

## Planning and Quality Assurance Affairs

Form (A)

### Course Specifications

#### General Information

<b>Course name</b>	Modern Administrative Issues
<b>Course number</b>	EBUS4324
<b>Faculty</b>	
<b>Department</b>	
<b>Course type</b>	Major Needs
<b>Course level</b>	4
<b>Credit hours (theoretical)</b>	3
<b>Credit hours (practical)</b>	0
<b>Course Prerequisites</b>	

#### Course Objectives

- 1 - Exploring a selected modern management topics and concepts to equip the students with theoretical and practical skills and knowledge
- 2 - Introducing the concept of learning organization and its models and building blocks
- 3 - Setting employee empowerment in a historical context and bringing together employee empowerment themes
- 4 - Exploring the conceptual and empirical issues concerning job burnout
- 5 - Identifying the concept of globalization and its effect on international trade
- 6 - Understanding emotional intelligence models, competencies, and individual and organizational benefits
- 7 - Introducing the concept of organizational innovation , enablers, drivers, levels and obstacles to innovation
- 8 - Exploring the concept of intellectual capital and how can it be managed
- 9 - Describing modern theories to Corporate Social Responsibility and the argument for and against it
- 10 - Introducing the concept of entrepreneurship and the skills of small business management
- 11 - Defining business ethics and detecting ethical issues in business

## Intended Learning Outcomes

Knowledge and Understanding	<ul style="list-style-type: none"> <li>* what is a learning organization, what does a learning organization look like, learning organization building blocks, models for learning organization, creating learning organization</li> <li>* historical context of employee empowerment, themes of employee empowerment, differences between employee empowerment and other management practices</li> <li>* history of burn out syndrome, definitions of burnout, old wine in new bottles, burnout and job stress, burnout and depression, measuring burnout symptoms and consequences of burnout</li> <li>* sources of globalization, channels of globalization, effects of globalization can globalization be reserved</li> <li>* what is emotional intelligence- can emotional intelligence be developed, personal competence, social competence</li> <li>* definition of intellectual capital, components of intellectual capital, managing intellectual capital</li> <li>* understanding organizational innovation, levels of innovation, types of innovation, enablers and obstacles to innovation</li> <li>* emergence of Corporate Social Responsibility CSR, pros and cons of CSR, foundations of CSR, views of corporate and business citizenship</li> <li>* benefits and drawbacks of enterpunurship, mistakes of the concept and how to overcome them</li> <li>* role of ethics in business, recognizing ethical issues in business, improving ethical behaviour in business</li> </ul>
Intellectual Skills	<ul style="list-style-type: none"> <li>* Analytical skills by defining the concept of the learning organization</li> <li>* Critical thinking skills by reviewing the historical development and the themes of employee empowerment</li> <li>* Analytical and critical skills by reviewing the different definitions of burnout</li> <li>* Analytical and critical thinking skills by reviewing the international trade theory and policy</li> <li>* Critical thinking skills by reviewing the domains of emotional intelligence including social and personal competences</li> <li>* Analytical skills by reviewing the definitions and components of intellectual capital</li> <li>* Critical thinking skills by reviewing the elements, levels, forces for and against innovation</li> <li>* Analytical and critical thinking skills by evaluating the theories and views on CSR</li> <li>* Critical skills by reviewing the benefits and drawbacks of enterpunurship</li> <li>* Critical analysis skills by evaluating the ethics of a businesss decision</li> <li>* Practical skills by reviewing empirical evidence</li> </ul>
Professional Skills	<ul style="list-style-type: none"> <li>* Practical skills by studying the models for learning organization</li> <li>* Practical skills by understanding how can employee be empowered</li> <li>* Practical and implementation skills by studying the different modeld used to measure burnout</li> <li>* Practical skills by studying models for emotional intelligence particularly Golemans Model of emotional intelligence</li> <li>* Practical skills by knowing the steps managers can follow to develop intellectual capital</li> <li>* Communication skills by participating in the discussion</li> <li>* Decision making skills by comparing between the advantages and disadvantages of CSR</li> </ul>

<b>Professional Skills</b>	<ul style="list-style-type: none"> <li>* Practical skills by understanding how to manage own business Problem solving skills by knowing how to avoid mistakes and drawbacks</li> <li>* Practical skills by detecting some of the ethical issues in business Practical skills by understanding how to promote ethical behaviour</li> </ul>
<b>General Skill</b>	<ul style="list-style-type: none"> <li>* Confidence skills by participating in the discussion</li> <li>* Creative thinking skills by reviewing how employee empowerment differs from other management practices</li> <li>* Creative thinking skills by reviewing the symptoms and consequences of burnout</li> <li>* Creative thinking skills by understanding how to bring about innovative ideas</li> <li>* Creative thinking skills by discussing opportunities</li> </ul>

## Course Contents

1 - Learning organization
2 - Empowerment
3 - Job burnout
4 - Globalization
5 - Emotional Intelligence
6 - Intellectual capital
7 - Innovation
8 - Social responsibility
9 - Entrepreneurship
10 - Ethics

## Teaching and Learning Methods

1 - Lectures
2 - Case Studies
3 - Presentations
4 - Discussion

## Students Assessment

<u>Assessment Method</u>	<u>TIME</u>	<u>MARKS</u>
Mid term exam	week 8	20
presentation	week 12+13+14+15	15
Attendance and participation	5	Continuous
Final Exam	At the end of the course	60

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## Books and References

Other References  
(Periodical, web sites,  
.... etc.)

