

Course Outline 2017
MGMT 223 UNDERSTANDING WORK AND PEOPLE (15 POINTS)
Semester 2

Course Prescription

Models of work organisation, reform and performance, including industrial and post-industrial forms of work. Employee responses to work and the employment relationship. Workforce diversity.

Programme and Course Advice

Prerequisite: BUSINESS 102 or MGMT 101 or 30 points in Anthropology or Sociology

Goals of the Course

This course is about understanding the forces that shape the nature of work and about understanding the drivers of job satisfaction. We will discuss major models of work organisation, including Taylorism and Fordism, socio-technical work systems, lean production, and 'post-industrial' forms of work, relating them to the contexts in which they occur. We will discuss expressions of employee voice in the working environment, including the role of unions in collective bargaining for better working conditions. You will develop skills in how to analyse your vocational preferences and how to use relevant theoretical models to analyse the quality of jobs. This is intended to enhance your ability to improve the quality of work for yourself and for others you work with (for example, when you occupy a management or supervisory role).

Learning Outcomes

By the end of this course it is expected that the student will be able to:

1. Discuss how work has evolved historically, how jobs are shaped across different working environments, and discuss trends and controversies in the changing nature of work.
2. Identify their own vocational preferences and discuss issues in the university-to-work transition.
3. Identify the intrinsic and extrinsic factors that affect job satisfaction and be able to undertake a theory-informed analysis of job quality.
4. Discuss different expressions of employee voice, including through unions and collective bargaining.
5. Demonstrate effective presentation and written communication skills.

Content Outline¹

	Topic	Assessment
Week 1: 25 & 27 July	Introduction The evolution of work	
Week 2: 1 & 3 August	Vocational preferences and the university-to-work transition	
Week 3: 8 & 10 August	Job satisfaction and alienation	
Week 4: 15 & 17 August	The Taylorist and Fordist models of work organisation	
Week 5: 22 & 24 August	Socio-technical work organisation versus the lean-production model	Assignment 1 due Friday 25 th August, 5pm
Week 6: 29 & 31 August	Theoretical models for analysing job quality	
MID-SEMESTER BREAK		
Week 7: 19 & 21 September	Work in standardised and simple services	
Week 8: 26 & 28 September	Work in knowledge-intensive services	Assignment 2 due Friday 29 th September, 5pm
Week 9: 3 & 5 October	Globalisation, multinational corporations and work	
Week 10: 10 & 12 October	Employee voice, including unions and collective bargaining	
Week 11: 17 & 19 October	The future of work: trends and controversies	
Week 12: 24 and 26 October	Course review	

¹ Some elements of the course may be subject to change

Teaching and Learning

Three hours of lectures are scheduled per week. A variety of teaching and learning methods may be deployed. It is expected that students will read the relevant readings before each class. Lectures will be recorded.

Teaching Staff

Professor Peter Boxall, Department of Management and International Business
Room 459, Business School
Office hours: Tuesday, 3-4pm, in term time (except for 8 August)
Email: p.boxall@auckland.ac.nz

Dr Sisikula Sisifa, Professional Teaching Fellow
Room 4100, Business School
Office hours: Wednesday, 3-4pm
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Learning Resources

Textbook: Hodson, R., & Sullivan, T. A. (2012). *The social organization of work* (5th ed.). Belmont, Calif.: Wadsworth Cengage.

Online Readings: Some essential readings are from sources other than the textbook. These readings can be accessed on the course Canvas page. Where there is a link to a journal article, please download and read the full PDF version, which is better for the diagrams and for discussing the article in class.

Together, the key resources for the course are the textbook, the online readings and the lecture slides, including the links to useful videos. These are vital to your learning and your understanding of them will make a major impact on your performance. Students are encouraged to read beyond the essential resources to further their understanding.

Assessment

Assessment item	Due	Weighting	Assessing Learning Outcome
Assignment 1 (group-work)	Friday 25 th August, 5pm	20%	2 and 5
Assignment 2 (individual essay)	Friday 29 th September, 5pm	30%	3 and 5
Exam	As advised by the university	50%	All outcomes

Further information will be made available in-class and on Canvas. All queries about the assessments should be directed to Dr Sisifa.

Inclusive Learning

Students are urged to discuss privately any impairment-related requirements face-to-face and/or in written form with the teaching staff.

Student Feedback

The teaching staff will discuss any issues with the class rep as the course unfolds. Students will be asked for formative feedback and will also be asked to complete a course evaluation for ongoing development of this course.

Academic Integrity

The University of Auckland regards cheating as a serious academic offence.

Plagiarism is a form of cheating. In coursework assignments submitted for marking, plagiarism can occur if you use the work and ideas of others without explicit acknowledgment. Work can be plagiarised from many sources, including books, journal articles, the internet, and other students' assignments. A student's assessed work may be reviewed against electronic source material using computerised detection mechanisms. Upon reasonable request, students may be required to provide an electronic version of their work for computerised review.

The way of avoiding plagiarism is to reference your work properly. If you are in doubt about how to reference properly, ask someone – your lecturers, tutors and the Student Learning Centre are good places to start.

Acknowledgement of sources is an important aspect of academic writing. The University's Referencite website provides students with a one-stop online resource for academic referencing needs. Referencite explains the essentials of referencing and how to avoid plagiarism. It can be found at: www.cite.auckland.ac.nz/

The document Guidelines: Conduct of Coursework provides further advice on how to avoid plagiarism. It can be found at: www.business.auckland.ac.nz/conductcoursework

The penalties for plagiarism can be severe, including losing some or all of the marks for the assignment. Major offences can be sent to the University's Discipline Committee, where further penalties can be imposed.

Third-party assistance with coursework: You are encouraged to improve your coursework writing skills and are permitted to seek assistance from third parties. However, you are advised that there are important limits on the amount and type of assistance that can be given to you in completing your assignments, including group work. Third parties include fellow students, reading groups, friends, parents, SLC tutors, and paid-for professional editing services. There is a set of guidelines which clearly indicates the type of advice and assistance that can be given. If you are seeking the assistance of any third party, you are required to give a copy of the guidelines to the person prior to them helping or assisting you. You are also required to only seek and accept help using a printed version of your work, not an electronic version. You must keep a copy of this printed version and produce it if required. A copy of the guidelines is available at: www.business.auckland.ac.nz/thirdpartyassistance