

**BSNS 105**

**Management and Organisations**

Department of Management  
School of Business



**Course Outline**

**Semester Two 2009**

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*While every effort has been made to ensure that the information contained in this document is accurate, the information is subject to change. Changes will be notified in class and/or workshops, and via **Blackboard**. Students are encouraged to check Blackboard for any changes. It is your responsibility to be informed.*

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## School of Business

### BSNS105 Management and Organisations Semester Two, 2009

Blackboard access: <https://blackboard.otago.ac.nz/webapps/login/>  
 Department of Management: <http://www.business.otago.ac.nz/mgmt/>

### Paper description

**BSNS 105 Management and Organisations 0.15EFTS 18 points**

**Prerequisites:** None  
**Restrictions:** MANT 111 MANV 101

#### Learning Objectives:

In this paper you will develop an understanding of individual and group behaviour, communications, and the management of operations and human resources within organisations. At the completion of this course, students should be able to:

- Demonstrate knowledge of the theories and ideas about the organisation and management of workplaces.
- Understand:
  - How to make a contribution as a member of an organisation at an individual and group level.
  - The role of a manager.
  - How to lead and manage people within organisations at individual, group and organisational levels.
- Understand the principles of good business communication.
- Effectively present business information.

### Paper structure and required textbooks

The course is made up of lectures and workshops as follows:

<b>Lectures:</b> Two 1-hour lectures per week Monday 4:00pm – 4:50pm Wednesday 4:00pm – 4:50pm	<b>Workshops:</b> One 1-hour workshop per week, starting in week 2 of the semester.
Module 1: Understanding the workplace Module 2: Managing people	Module 3: Business communication
<b>Textbook for lectures:</b> Campbell-Hunt C, Elkin G, Geare A, & Greatbanks R, (2009). <i>Management, Organisations and the Business Environment: A New Zealand Focus</i> . Australia: McGraw-Hill.	<b>Textbook for workshops:</b> TAFE NSW. (2004), <i>Communication for Business</i> . North Ryde, Australia: McGraw-Hill Australia Pty Ltd.

## Paper Coordinator

### **Diane Ruwhiu**

Room: Commerce Building (COM 8.21)  
Telephone: 03 479 8075  
Email: [diane.ruwhiu@otago.ac.nz](mailto:diane.ruwhiu@otago.ac.nz)  
Office Hours: Thursday 1pm to 3pm

## Teaching Staff

### **Dr Sara Walton (lecturer for module 1A)**

Room: Commerce Building (COM 8.20)  
Telephone: 03 479 5108  
Email: [sara.walton@otago.ac.nz](mailto:sara.walton@otago.ac.nz)  
Office Hours: TBA - check blackboard

### **Diane Ruwhiu (lecturer for module 1B)**

Room: Commerce Building (COM 8.21)  
Telephone: 03 479 8075  
Email: [diane.ruwhiu@business.otago.ac.nz](mailto:diane.ruwhiu@business.otago.ac.nz)  
Office Hours: Thursday 1pm to 3 pm

### **Dr Fiona Edgar (lecturer for module 2A)**

Room: Commerce Building (COM 8.14)  
Telephone: 03 479 8091  
Email: [fiona.edgar@otago.ac.nz](mailto:fiona.edgar@otago.ac.nz)  
Office Hours: TBA - check blackboard

### **Associate Professor Graham Elkin (lecturer for module 2B)**

Room: CO 8.13  
Telephone: 479-8189  
Email: [graham.elkin@otago.ac.nz](mailto:graham.elkin@otago.ac.nz)  
Office Hours: TBA - check blackboard

### **Andy Patterson (course administrator / teaching fellow)**

Room: CO 7.13  
Telephone: 479-8341  
Email: [andrew.patterson@otago.ac.nz](mailto:andrew.patterson@otago.ac.nz)  
Office Hours: 9am-10am Thursdays & Fridays

