# Work psychology and smart working

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***COURSE AIMS AND INTENDED LEARNING OUTCOMES***

The strong and quick development of digital technologies requires professional profiles capable of operating in the new economic and business context, stemmed from the fourth industrial revolution.

In this context the course aims to pursue two macro objectives: the first is about the achievement of an in depth knowledge related to organizational contexts characterized by multiculturalism, strong relationships, high integrated processes, innovation oriented internal and external pressures; the second refers to the development of creative skills and empathic ability as well flexibility and openness of thought, seeking to acquire reflexive and critical thinking.

In details the aims of the course are as follows:

* to understand the importance of *human factors & work organizational psychology* into the digital transformation.
* to highlight the perspective of Work and Organizational Psychology about the use of technologies in organizational processes and work places.
* to acquire the main *methodologies & tools* for digital innovation in the company with a special focus on needs & requirements collection.
* to experience a *proposal development* for digital innovation, addressing specifically the practical, social and institutional implications.

At the end of the course the students will be able to:

1. Use a basic glossary about the psychological drivers embedded in the innovative technological contexts.
2. Use self and peer-evaluation tools for assessing the more relevant digital competencies.
3. Define and articulate a project draft related to specific organizational needs.
4. Acknowledge clues and cues of the workplace needs embedded in specific organizational environments.

***COURSE CONTENT***

Module I: *Work organizational psychology*

– Work organization: theories & methods.

– Human psychology.

Module II: *Smart working in a digital scenario*

– Organizational change and new way of working: the agile work and its features

– Digital transformation & human factors in technology evolution.

– Real history of innovation in the Company Organization: E.do case.

Module III: *Organizational* *needs* & *requirements* *collection* *for* *digital* *innovation*

– Theories method & tools for digital innovation in the organization.

– Function owner: needs & requirements collection.

– Develop a proposal for a digital innovation in a Company function.

– Presentation of the project.

***READING LIST[[1]](#footnote-1)***

W.J. Orlikowski (2007), *Sociomaterial Practices: Exploring Technology at Work,* Organization Studies, 28, pp. 1435-1448.

W.J. Orlikowski (2000), *Using Technology and Constituting Structures: A Practice Lens for Studying Technology in Organizations,* Organization Science, Vol. 11, No. 4, July-August 2000, pp. 404-428.

D. Pinto-G. Scaratti-E. Fregnan, (2019) *Giovani,* *università e azienda: il nuovo perimetro formativo*, Pearson. [*Acquista da VP*](https://librerie.unicatt.it/scheda-libro/autori-vari/giovani-universita-e-azienda-il-nuovo-perimetro-formativo-per-un-mondo-in-trasformazione-lesperienza-della-projectpeople-management-school-9788891907875-549821.html?search_string=giovani%20universit&search_results=13)

***TEACHING METHOD***

The course is highly interactive and includes use of case studies, the immersion in a real high technology plant, meeting with company’s manager, exercises (including on the field observation of technological campus) and frontal lessons.

***ASSESSMENT METHOD AND CRITERIA***

*60% test*

Questionnaire made by open and multiple choice question related to the topic of the course.

*40% observation on project work\**

Observation, with an evaluation grid, on the presentation of the project work.

\* if the people don’t attend the project or the presentation there will be an interview on the content of the training.

The evaluation criteria will focus on the acquisition of the basic content, on the ability to process and to connect between the contents proposed in the learning process and the material acquired during the interaction with the firm. For non-attending students, the criteria will concern the acquisition of basic contents and their critical analysis and elaboration, with associations and connections between the various contents, referring to the reading list adopted.

The final mark, expressed in thirtieths, will evaluate the above knowledge and skills according to the following ranges: - incomplete or insufficient knowledge and skills: less than 18; - adequate but not very thorough knowledge and skills and with limited applications to situations and contexts: 18-22; good knowledge and skills, adequately articulated and sufficiently applied to situations and contexts: 23-26; excellent knowledge and skills, well articulated and solidly applied to situations and contexts: 27-30.

1. I testi indicati nella bibliografia sono acquistabili presso le librerie di Ateneo; è possibile acquistarli anche presso altri rivenditori. [↑](#footnote-ref-1)