Course Manual

INTERNATIONAL BUSINESS ADMINISTRATION

1st Year Bachelor 2018/2019

IBAO

FIRST TRIMESTER: WEEK 36 – WEEK 49
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Course Manuals give more detailed information about courses within a trimester. They contain the following information per course:
- course title, course code, number of credits;
- name of coordinator and teaching staff;
- examination form;
- examination regulation;
- aims and objectives of the course;
- extended description of the course content;
- subjects per lecture/workshop;
- required literature: books, syllabus, reader, sheets;
- literature and course content to be examined;
- recommended further reading.

Course Manuals will be available at the beginning of each trimester, for each year of the programme.
IBA Programme Management

The Executive Director of the IBA programme leads the IBA team and is mainly working on issues with regard to the strategic direction of the programme, like further internationalization. Moreover he is accountable for the budget and for personnel management. He is involved in recruitment, admission and selection of students, rankings and accreditations.

Adri Meijdam
Executive Director
Mandeville building
T5-32

The Programme Managers of International Business Administration are responsible for the organisation of the Bachelor programme and the information flow to students and the teaching staff. They prepare the course schedules and examination schedule, undergraduate catalogue, course evaluations and are in charge of enrolment for workshops and all information published on SIN-Online. Further, they are the contact persons for both students studying IBA and professors teaching in the IBA programme, making it their goal to ensure that all courses run smoothly.

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Stella Li
Programme Manager
Bachelor 2
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T5-24
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Chantal de Groot
Programme Manager
Bachelor 3 and Pre-Master
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**General information**

You can download the Bachelor 1 Trimester 1 course manual, schedule, and book list and a lot of other information on the RSM IBA Current Students page [www.rsm.nl/current-students/iba](http://www.rsm.nl/current-students/iba). All first-year IBA students will be subscribed for the trimester 1 SIN-Online course channels and assigned to the workshop groups by IBA Programme Management. Please check to see if all six trimester 1 courses are visible for you on SIN-Online. If this is not the case, please contact IBA Programme Management by e-mail, IBAPM@rsm.nl.

If any changes to the schedule, registration dates, etc. should occur, these updates can be found in the respective SIN-Online course channels. Therefore, it is important to check SIN-Online frequently so you won’t miss any important information with regard to your course, timetable etc.

**Tip:** Take the time to peruse the message archive of your courses once a week to make sure you are aware of all relevant registration dates, schedule changes, etc.

**Examination registration**

All first year students will be registered by IBA Programme Management for the Bachelor 1 courses and regular exams (incl. mid-terms) in Osiris. **Please note:** you do have to register for the re-sits which take place in July 2019 yourself.

Registration for all re-sits takes place via Osiris. The registration dates are always 35 to 7 days before the date of the exam. Mark your calendar! The examination schedule 2018-2019 (incl. the registration periods) and more detailed info about the examination registration procedures can be found on the RSM IBA Current Students page [www.rsm.nl/current-students/iba](http://www.rsm.nl/current-students/iba). Information about registering after the deadline can be found on the Examination Board page (https://www.rsm.nl/examination-board/requests/registration_past-deadline/)

An [online course evaluation](#) will be mailed to you at the end of each trimester course. This evaluation will remain open until the course’s exam date. The day of the final examination, you will receive a separate evaluation about the exam. Please take the time to fill in both of these evaluations; your comments and feedback are greatly appreciated by members of the IBA teaching staff and Programme Management. Please be honest, but remember to remain professional and courteous in your feedback.

We also recommend that you [subscribe](#) to the following SIN channels:

- **RSM Bachelor 1 International Business Administration** - IBA B1 general information channel with messages from programme management.
- **RSM Examination Board** - the RSM Examination Board’s own channel.
- **Tentamenlocaties/Exam Locations** – this is where seating assignments for exams in the M-hall are announced.
- **IBA Notice Board** - where all non-programme related messages for IBA students are posted.
- **RSM IBA Study Advice** – the channel of our IBA student advisers.
**Student advisers**
The student advisers’ key task is to support students with their IBA studies. Students may contact one of the student advisers for information, advice and/or guidance. The student advisers are familiar with all aspects of the course programmes and can assist students in making decisions in the fields of study planning, study choices, internships, exchange, a second study, mediation with regard to examination board issues, etc.

Students who are not able to continue their studies or experience delays, for instance because of personal circumstances such as illness, handicap, family circumstances etc., may also turn to the student advisers for personal advice and guidance. For more information and contact details please consult the following site: www.rsm.nl/studyadvice.