## Tutors

Ben Nettleton	<a href="mailto:netbe663@student.otago.ac.nz">netbe663@student.otago.ac.nz</a> Office hours to be arranged: check blackboard
Rebecca Johnson	<a href="mailto:bex.m.johnson@gmail.com">bex.m.johnson@gmail.com</a> Office hours to be arranged: check blackboard
Sarah Jones	<a href="mailto:jonsa034@student.otago.ac.nz">jonsa034@student.otago.ac.nz</a> Office hours to be arranged: check blackboard
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Vineeta Jakhar	<a href="mailto:jakvi714@student.otago.ac.nz">jakvi714@student.otago.ac.nz</a> Office hours to be arranged: check blackboard

## Course assessment

A final mark will be a combination of internal assessment and the final examination.

This combined mark must be 50% or greater to pass the course.

### Schedule of course assessment

<b>Assignment 1: Briefing Paper</b> Individual assignment of 750 word length. The aim of assessment 1 is to learn to write concisely within a defined structure.	10%	Due Monday 17 <sup>th</sup> August @ 10am
<b>Assignment 2: Report</b> Individual assignment of 1250-1500 word length The aim of assessment 2 is to fully discuss material within a report structure.	20%	Due Thursday 17 <sup>th</sup> September @10am
<b>Assignment 3: Group presentation</b> Group assignment (5 - 6 people) The aim of this assessment is for all group members to participate and present an 'answer' to a case within 8 minutes in a professional manner.	20%	Completed in the last three weeks of workshops
<b>Final examination: Multi-choice questions (2 hours)</b>  Covers material from Modules 1 and 2 (lectures and readings for lectures) and contains 120 questions. (Marks will not be deducted for incorrect answers.)	50%	Date will be advised by registry

All assignment work should be handed in to the **Dept of Management reception counter on the 8<sup>th</sup> floor of the Commerce Building** not later than the time indicated.

## **Assignment presentation and marking criteria**

The marking criteria for course assessment are in the 'Assignments' folder on Blackboard. Please read these criteria before you start working on your assignments and present your written work as follows:

1. All assignments must have a title page. Use the template that is on **Blackboard** (under **Assignments**). (You will lose marks if you do not follow this template).
2. Subsequent pages should have a header comprising only your name, ID number and the page number (written as *Page X of Y*).
3. All work submitted **MUST** be stapled in the top left hand corner. **DO NOT** put your work in folders, files or plastic sleeves, or spiral-bind them.
4. All work submitted must be word-processed (or typed). The text must be in 12 point font using 1.5-line spacing. There must be a margin of 2.54cm (1 inch) at the top, bottom and on both sides of the text.
5. Remember to proofread your work and run a spell check. Spelling and grammatical errors make your work look sloppy and will lose you marks.
6. Assignments must be handed in to the Management Department Office Reception (8<sup>th</sup> floor, Commerce Building) no later than the due time on the due date. Assignments submitted after the due time or to the wrong place will be penalised one or more grades, or not marked at all, depending on lateness. It is strongly suggested that you aim to submit your assignment no later than half an hour before the deadline to allow for delays in transit etc.
7. Information presented in your assignment **MUST** be correctly cited, quoted and referenced in **American Psychological Association (APA) format**, as follows:

**CITATIONS** are the 'signposts' within your text which point the reader to a specific reference. Citations contain sufficient information to enable the reader to identify the specific reference being cited. For example, when using the ideas of a writer but not directly quoting him or her, it is acceptable to acknowledge the source of the information at the end of the appropriate sentence or paragraph like this (Robbins, Bergman, Stagg & Coulter, 2006).

The general citation format is to list the author(s) by surname followed by the year of publication e.g., Robbins, Bergman, Stagg & Coulter (2006); TAFE NSW (2004). For two authors, you must always cite them as Smith and Brown (2007); for three or more authors, include all of the authors' surnames for the first citation (e.g., Robbins, Bergman, Stagg & Coulter, 2006) and for each subsequent citation use only the first author's name followed by the abbreviation '*et al.*' and year of publication (e.g., Robbins *et al.*, 2006).

