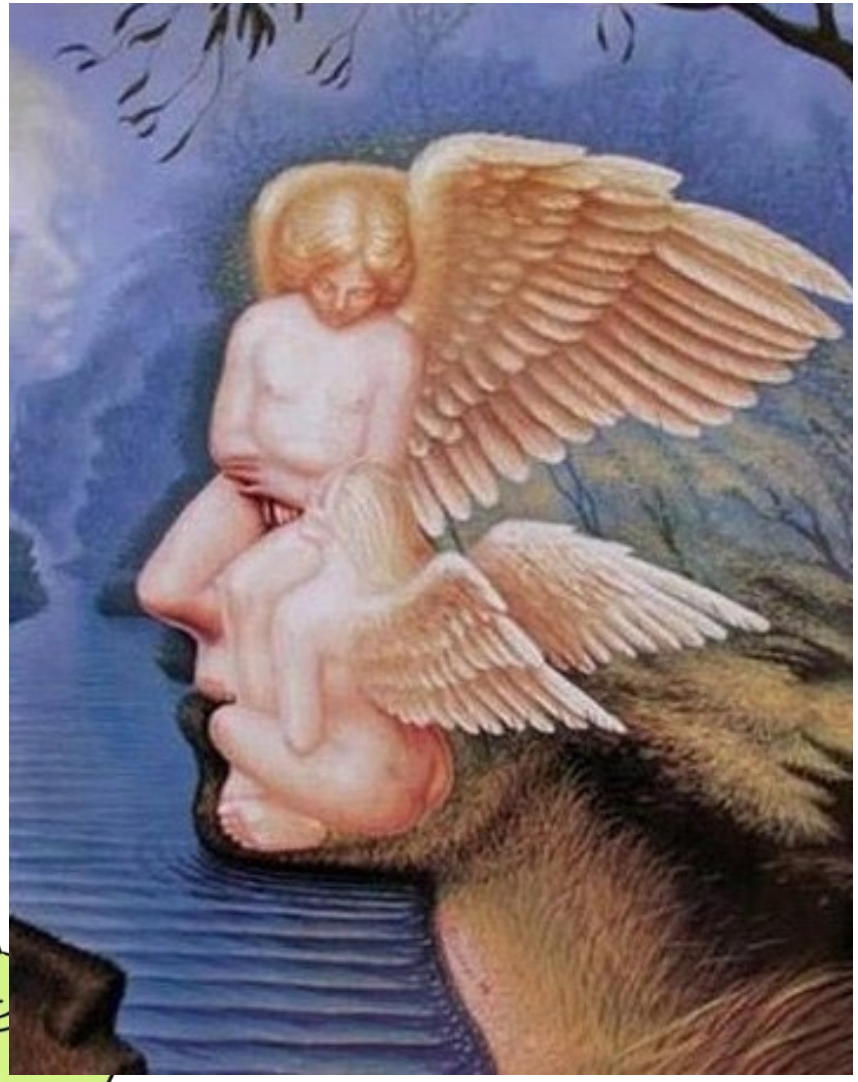


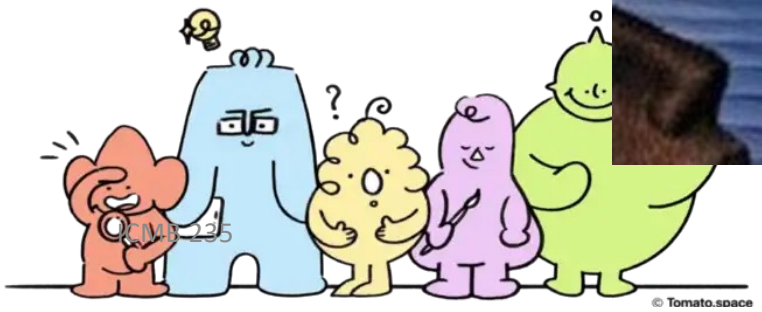
What do you see?

