





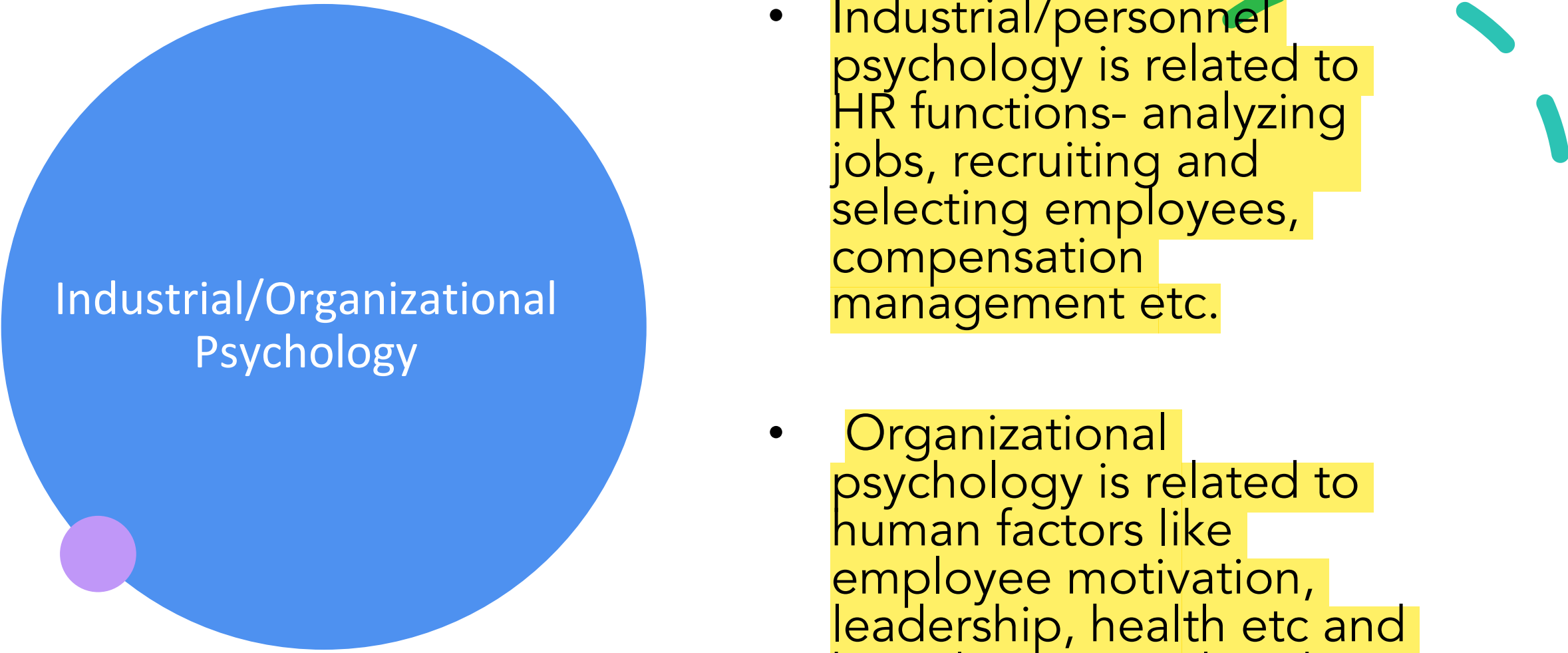
# Introduction to Organizational Psychology

Mahima Raina, PhD



## Industrial/Organizational Psychology

- A branch of psychology that applies principles of psychology to workplaces
- Examines human factors related to business as opposed to broader aspects of running an organization (eg., strategy, marketing etc).



## Industrial/Organizational Psychology

- Industrial/personnel psychology is related to HR functions- analyzing jobs, recruiting and selecting employees, compensation management etc.
- Organizational psychology is related to human factors like employee motivation, leadership, health etc and how these are related to org effectiveness

# Agenda



1. Some human behavior fundamentals



2. Why do we need to manage people in organizations?



3. Brief History of I/O psychology



4. Q & A

# QUESTIONS

1. How much time do you spend thinking about other people?

2. Why do you think you do that?

Conclusions from this discussion





We impact each  
other.

