

Industrial and Organizational Psychology

Introduction to the World of Work



WHAT IS I/O PSYCHOLOGY?

- Psychology is the science of human behavior
- I/O psychology is the science of human behavior at work
- Dual focus
- Efficiency/productivity of organizations
- Health/well-being of employees
- Dual nature
- Application of the science of psychology to the workplace
- Development/discovery of scientific psychological principles at work

SPECIFIC AREAS OF CONCERN

- Recruiting and selecting employees for jobs
- Training employees
- Assessing performance
- Defining and analyzing jobs
- Determining people feel about work
- Determining why people act as they do at work
- Effects work has on people
- Effects people have on one another
- How organizations are structured and function
- Designing work
- Designing tools and equipment
- Employee Health and Safety
- Consumer Behavior

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Human Resources Management

- Defining and analyzing jobs; job design
- Recruiting and selecting employees for jobs
- Training employees
- Assessing performance
- Pay management
- Counseling

Human Engineering

- Human physical and psychological ability measurement
- Job design
 - Workload, work time
 - Job processes
 - Job stress
- Designing tools and equipment
- Employee Health and Safety

Organizational Behavior

- Determining people feel about work
- Determining why people act as they do at work
- Effects work has on people
- Effects people have on one another

Organizational Development

- How organizations are structured and function
- Development and change through:

Human Process Interventions

Individual, Interpersonal, & Group Process Approaches

Organization Process Approaches

Techno-structural Interventions

Restructuring Organizations

Employee Involvement

Work Design

Human Resources Management Interventions

Performance Management

Developing and Assisting Members

Strategic Interventions

Competitive and Collaborative Strategies

Organization Transformation

CONSUMER BEHAVIOR

- Psychological background of consumer behavior:
 - Personality
 - Perception
 - Motivation & need
 - Learning
 - Attitude
 - Group influences
 - Culture & Social class