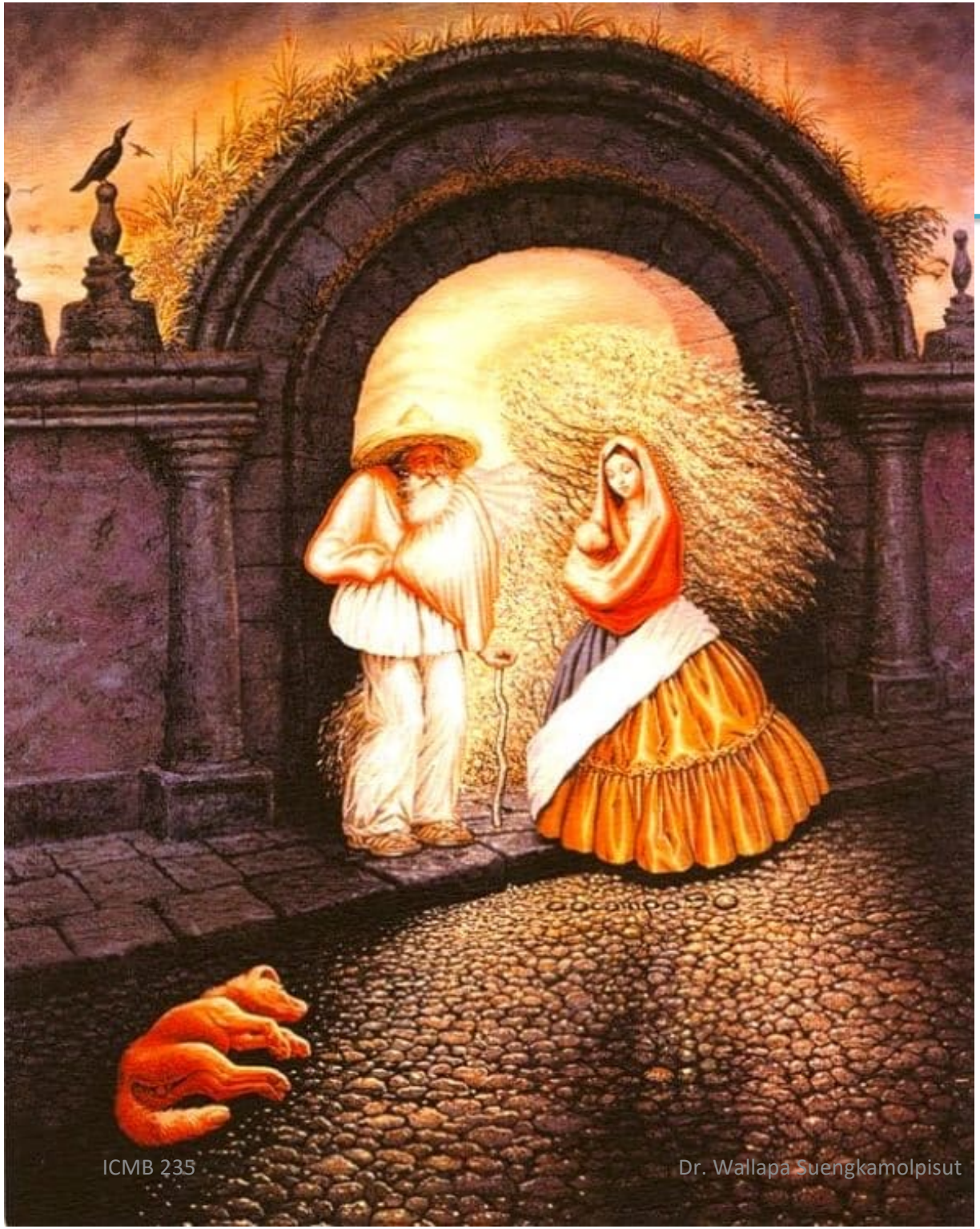




How many faces in this picture?







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Look at the picture for a quick 2-5 seconds, and count how many faces you can see.

What did you see?

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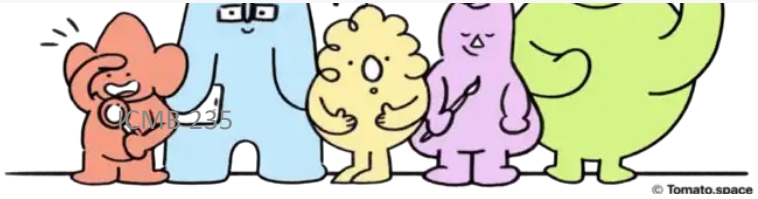
Old Lady

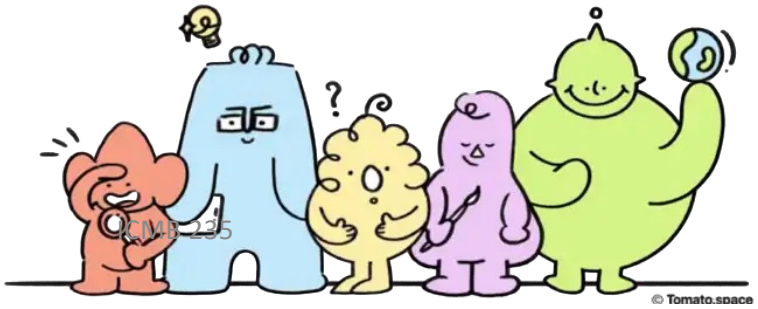
or

Young Lady



Guidelines for writing up for upskills your Critical Analysis

"Discuss and Analyze"