**QUOTATIONS:** When you are directly quoting and the statement is less than three lines long "include it in the text. Enclose it in quotation marks and include the page number" (TAFE NSW, 2004, p. 19). Quotes three lines or longer are indented from both margins usually do not use quotation marks and are acknowledged in the same way.

**REFERENCES** are listed at the end of every written assignment and begin on a new page headed 'References'. A reference list includes all work and information that you have used to write your assignment. All work referenced in this list should be cited in the assignment. List publications alphabetically (according to the first author's surname; do **not** change the order of the authors within a reference). They are not grouped by type of reference, neither are there headings within the reference list. The title of the work should be indicated in italic script or underlined.

For further help, go to the University of Otago web page and check out the guidelines and on-line tutorial provided on <http://www.library.otago.ac.nz/research/citation.html#apa>.

The Student Learning Centre can also assist you learn to reference correctly. Please see what they have to offer on <http://hedc.otago.ac.nz/hedc/sld.html>.

NB. Wikipedia, while a useful source of information, should not be cited. Lecture notes, lecture slides downloaded from Blackboard, workshop notes and personal conversations with staff or others are not acceptable citations/references.

## **Workshops**

If you have not received advice of your workshop time via PIMS, you must apply for a time (note: PIMS may refer to this class as a 'tutorial'). Similarly, if the time allocated to you clashes with work or other known commitments you may apply to have it changed.

### **Changing your workshop**

To change your allocated time (or obtain a time if you have not been allocated one) please fill in the form on the following link: [www.business.otago.ac.nz/mgmt/study/105.html](http://www.business.otago.ac.nz/mgmt/study/105.html)

Alternatively, you can email Sue McSkimming, Dept of Management reception, 8<sup>th</sup> Floor, Commerce Building: [sue.mcskimming@otago.ac.nz](mailto:sue.mcskimming@otago.ac.nz)

It is your responsibility to ensure you are registered for a workshop. Numbers in each class are limited.

### **Preparing for Workshops**

Workshops will require some preparation by students. Failure by one individual to prepare for workshops will considerably reduce the value to all students, and will make it very difficult for the required work to be completed and the learning objectives achieved within the time allowed.

Students who have failed to prepare may be excluded from that week's workshop at the discretion of the tutor.

**Preparation work required for workshops will be found on Blackboard at least one week prior to the session.**

# Paper administration and policies

## 1. EXTENSIONS OF TIME FOR INTERNAL ASSESSMENT

Applications for extension **MUST**:

- be made in advance of the due date.
- be made in writing, hand-delivered to the course coordinator, or course administrator.
- be accompanied by appropriate evidence (e.g., medical certificate).
- be accompanied by evidence of your work done to date (failure to provide this seriously jeopardises any possibility of being granted an extension)

DO BACKUPS (every 10 minutes or so)...MAKE COPIES..  
KEEP THEM SEPARATE FROM THE ORIGINALS!

## 2. RE-MARKING OF INTERNAL ASSESSMENT

All assessment will be internally moderated by the teaching staff. If, upon collecting marked work, you are concerned about the grade you have been awarded, please see the course coordinator in the first instance. It is possible to have an assignment re-marked provided the process outlined on Blackboard has been followed.