Conclusion

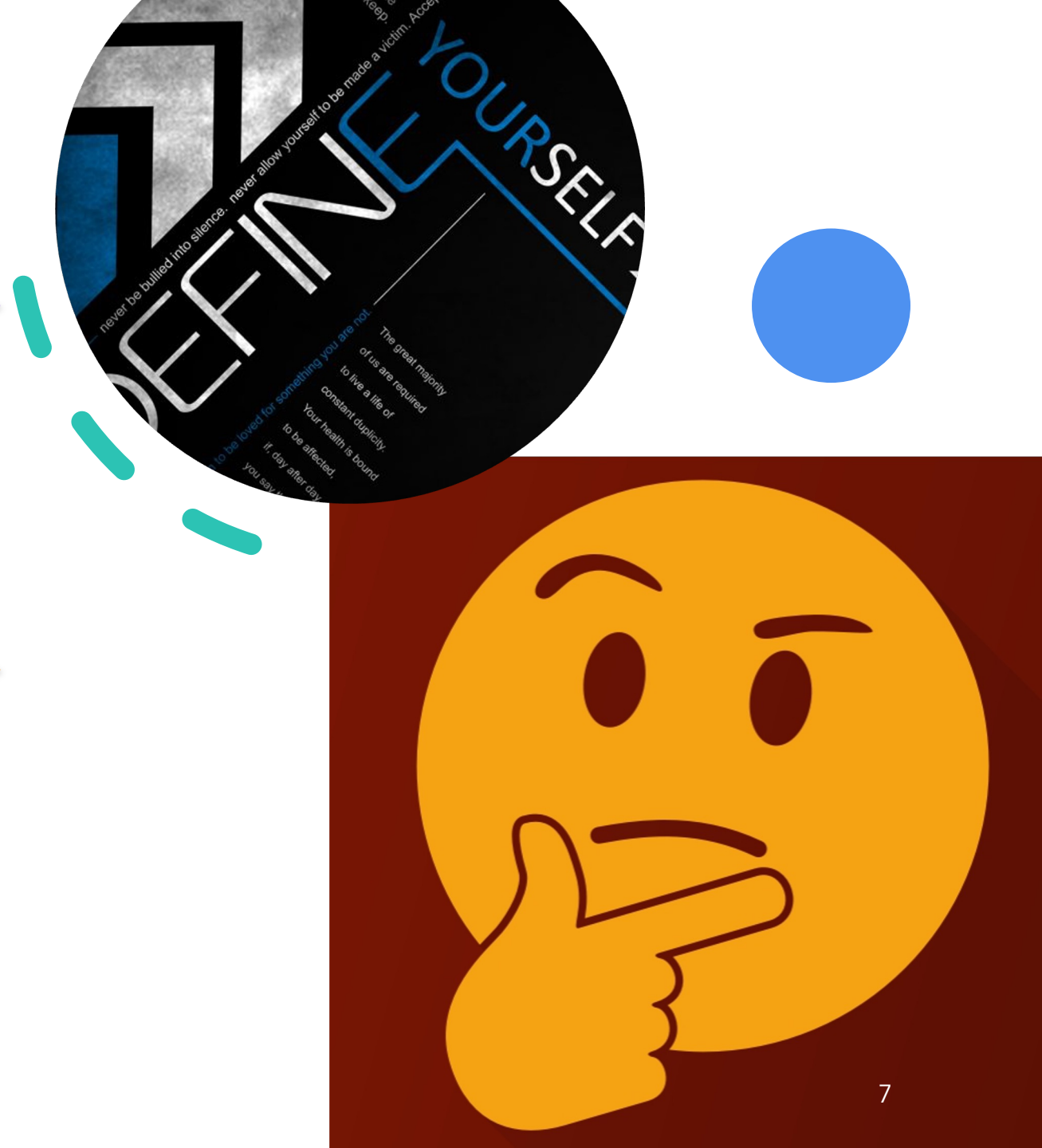
# QUESTIONS


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How would you define yourself? How did you derive this “definition” of yourself?

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Though you are in the same course, you are very different- what could explain this?





We are diverse  
because of our  
experiences.

Conclusion




# Question

- What are the “good” and “bad”\* things that come with human diversity?

- \*see pictorial disclaimer

THERE'S NO SUCH THING AS  
BAD WEATHER, ONLY BAD  
CLOTHING.






Organizations have the  
challenge of managing human  
diversity and bring them in line  
with their desired goals.

Conclusion



# Let's Define this Human Diversity

## Something more permanent

- Personality
  - Values
  - Learning Style
  - Beliefs and Attitudes
- 

## Something more transitory

- Feelings and emotions
- Circumstances at or outside of work
- Support we have currently
- Economy or even pandemic/war

# What does human diversity influence at work?

**EVERYTHING!**

## Individual Level

- Job satisfaction
- Job Commitment, Motivation
- Health and Wellbeing
- Decision Making

## Group Level

- Team Cohesion
- Team's ability to manage conflicts
- Ability to convince stakeholders
- Ability to communicate effectively


## Org Level

- Ability to realize vision and mission
- Profitability
- Organizational Culture
- Ability to innovate as a business and thrive