Importance of critical perspective and critical thinking iceberg

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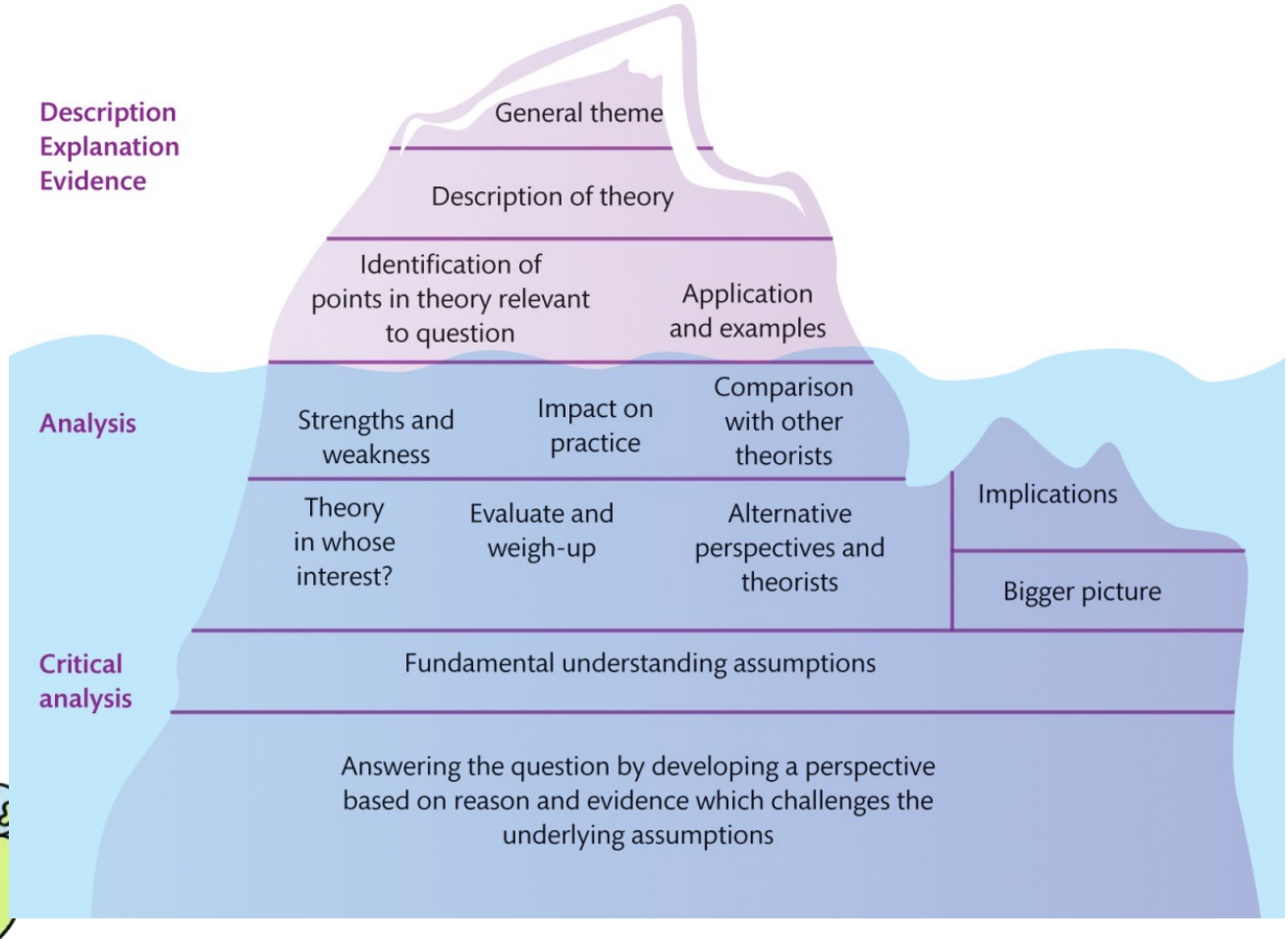
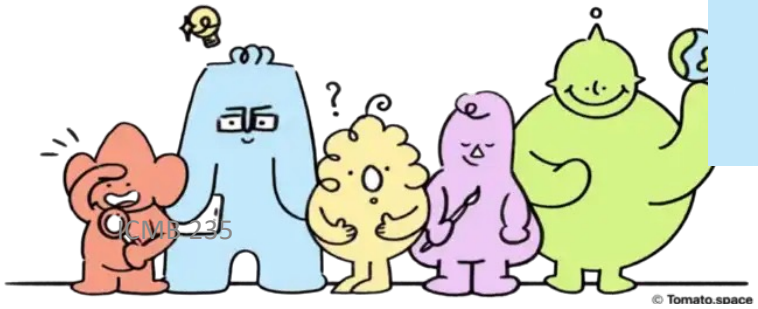
- Not ‘one best way’
- Multiple perspectives
- Questioning assumptions
- Wider questions such as ‘Whose interest does it serve?’