1. Professional burnout: Wiliam B. Schaufeli and Bram P. Bunk,  
[www.wilmarschaufeli.nl/publications/Schaufeli/082.pdf](http://www.wilmarschaufeli.nl/publications/Schaufeli/082.pdf)
2. Introduction: Globalization and international Trade  
[spot.colorado.edu/maskus/teach/4413/ch1-new.pdf](http://spot.colorado.edu/maskus/teach/4413/ch1-new.pdf)
3. The psychology of employee empowerment: Rozana Ahmed Huq  
<http://www.gowerpublishing.com/isbn9781409448907>
4. Making sense of organizational learning: Cyril Kiwan, [http:/](http://www.gowerpublishing.com/isbn9781409441861)  
[www.gowerpublishing.com/isbn9781409441861](http://www.gowerpublishing.com/isbn9781409441861)
5. Understanding emotional intelligence: [www.free-management-ebooks.com](http://www.free-management-ebooks.com)
6. Intellectual capital: Ali Talip Akpınar and Ali Akdemir,  
[www.opf.slu.cz/vvr/akce/turecko/pdf/Akpınar.pdf](http://www.opf.slu.cz/vvr/akce/turecko/pdf/Akpınar.pdf)
7. Innovation: Kathryn A Baker: [www.au.af.mil/au/awc/awcgate/doe/.../ch14.pdf](http://www.au.af.mil/au/awc/awcgate/doe/.../ch14.pdf)
8. Corporate social responsibility: The concept:  
[highered.mheducation.com/sites/dl/free/.../Chapter07.pd..](http://highered.mheducation.com/sites/dl/free/.../Chapter07.pd..)
9. Entrepreneurship: [ww.prenhall.com/.../Feature\\_2\\_Why%20Adopt.pdf](http://ww.prenhall.com/.../Feature_2_Why%20Adopt.pdf)
10. Business ethics and social  
responsibility:[highered.mheducation.com/.../ferrell\\_sampleCH02.pdf](http://highered.mheducation.com/.../ferrell_sampleCH02.pdf)

## Knowledge and Skills Matrix

Main Course Contents	Study Week	Knowledge and Understanding	Intellectual Skills	Professional Skills	General Skill
Learning organization	1	what is a learning organization, what does a learning organization look like, learning organization building blocks, models for learning organization, creating learning organization	Analytical skills by defining the concept of the learning organization	Practical skills by studying the models for learning organization	Confidence skills by participating in the discussion
Empowerment	1	historical context of employee empowerment, themes of employee empowerment, differences between employee empowerment and other management practices	Critical thinking skills by reviewing the historical development and the themes of employee empowerment	Practical skills by understanding how can employee be empowered	Creative thinking skills by reviewing how employee empowerment differs from other management practices
Job burnout	1	history of burnout syndrome- definitions of burnout- old wine in new bottles- burnout and job stress- burnout and depression- measuring burnout- symptoms and consequences of burnout	Analytical and critical skills by reviewing the different definitions of burnout	Practical and implementation skills by studying the different models used to measure burnout	Creative thinking skills by reviewing the symptoms and consequences of burnout
Globalization	1	sources of globalization- channels of globalization- effects of globalization- can globalization be reserved	Analytical and critical thinking skills by reviewing the international trade theory and policy	Practical skills by reviewing empirical evidence	Confidence by participating in the discussion

Emotional intelligence	1	what is emotional intelligence- can emotional intelligence be developed- personal competence- social competence	Critical thinking skills by reviewing the domains of emotional intelligence including social and personal competences	Practical skills by studying models for emotional intelligence particularly Golemans Model of emotional intelligence	Confidence by participating in the discussion
Intellectual capital	1	definition of intellectual capital- components of intellectual capital- managing intellectual capital	Analytical skills by reviewing the definitions and components of intellectual capital	Practical skills by knowing the steps managers can follow to develop intellectual capital	Confidence skills by participating in the discussion
Innovation	1	understanding organizational innovation- levels of innovation- types of innovation- enablers and obstacles to innovation	Critical thinking skills by reviewing the elements, levels, forces for and against innovation	Communication skills by participating in the discussion	Creative thinking skills by understanding how to bring about innovative ideas
Social responsibility	1	emergence of Corporate Social Responsibility CSR- pros and cons of CSR- foundations of CSR- views of corporate and business citizenship	Analytical and critical thinking skills by evaluating the theories and views on CSR	Decision making skills by comparing between the advantages and disadvantages of CSR	Confidence skills by participating in the discussion
Enterpunurship	1	benefits and drawbacks of enterpunurship- mistakes of the concept and how to overcome them	Critical skills by reviewing the benefits and drawbacks of enterpunurship	Practical skills by understanding how to manage own business Problem solving skills by knowing how to avoid mistakes and drawbacks	Creative thinking skills by discussing opportunities
Ethics	1	role of ethics in business- recognizing ethical issues in business- improving ethical behaviour in business	Critical analysis skills by evaluating the ethics of a business decision	Practical skills by detecting some of the ethical issues in business Practical skills by understanding how to promote ethical behaviour	Confidence skills by participating in the discussion