## 3. DISHONEST PRACTICE (PLAGIARISM)

*Students should make sure that all submitted work is their own. Plagiarism is defined as the copying or paraphrasing another's work and presenting it as one's own (University of Otago Calendar 2008 page 202). In practice, this means plagiarism includes any attempt in any piece of submitted work (e.g. a briefing paper, or report) to present as one's own work the work of another (whether of another student or published authority). Any student found responsible for plagiarism in any piece of work submitted for assessment shall be subject to the University's dishonest practice regulations which may result in various penalties, including forfeiture of marks for the piece of work submitted, a zero grade for the paper or, in extreme cases exclusion from the University.*

*Students should make themselves familiar with the University's policy on Dishonest Practice (<http://policy01.otago.ac.nz/policies/FMPro?-db=policies.fm&-format=viewpolicy.html&-lay=viewpolicy&-sortfield=Title&Type=Academic&-max=2147483647&-recid=33053&-find>) or from the University Home Page; click on Administration – Policy Database – Academic Policies – Dishonest Practice Guidelines.*

## **Class representatives**

The class representative system is an avenue for encouraging communication and consultation between staff and students involved in a particular paper or course of study at the University of Otago. It provides students with a vehicle for communicating their views on matters associated with the teaching and delivery of their paper or course of study and staff with the opportunity to communicate information to and gain constructive feedback from students.

The class representative system also contributes to the development of a sense of community within a Department/School/Faculty and it adds a further dimension to the range of support services that the University of Otago offers its students.

Volunteers to act as class representatives for this paper will be called early in the semester. The OUSA then invites all class representatives to a training session, about what it means to be a class representative and some of the possible procedures for dealing with issues that arise. They also provide information on the services that OUSA offers and the role OUSA can play in solving problems that may occur. The OUSA also provides ongoing support to class representatives during the semester. School of Business staff will also meet during the semester with the class representatives for this paper to discuss general issues or matters they wish to have considered.

# BSNS 105 Semester 2 2009

## Schedule of lectures, workshops and assessment dates

	Lecture Dates	Lectures	Readings Managing Organisations	Workshops <i>Communication for Business</i>	Assessment Due dates
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### Module 1A: Understanding the Workplace – Organisations and Management Lecturer: Dr Sara Walton

1	13&15 July	Introduction to organisations and management	Topics 1, 2 & 3	See “Preparing for workshops” pg 7 Course Outline	
2	20&22 July	Thinking about the organisation as a machine		Workshop 1 The Communication Model (Chapter 1)	
3	27&29 July	Thinking about the organisation as an organism		Workshop 2 Analysing a situation	

### Module 1B: Understanding the Workplace – Managing Operations Lecturer: Diane Ruwhiu

4	3&5 August	Introduction to operations Management  Key concepts and responsibilities	Topic 6	Workshop 3 Writing a briefing paper (Chapters 8, 9, 10)	
5	10&12 August	Designing operational processes  Developing & Implementing operational systems			
6	17&19 August	Operations improvement  Strategic operations management		Workshop 4 Further analysing a situation	Briefing Paper (10%) due Monday 17 <sup>th</sup> August @ 10am

**Module 2A: Managing People – Human Resource Management**  
**Lecturer: Dr Fiona Edgar**

7	24 & 26 August	Human Resource Management – Introduction  Establishing the Employment Relationship: Recruitment and Selection	Topic 5 Page 75-91	Workshop 5 Writing a report (Chapter 10)	
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**Mid-semester break**

8	7&9 September	Maintaining the employment relationship: Rewards, Training and Development and Performance Management	Topic 5 Page 75-91	Workshop 6 Preparing a presentation (Chapter 7 and 11)	
9	14&16 September	Terminating the Employment Relationship  Best Practice in HRM  Revision		Workshop 7 Review	Report (20%) Due Thursday 17 <sup>th</sup> September @ 10am

**Module 2B: Managing People – Organisational Behaviour**  
**Lecturer: Assoc. Prof. Graham Elkin**

10	21&23 September	The individual foundations of behaviour in the workplace	Topic 4 Page 97-140	Workshop 8 Group presentation(20%)	
11	28&30 September	Motivating groups and teams		Workshop 9 Group presentation(20%)	
12	5&6 October	Leadership and change		Workshop 10 Group presentation (20%)	

**Course Overview**  
**Lecturer: Diane Ruwhiu**

13	12 <sup>th</sup> October	Course Overview			
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