Figure 1.5.

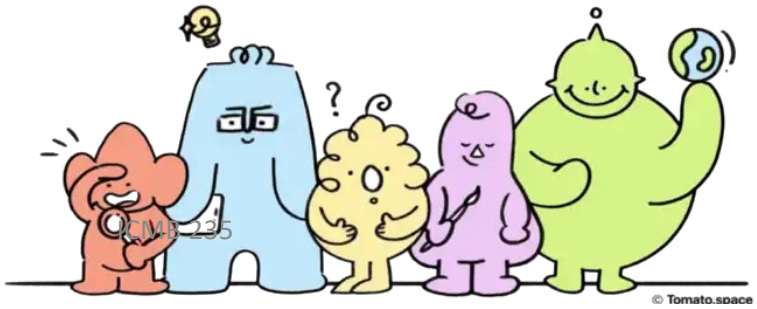




The importance of analysis

If there are no right answers, then it is just about opinion and all I need to do it put forward my opinion.

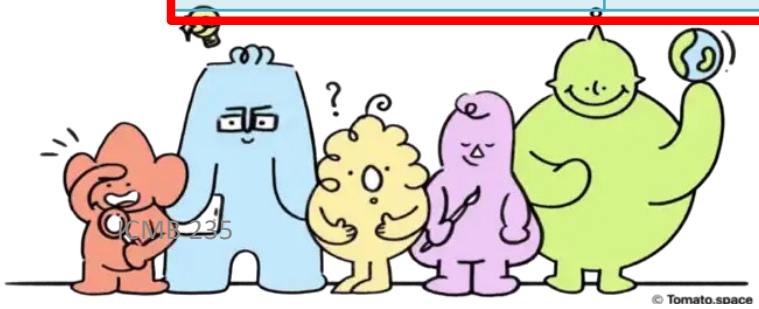
My opinion	An academically-informed perspective
• Uses my own taken-for-granted assumptions • Is based on gut reaction and personal opinion • May often contain sentences such as 'I think that…'	• Challenges received opinion and taken-for-granted assumptions • Is based on theoretical reasoning, evidence, academic literature and evaluation of competing perspectives • Is based on the evidence • May often contain sentences such as 'research shows that…'



Critical analysis

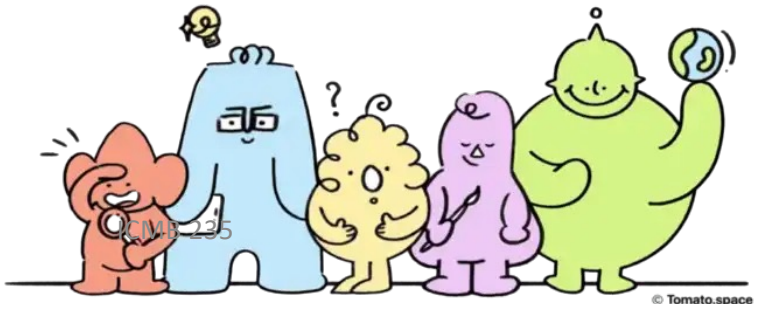
- Critical analysis might seem like simply stating your own opinion
- Developing your critical thinking skills is a long-term process of acquiring skills and also a mindset of approaching the world in a different way.
- How do I develop critical thinking skills…
  - Teaching yourself to **question things** and requires asking different types of questions and focus on different areas

Description	Recalling and describing the theory: multiple choice questions, fact, recall, definition and models
Explanation	Applying to real life and own experience, and what the theory means for organisation in practice
Analysis	Considering strengths and weaknesses, exploring alternative viewpoints and the underlying assumptions
Critical analysis	How the theory challenges our fundamental understanding of OB. In whose interest is the theory?



