

**COURSE DATA****Data Subject**

Code	35862
Name	Work psychology
Cycle	Grade
ECTS Credits	4.5
Academic year	2020 - 2021

Study (s)

Degree	Center	Acad. year	Period
1313 - Degree in Business Management and Administration	Faculty of Economics	4	First term

Subject-matter

Degree	Subject-matter	Character
1313 - Degree in Business Management and Administration	37 - Organisational behaviour and human factor	Optional

Coordination

Name	Department
GARCIA SERRA, NURIA	306 - Social Psychology
RAMOS LOPEZ, JOSE	306 - Social Psychology

SUMMARY

Work constitutes one of the pillars on which current societies are based and one of the main activities of people. In this way, it has become one of the central aspects of life, with relevant implications on a personal, group, organizational and social level. The importance of this phenomenon has led to it being approached from different scientific disciplines and for different purposes. From these disciplines, the results of the research allow us to better understand work and its meaning for individuals and social groups, and its repercussions on the social, institutional, business, family and individual structure. Within these disciplines, Psychology has made relevant contributions that have contributed to a better understanding of the many aspects that make up this reality, allowing to improve work activity and enhancing job satisfaction and personal development.

In this context, Work Psychology in the Degree of 'Business Administration and Management' offers an analysis of the work phenomenon from a psychosocial perspective, studying what work means in people's



lives and their work values, how work is performed positions, tasks and work roles, the adjustment processes between the demands and work resources with the needs and contributions of people, the phenomena of work motivation and job satisfaction are addressed, as well as various related aspects are analyzed with occupational health, such as stress, burnout or well-being at work.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

There are no specified enrollment restrictions with other subjects of the curriculum.

Other requirements

OUTCOMES

LEARNING OUTCOMES

- Know the main personal and situational factors that influence work behavior and attitudes of people at work.
- Know the positive aspects of employment and the negative aspects of unemployment.
- Be able to analyze and evaluate motivation.
- Know techniques to improve motivation.
- Know the basic aspects related to the affective responses of people at work.
- Know the elements that make up emotional intelligence, and how it affects the professional world.
- Be able to analyze and evaluate working conditions and work stress.
- Propose improvements in working conditions and to control work stress.
- Analyze the person-position adjustment and propose measures for its improvement.
- Be able to carry out a job analysis, and identify the professional skills.

DESCRIPTION OF CONTENTS

1. Introduction to Work Psychology

Work Psychology and its relationship with other disciplines and fields of study.

Definition, professional competences, roles and functions to develop.

Psychosocial approach to work.

Recent trends and transformations in the world of work and their implications to work activity and workers.



2. Meaning of working and work values

Work, employment, jobs and occupations.
Psychosocial functions of work.
Meaning of working
Patterns of meaning of working.
Work values
Unemployment.
Psychosocial effects of unemployment.
Theories on Unemployment and moderator variables.
Unemployment and psychological well-being.

3. Work, jobs and roles

Work, jobs and roles: definition and differentiation.
Role performance.
Models of role-taking and role-making. Work socialization.
Extra-role behaviours.
Professional skills

4. Person-job fit

Person-job fit definition.

Models, dimensions and consequences from person-job fit

5. Working conditions.

Taxonomy of working conditions.
Physical environment at work.
Time and working conditions: time schedules, shift work and workload.
Social conditions and work context.
Work climate and organizational characteristics.

6. Motivation at work

Motivation at work: concept and definitions
Intrinsic and extrinsic motivation at work.
Motivation and tasks characteristics.
Motivation and work context.
Main theories on motivation at work and motivational strategies.



7. Affective responses at work: job satisfaction

Job satisfaction: concept and definition.
Generation of affective states at work.
Consequences of emotions and affective states.
Emotional intelligence

8. Stress, burnout and mobbing at work

Concept and different approaches to studying stress.
Models of work stress.
Work stressors.
Consequences of work stress.
Strategies to prevent stress at work.
Burnout: definition and dimensions.
Antecedents and consequences of burnout.
Mobbing at work.

WORKLOAD

ACTIVITY	Hours	% To be attended
Theory classes	30,00	100
Classroom practices	15,00	100
Study and independent work	40,00	0
Preparation of practical classes and problem	25,00	0
TOTAL	110,00	

TEACHING METHODOLOGY

At the beginning of each thematic unit, the lecturer will present the contents and learning materials for every topic. This information will be available at the virtual platform.

Didactic methods will be, predominantly, oral presentation with audio-visual support, stimulating and encouraging participation and active involvement of students.

Sessions devoted to practical activities will be developed following a differentiated methodology regarding the characteristics of each task. Structure of activities development will include the following steps:



- Instructions and information to students of every requirements need to fulfill the tasks.
- Students will develop and fulfill the tasks in small groups (3-4 members).
- Students will prepare a report regarding the content and development of activities.
- Feedback from lecturer to students about the development of activities and quality of results.

EVALUATION

Assessment of this course "Work Psychology" is composed by two different parts: Assessment of theoretical contents will account for the 65% of the overall course mark, and assessment of practices and exercises will account for the 35% of the overall course mark.

