

**TQF.3**

**Hospitality Organisational  
Behavior and Interpersonal  
Skills**

## **Preface**

The objectives of the course are to develop your knowledge and skills in the application of behavioral science concepts and principles to individual, group and organizational level issues in organizations, particularly business organizations. These behavioral science concepts and principles form the field of Organizational Behavior.

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### **Course Details**

<b>Name of Institution</b>	Suan Dusit Rajabhat University
<b>Campus/Faculty/Division</b>	School of Tourism and Hospitality Management

### **Chapter 1 General Information**

#### **1. Code and Course**

Course Code 3571112 Course Hospitality Organisational Behavior and Interpersonal Skills

#### **2. Credit Ponds**

3(3-0-6)

#### **3. Programme and Type of Course**

Bachelor of Arts Programme in Hospitality Management

#### **4. Course Convenor and Lecturers**

Tipvimon Prasertsri

#### **5. Semester/Year of Study**

2<sup>st</sup> Semester/1<sup>st</sup> Year

#### **6. Pre-requisite (if any)**

None

#### **7. Co-requisites (if any)**

None

#### **8. Location**

Suan Dusit Rajabhat University

## 9. Latest Update of Course Specifications

2012

### Chapter 2 Aims and Objectives

#### 1. Aims of Subject

The objectives of the course are to develop your knowledge and skills in the application of behavioral science concepts and principles to individual, group and organizational level issues in organizations, particularly business organizations. These behavioral science concepts and principles form the field of Organizational Behavior.

#### 2. Objectives for Development/Improvement

1. To provide students with the knowledge of foundations for understanding the behavior of individuals and groups in organizations.
2. To provide students with the concept so that they can apply it to situations
3. To provide students with the class activities designed to build their behavioral and interpersonal skills necessary for effective management.

### Chapter 3 Description and Implementation

#### 1. Course Description

The objectives of the course are to develop your knowledge and skills in the application of behavioral science concepts and principles to individual, group and organizational level issues in organizations, particularly business organizations. These behavioral science concepts and principles form the field of Organizational Behavior.

#### 2. Teaching Hours per Semester

Lecture	Additional Lecture	Practice/Field Experience/Internship	Self-directed Learning
45 hours per semester	As requested by students	-	6 hours per week

### **3. Academic Advising Time for Students**

- In class
- Course convenor will be available for additional academic advice for 2 hours per week

## **Chapter 4 Improvement of Student Learning Outcomes**

### **1. Morals and Ethics**

#### 1.1 Morals and ethics to be developed

Enable the students to be responsible, disciplined, honest and able to morally and ethically apply specific skills learnt throughout this course as follows:

- be aware of morals, ethics, and honesty
- be punctual, and responsible for oneself and the society
- be a leader at the same time as a follower, be able to work in a team and be able to provide solutions to conflicts
- be respectful towards opinions of others as well as societal rules and regulations.

#### 1.2 Teaching methods

- lecturing alongside with examples of moral and ethical issues such in referencing and matters related to intellectual property law
- organising a focus group to find relevant examples

#### 1.3 Evaluation methods

- frequency of attendance and punctuality of assessment submission
- correct referencing

### **2. Knowledge**

#### 2.1 Knowledge to be acquired

- to acquire knowledge of Four English communicative skills and conversation in both business and social context.

## 2.2 Teaching methods

Lecture, focus group, group work, academic presentation, analytical studies, academic assessments throughout the semester

## 2.3 Evaluation methods

- mid-term exam, and final exam
- other written and verbal assessments throughout the semester

## 3. Cognitive Skills

### 3.1 Cognitive skills to be developed

Develop the cognitive ability to think in a systematic and analytical manner in order to prevent and remedy problems occurred during the learning process

### 3.2 Teaching methods

- group work and academic presentation
- group discussion regarding academic writing

### 3.3 Evaluation methods

- exams and assessments that focus on students' critical thinking analysis

## 4. Interpersonal Relationship Skills and Responsibilities

### 4.1 Interpersonal relationship skills to be developed

- interpersonal relationship with other students
- leadership skills and ability to work as a team member
- responsibility to submit assessments or complete any required tasks on time

### 4.2 Teaching methods

- delegate group work for group discussions
- require oral presentations

### 4.3 Evaluation methods

- self evaluation
- peer evaluation

## 5. Numeric analytical Skills, Communication Skills and Information Technology Skills

5.1 Numeric analytical skills, communication skills and information technologic skills to be developed

- speaking skills, listening skills and writing skills for academic purposes
- computer skills particularly Microsoft Word
- internet skills for research purposes

### 5.2 Teaching methods

- self study by learning from websites
- self study by practicing using computer software
- in class feedback after oral presentation

### 5.3 Evaluation methods

- reports and presentations using technology
- participation in discussions

## Chapter 5 : Teaching and Evaluation Plans

### 1. Lesson Plan

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
1-4	Fundamental of Organizational Behavior	12	- Power Point -Pre test	Tipvimon Prasertsri
5-6	Motivation and Reward System	3	-- Power Point - case study	Tipvimon Prasertsri
7	Leadership and Empowerment	6	-Power Point	Tipvimon Prasertsri

Week	Topics	No. of Hours	Teaching & Learning Activities, Instructional Media (If any)	Faculty Member(s)
8			- case study	
	Midterm test			
9-11	Individual and Interpersonal Behavior	9	-Power Point - case study	Tipvimon Prasertsri
12-13	Group Behavior	6	-Power Point - case study	Tipvimon Prasertsri
14	Changes and Its Effect	3	-Power Point - case study	Tipvimon Prasertsri
15	Emerging Aspects of Organizational Behavior	3	-Power Point - case study	Tipvimon Prasertsri
16	<b>Final exam</b>			

## 2. Evaluation Plan

Learning Outcomes	Evaluation Methods	Week	Proportion of Evaluation (%)
1	Participation	1-15	20
2	In class exercises	2-15	20
3	Mid-term exam	8	30
4	Final exam	16	30

## **Chapter 6 Teaching Materials**

### **1. Main texts and teaching materials**

Organizational Behavior: Foundations, Realities and Challenges, 3<sup>rd</sup> Edition, Debra Nelson and James Quick, South-Western College Publishing, 2000.

Supplemental material: cases, articles, and exercises as supplied by instructor

### **2. Essential Teaching Resources**

### **3. Recommended Teaching Resources**

## **Chapter 7 Evaluation and Improvement of Course Management**

### **1. Strategies for Course Effectiveness Evaluation by Students**

Effectiveness evaluation for this course is as follows:

- Interviews with students
- Observations of students' responses during class
- Survey on lecturer evaluation

### **2. Strategies for Teaching Evaluation**

The strategies for collection data for teaching evaluation are as follows:

- Exam results
- Revision of learning outcomes

### **3. Improvement of Teaching**

- Seminar for course and teaching improvement
- Research for course and teaching improvement

**4. Verification of Student Achievement in Class**

- Revision of assessment evaluations by external lecturers or experts

**5. Course Review and Improvement Plan for Course Effectiveness**

- Improvement of course every 3 years or as recommended by experts
- Change of lecturers to provide students with different perspectives for the course