Summary

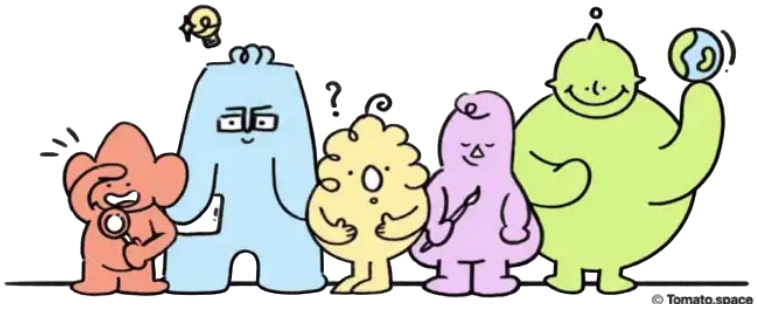
- OB is the study of people in organizations
- Comes from different perspectives
- Examples of how to manage and the impact of management on people and society
- Not one best way but competing ideas
- Sees organizations as complex and messy places
- Helps understand why people act as they do and if they can be changed



Policy on AI Use in Teaching and Learning

Effective Trimester 3/2024-2025

ICMB235 Management and Organisational Behaviour



ChatGPT and Other Generative AI Tools

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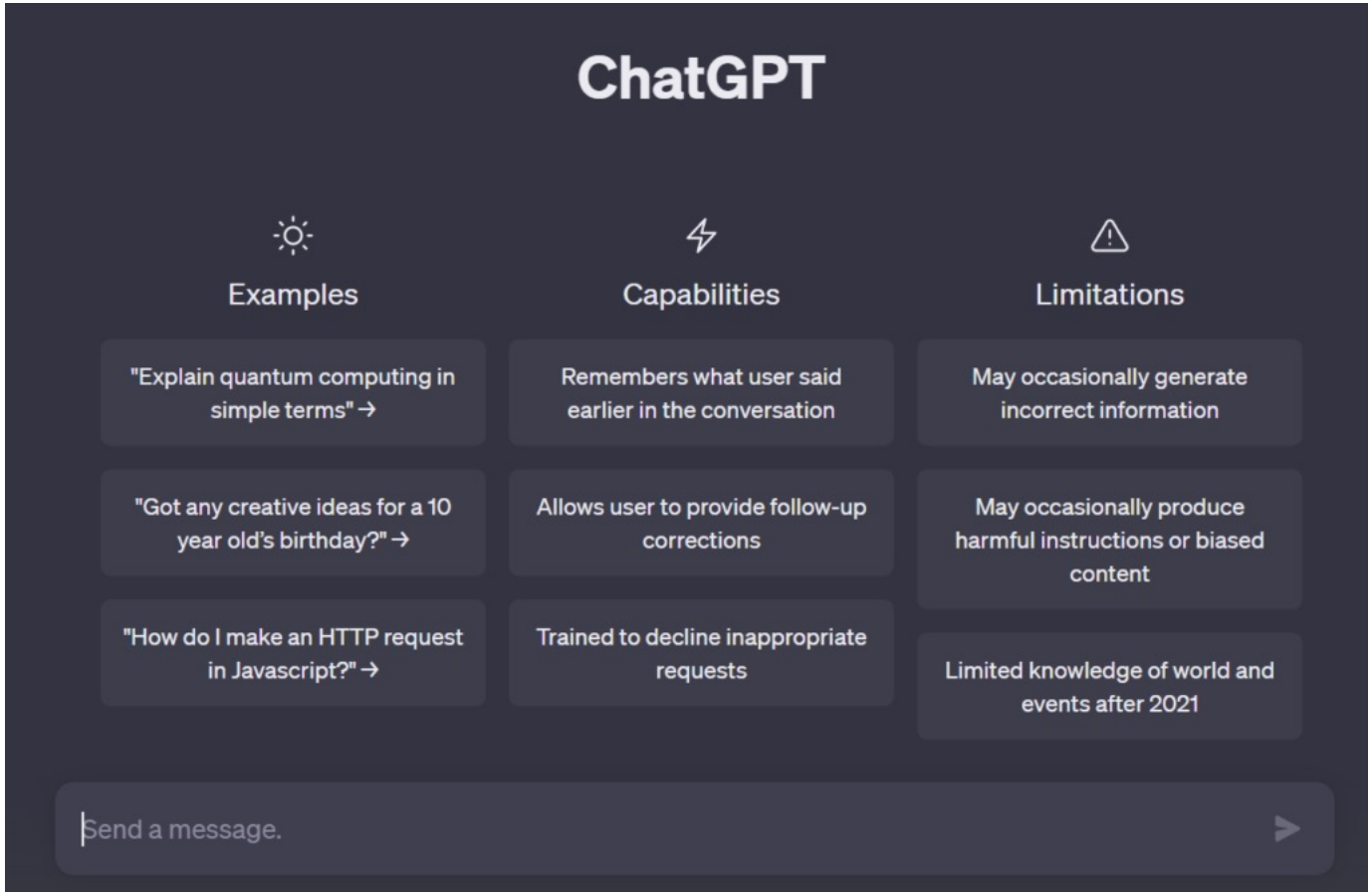
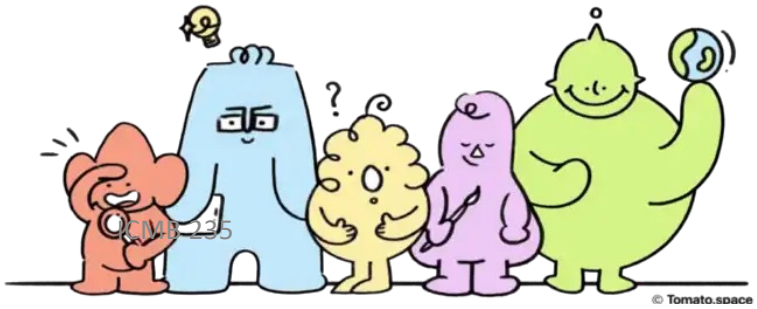