• THEORY

Assessment of the theoretical part will be composed of two elements:

- Exams, consisting in a questionnaire of objective answers about the contents of matter following the Index of contents on this Academic guide (40% of overall course mark).
- Tasks and activities developed in the lectures, which will account for the 25% of the overall course mark.

• PRACTICAL ASSESSMENT

Students will elaborate three different practical activities along the course. These activities will be established by the lecturer at the beginning of the course. They will account for the 35% of the overall course mark, all three together.

These activities will be performed in small groups.

Deadline for delivering every one of these activities will be communicated at the beginning of each activity.

Final scores in this course will be determined as the sum of both parts (theoretical and practical assessments). It is required to obtain at least 4 points over 10 in each part. In case that one part would be scored under 4 over 10, the student does not pass the course, despite the sum of theoretical and practical assessment would be upper 5.

Course assessment is submitted to the Norms of Qualification (Normativa de Calificaciones de la Universitat de València (ACGUV 12/2004).

(http://www.uv.es/graus/normatives/Reglament_qualificacions.pdf).

Finally, Plagiarism and any way to copying contents in an appropriate form will lead to the established disciplinary sanctions, as well as the impossibility to pass the matter in this period. Following the article 13. d) from the Student's Estatutes (Estatuto del Estudiante Universitario, RD 1791/2010, 30th december), is the responsibility of the students not to incur in fraud procedures of evaluation, tests, academic activities and any other university documents.



REFERENCES

Basic

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- Martínez Moreno, A y Zurriaga Llorens, R (2003): Implicaciones de la transformación del contexto sociolaboral en la gestión de recursos humanos. *Informació psicológica*, nº 81. Colegio Oficial de Psicólogos del País Valencià. Págs. 3 11...
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- Ovejero Bernal, A (2006): Psicología del trabajo en un mundo globalizado: como hacer frente al mobbing y al estrés laboral. Biblioteca nueva, 2006.
- Peiró, J.M. y Prieto, F. (eds.) (1996). Tratado de Psicología del Trabajo (vol. I). Madrid: Síntesis.
- Prieto, F. y Peiró, J.M. (eds.) (1996). Tratado de Psicología del Trabajo (vol. II). Madrid: Síntesis.
- Bisquerra, R. Y Alzina, N.(2007): Las Competencias Emocionales. *Educación XX1*. 10, 2007, pp. 61-82
- Peiro, J.M. y otros (2013). Introducción a la psicología del trabajo Madrid: Centro de Estudios Financieros.
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Additional

- Alcover de la Hera, CM ... [et al.](2012) Psicología del trabajo Madrid : Universidad Nacional de Educación a Distancia.
- Alcover de la Hera,CM.; Martínez Íñigo, D. ;Rodríguez Mazo, F. y Domínguez, R (2004): Introducción a la psicología del trabajo Bilbao. Madrid McGraw-Hill, D.L. 2004.
- Boada i Grau, J (2002) Capital humano: 52 casos prácticos: manual de supuestos prácticos sobre recursos humanos y procesos organizacionales. Granica.
- Fernández-Ríos, M y Sánchez, J.C. (1997): Manual de prácticas de psicología organizacional. Salamanca. Amarú.
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- Gil-Monte, P y Moreno-Jiménez, B (2007): El síndrome de quemarse por el trabajo (burnout): grupos profesionales de riesgo. Madrid: Pirámide.
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- Quintanilla, I. (2013). Psicología social del trabajo. Madrid: Pirámide.
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- Serrano, M. y Salvador, A. (2015). Psicobiología del estrés: dentro de la psicología del trabajo y las organizaciones. Madrid: Pearson Educación.

ADDENDUM COVID-19

This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council

1. CONTENTS

Contents of the original teaching guide will be maintained .

2. VOLUME OF WORK AND TEMPORAL PLANNING OF TEACHING

The activities and volume of work of the original teaching guide will be maintained. The planning of sessions will be specified at the beginning of the season.

3. TEACHING METHODOLOGY

Classes will be held in person. -The individual tutorials will preferably be virtual. - In the event that the health situation dictates that the entire teaching be carried out online, all sessions will be replaced by uploading materials to the Virtual Classroom, synchronous videoconference or broadcast slides. In the case of practical activities, interaction with the students will be guaranteed through videoconference, or a forum or chat in the Virtual Classroom. Given the case, the corresponding adaptations will be communicated through the Virtual Classroom by the teaching team .

FOR VULNERABLE OR AFFECTED STUDENTS Methodology will be adapted in each case individually

4. EVALUATION

The criteria of the teaching guide will be maintained regarding the estimation of each type of activity. For vulnerable or affected students, group activities qualification will be considered in individual activities. In case that the sanitary situation impose that the final proof should be developed on-line, an evaluation by the following modality will be done: - Individual written exercise by questionnaire in a virtual classroom synchronous task.



5. BIBLIOGRAPHY

The bibliography of the guide will be maintained. If the sanitary situation imposes shutdown of libraries, teachers will facilitate materials of support in virtual classroom