**RSM Rules**
The following rules and regulations, depending on your situation, may have an effect on your studies. For more information and a detailed explanation of all of these rules please consult the BSc IBA Examination Regulations (available on the RSM Current Students website: www.rsm.nl/current-students/iba).

**Binding Study Advice rule**
The Binding Study Advice (BSA) implies that students need to pass all their first year courses in their first year of studies. For more information about BSA, go to: www.rsm.nl/current-students/iba or https://www.rsm.nl/examination-board/binding-study-advice/

**Compensation rule for 1st year courses**
The compensation rule means you can compensate one insufficient grade (between 4.5 and 5.4) with at least one rounded 7 (6.5 or higher), provided that you have passed all your other courses of Bachelor 1 in your first year of enrolment. The grade for the compensated course will remain on your grade list and counts in the grade point average for the total bachelor programme. (Consult Teaching & Examination regulations for detailed information)

**Max. 4 re-sits**
RSM would like to help students complete their bachelor's on time; meeting the Binding Study Advice (BSA) requirement is a first step in this direction. By limiting the number of B1 re-sits, RSM wants to encourage all students to pass the B1 regular exams and not wait until the summer re-sit period.

What happens if you take more than 4 B1 re-sits?
The number of exams that you take will be checked subsequently, only the first 4 results of re-sits (in chronological order) will be administered on your final grade list. The results of all your other B1 re-sits will be invalidated by the RSM Examination Board.

**The Bachelor-before-Master rule**
Admission to all RSM Master programmes is only possible if students have completed the entire Bachelor programme, without a single course left open.
Admission requirements MSc-programmes
To be admitted to one of RSM’s master programmes you need to meet the following criteria:

- You must have completed your entire International Business Administration Bachelor programme.
- You will need a grade point average of 7.0 or higher (GPA <7.0) over your Bachelor programme.

You can find more information on the Current Students website of the Master programmes.

Fraud/plagiarism
The Rotterdam School of Management, Erasmus University sets high quality standards. Consequently, the Examination Board applies a strict anti-fraud policy.

According to article 1.2 paragraph 2 Rules and Guidelines ‘fraud’ refers to:

the action or negligence of a student as a result of which it is impossible, entirely or in part, to form a correct judgment concerning his/her knowledge, insight and skills.

This includes, among others, cribbing, impersonation and plagiarism.

If fraud is detected, the Examination Board may impose a penalty. This penalty can range from a reprimand to the exclusion of all examinations for one year. In a very serious case of fraud the Examination Board may even advise the Executive Board to end the enrolment for the programme of the student concerned once and for all. Usually, the minimum penalty is invalidation of the examination concerned and the exclusion of that examination for a period of one year. Obviously, condemned students are no longer eligible for additional exam opportunities or other exceptional measures.

For detailed information on the university’s policy on fraud and plagiarism, please visit this website.

For more information about referencing and plagiarism please refer to the Handout Referencing 2017.

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Course Overview

The First Year Mentor Programme: Making IBA Work For You is both an opportunity and resource for incoming IBA Students. The BAP-MG Mentor Programme was developed to support first year students as they make their adjustment to university life in the international setting offered by IBA. This programme is not a course in the traditional sense.

The sessions are led by second year IBA students, all of whom have participated in the Mentor Programme last year, and who have decided they want to pass on their experience and knowledge to incoming students.

During the sessions, you will have the opportunity to meet with fellow students, to share experience and knowledge about ways to navigate the classroom setting and information that is offered to you, to adjust to student life in Rotterdam and get tips about how to best make use of the resources available to you. In addition, the Mentor Programme serves as a bridge to help you adjust to the IBA culture and become part of the larger IBA community. Your mentor and fellow students can all serve as resources so that you can truly make the best of IBA.

The course consists of 12 sessions with your mentor group, beginning the first week of studies and ending in the middle of trimester 2. In addition to these group sessions, you will also have 2 individual interviews and an individual coffee moment (optional) with your mentors. Detailed info about your workshop schedule can be found on My Timetable.