ChatGPT 3.5

You

what is MOB

ChatGPT

The term "MOB" can have different meanings depending on the context. Here are a few possibilities:

1. **Mobile:** In some contexts, "MOB" may refer to "mobile," indicating something that is capable of moving or being moved easily.
2. **Mobilization:** In a military or organizational context, "MOB" might stand for mobilization, which involves preparing and organizing resources, personnel, and equipment for a specific purpose or mission.
3. **Man Overboard:** In a maritime context, particularly in relation to boating and sailing, "MOB" can stand for "Man Overboard," indicating a person who has fallen into the water, prompting emergency response procedures.
4. **Money on Books:** In a prison or legal context, "MOB" might be used as an abbreviation for "Money on Books," referring to funds that are deposited into an inmate's account for purchasing items within the prison.
5. **Mafia or Mob:** In a cultural or criminal context, "MOB" might refer to the Mafia or organized crime.

To provide a more accurate interpretation, please provide additional context or specify the industry or field in which you encountered the term "MOB."

AI Assessment Scale Overview

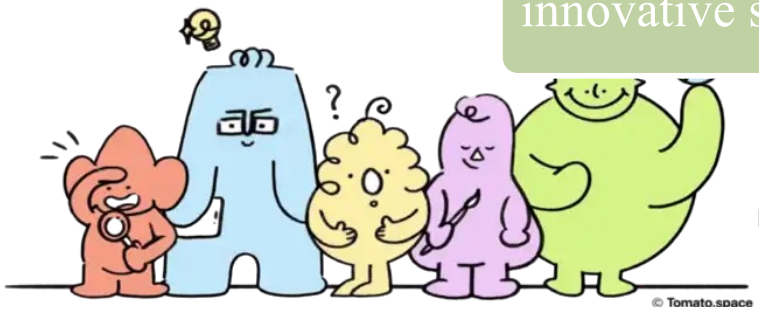
Level 1: No AI – No AI assistance; controlled environment.

Level 2: AI Planning – AI for initial research, brainstorming, outlining; independent refinement by students.

Level 3: AI Collaboration – AI aids in drafting, feedback; critical evaluation and modification required by students.

Level 4: Full AI – Extensive AI use allowed; student directs AI.

Level 5: AI Exploration – Creative use of AI for innovative solutions; co-design with educators.



Clearly specify AI level allowed for each assessment in course syllabus.

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Level 1 (No AI)

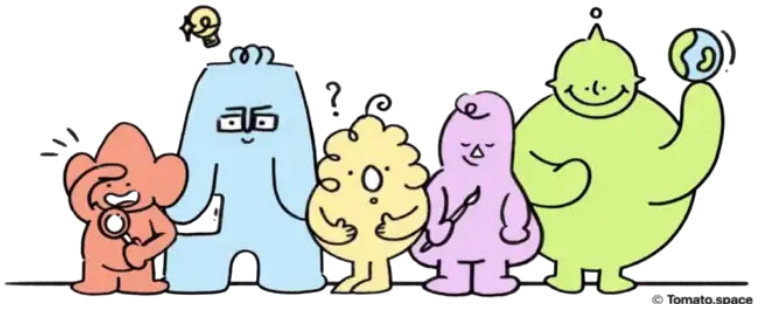
- In-Class Quiz
- Mid-term exam
- Final exam

Level 2 (AI Planning)