# Question

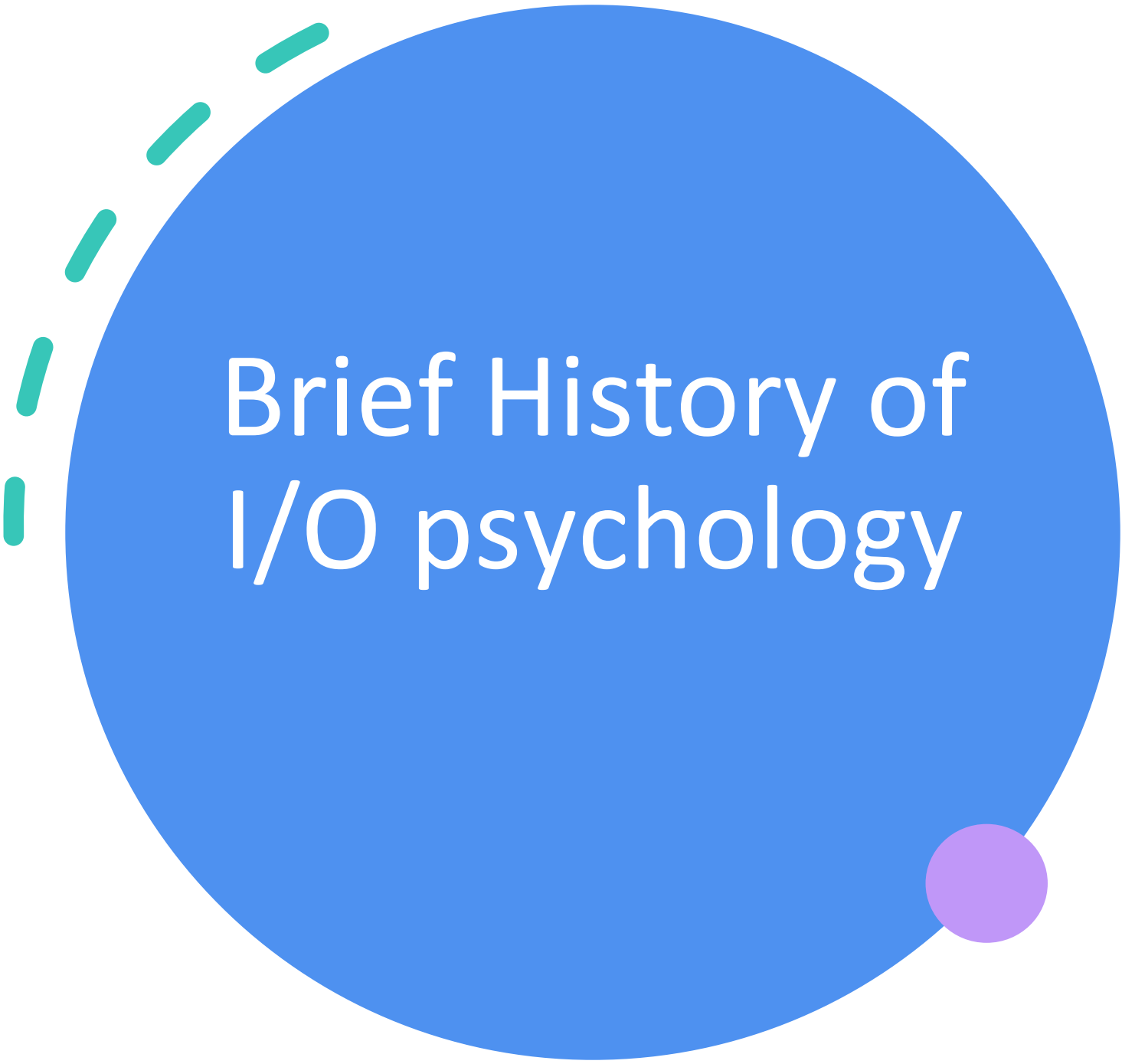
- Let's discuss the challenges and opportunities that arise for organizations with human diversity.





Human diversity is a seat of  
learning and innovation but also  
conflicts which may lead to  
failures.

Conclusion



# Brief History of I/O psychology

# Human Factors were not always a concern

## 1. Scientific Management by Henry Fayol

Management is a scientific process with broadly five aspects: planning, coordinating, commanding, ~~coordinating~~ and controlling.  
organizing


2. Time and Motion Studies: the evaluation of industrial performance, analysis of the time spent in going through the different motions of a job or series of jobs.

3. Human Relation Movement: refers to the movement by sociologist George Elton Mayo, who suggested in the 1930s that there is a definite link between employee satisfaction and their productivity in the workplace.





# Human Factors were not always a concern



**Hawthorne Studies:** A nine-year study took place at the massive Hawthorne Works plant outside of Chicago and generated a mountain of documents, from hourly performance charts to interviews with thousands of employees. Harvard Business School's role in the experiments represented a milestone in the dawn of the human relations movement and a shift in the study of management from a scientific to a multi-disciplinary approach.



# Person in Focus: The Manager

- The manager plays different roles:
  - Informational
  - Interpersonal
  - Decisional
- **Quick Question:** What (acc to you) is a manager's top KPI?

KPIs for a manager could be employee engagement and satisfaction. High levels of employee engagement often correlate with increased productivity, lower turnover rates, and overall organizational success. Engaged employees are typically more motivated, which aligns with the principles of Expectancy Theory, where motivation is influenced by the belief that effort leads to performance and that performance leads to valued rewards





Thank you

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