- Individual Assignment Report
- Group Assignment Report i.e. Term paper

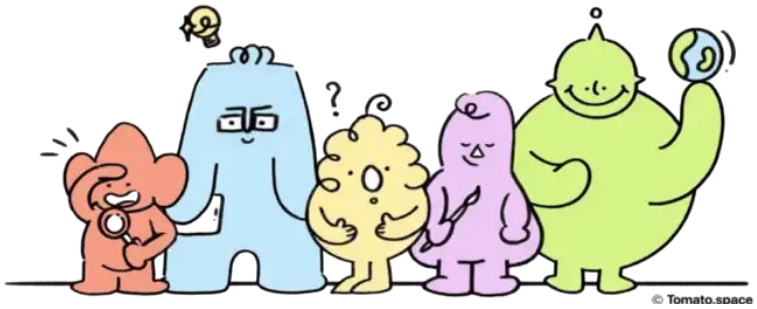
Level 3 (AI Collaboration)

- Individual Presentation
- Group Presentation



Student Responsibilities

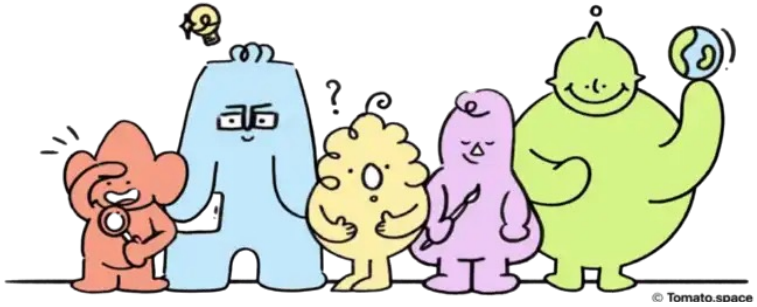
- Include AI Acknowledgment Statement for assignments permitting AI (Levels 2-5)
- Clearly state the AI tool used and purpose (e.g., idea generation, data analysis, graphics)
- Failure to provide acknowledgment may result in disciplinary actions
- Acknowledgment statement form can be found in MUIC-E-Learning platform



AI Acknowledgment Statement (Example)

I acknowledge the use of ……. [provide AI tool used here] to

- Generate ideas, outline, and for initial research
- Data analysis and visualization
- Language and grammar assistance
- Programming and coding
- Design graphics, layouts, or presentations with AI design tools
- Generate visual or multimedia elements
- Customize content formatting
- Create music, sound effects, or other audio elements
- Generate citations or bibliographies
- Others (please specify) ……



……(Student's Signature and full name)

APA ChatGPT Citation
APA Style Example

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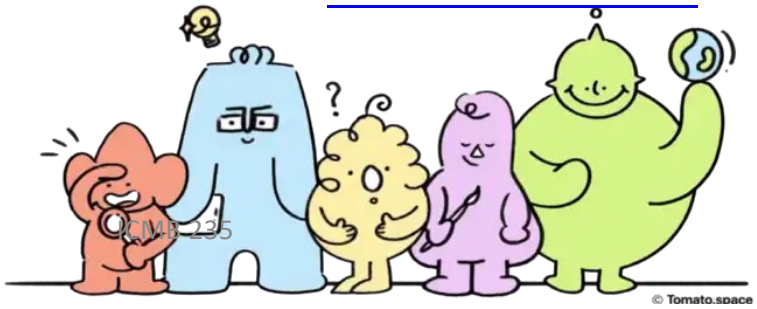
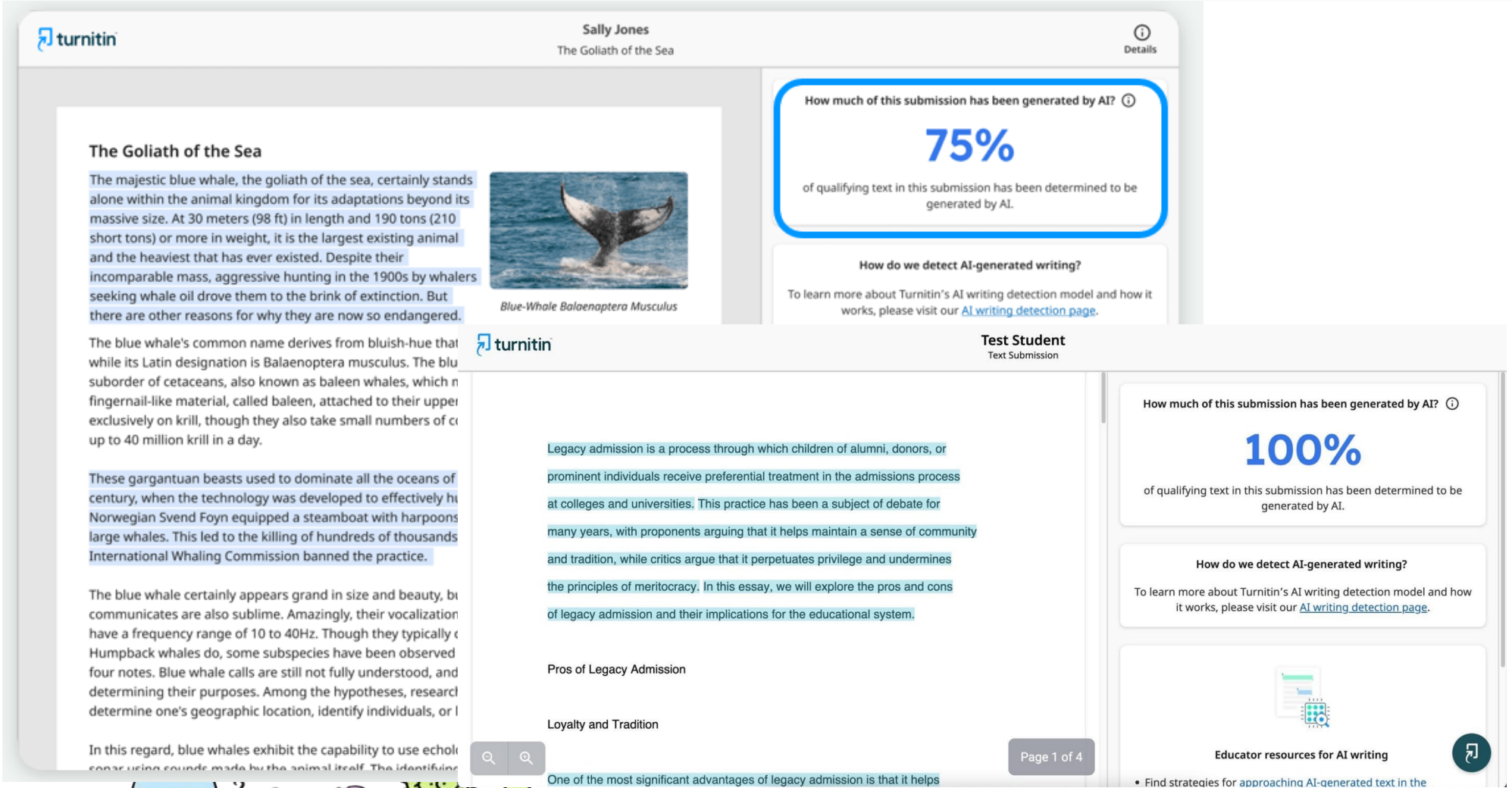
Where an assignment requires ChatGPT to be cited, you must reference **all the content from Generative AI tools** that you include. Failure to reference externally sourced, non-original work can result in Academic misconduct.

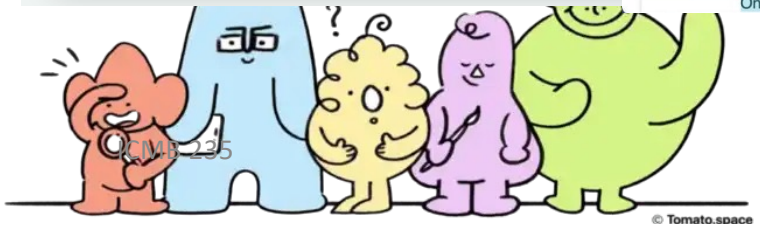
- **In-text**
  - Author of generative AI model, Year of version used
  - Example:
    - (OpenAI, 2022)
- **Reference list**
  - Author of AI model used. (Year of AI model used). *Name of AI model used* (Version of AI model used) [Type or description of AI model used]. Web address of AI model used
  - Example:
    - OpenAI. (2022). *ChatGPT* (Dec 20 version) [Large language model]. https://chat.openai.com/
- The full transcript of a response can be included in an appendix or other supplementary materials.
- Visit How to cite ChatGPT for more information.

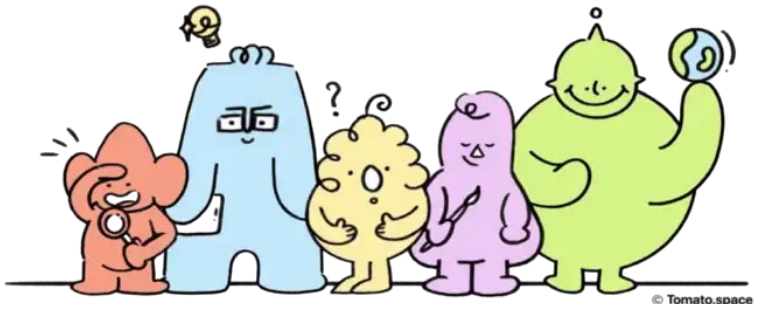


AI Detector for your assignment

Mahidol University
International College





Questions and Clarifications

Any questions or clarifications regarding AI policy and its application?