Please note that attendance for the Mentor Programme is Mandatory!
# Programme overview

## 2018

<table>
<thead>
<tr>
<th>Week 36</th>
<th>Session 1</th>
<th>Welcome to IBA!</th>
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<tbody>
<tr>
<td></td>
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<td>- Meet your mentor and fellow classmates</td>
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<tr>
<td></td>
<td></td>
<td>- Lunch together in the classroom</td>
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<td></td>
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<td>- Informal activity in the city of Rotterdam</td>
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<td>- Drinks &amp; time to socialize/meet new friends.</td>
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<tr>
<th>Week 36</th>
<th>Session 2</th>
<th>Online Systems</th>
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<tr>
<td></td>
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<td>- Navigating the virtual landscape: Learning the basic tools of Canvas, Osiris and SIN Online</td>
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<td>- Practical info i.e. EC, insurance, GPs, etc.</td>
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<td>- Information about what is mandatory and what is not + bonus point system.</td>
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<tr>
<th>Week 37</th>
<th>Session 3</th>
<th>Planning &amp; Navigating</th>
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<tr>
<td></td>
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<td>(Bring your Course Manual to this session)</td>
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<tr>
<td></td>
<td></td>
<td>- Week planning</td>
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<td></td>
<td></td>
<td>- Long-term planning i.e. information on exchange, minor, internships, etc.</td>
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<td></td>
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<td>- Discuss differences in studying approaches</td>
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<tr>
<th>Week 38</th>
<th>Session 4</th>
<th>Studying in an International Classroom</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>- What is it like to be part of a multicultural study environment?</td>
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<tr>
<th>Week 37-38</th>
<th>Personal Interview 1</th>
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<tbody>
<tr>
<td></td>
<td>- Getting to know each other better.</td>
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<tr>
<th>Week 39</th>
<th>Session 5</th>
<th>Preparing for Mid-Term Exams I</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>- How to best study for Exams?</td>
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<table>
<thead>
<tr>
<th>Week 40</th>
<th>Session 6</th>
<th>Preparing for Mid-Term Exams II (attendance not mandatory but advised!)</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>- More tips and tricks</td>
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<tr>
<th>Week 41-42</th>
<th>No mentor sessions due to midterms</th>
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<td>- Good Luck! 🍀</td>
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<tr>
<th>Week 43</th>
<th>Session 7</th>
<th>After the Mid-Term Exams &amp; before the Final Exams</th>
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<tbody>
<tr>
<td>Week 44</td>
<td>Session 8</td>
<td>Social activity after the Mid-Terms (Attendance is not mandatory, but advised! It’s important to connect socially with fellow students)</td>
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| Week 44 |           | Individual Coffee Moment *(not mandatory).*  
|         |           | • Extra opportunity to connect with the Mentor |
| Week 46 | Session 9 | Staying healthy & focused  
|         |           | *(NB. Longer session than usual)* |
| Week 50 | Session 10| After Final Exams |

### 2019

| Week 3 & 4 | Personal Interview 2  
|            | • Check-in and support for the next phase of your studies |
| Week 4 | Session 11 | Looking back, looking forward and going further in IBA |
| Week 6 | Session 12 | On Your Own |

More detailed information about the session can be found in the Mentor programme Student Guide.

**Literature**
The Student Guide will be available on the SIN-Online channel, ‘1st Year Student Mentor Programme 2018-2019’ before your first Mentor session.

**RSM Student Representation**
If you as a student have any comment about the quality of your courses, be it positive or negative, please send an e-mail to the corresponding representative or approach him or her personally.
RSM SR email: feedbackIBA@rsmsr.nl
Introduction to Business (BAP064)

Course load: 5 ECTS
Trimester: 1

Teaching staff:
- Dr. Juup. Essers
- Dr. Bart Dietz
- Prof. dr Jan v/d Ende
- Dr. Juup Essers
- Prof. dr Ir. Eric van Heck
- Dr. Wim Hulsink
- Dr. Bas Koene
- Dr. Florian Madertoner
- Prof. dr. Lucas Meijs
- Dr. Jurriaan Nijholt
- Prof. dr. Stefano Puntoni
- Prof. dr. Erik Roelofsen
- Prof. dr. Finn Wynstra

Course structure:
- Plenary lectures

Examination:
- Multiple-choice, closed-book exams, Shadow Assignment (team work on assigned company profile report)

Please note: lecturers may require individuals or teams to submit additional assignments linked to their topics.

Office hours:
- By appointment only

Contact: BAP064@rsm.nl

Course Overview
There are many questions managers face on a daily basis and to these questions the sciences of management try to provide answers. Are we serious about sustainable business, corporate citizenship and fair trade environments? Are small organizations better equipped to respond to a sudden market change than large corporations? Are networked organizations more competitive than the corporate ones through their ability to profit from swift transformations? What is the key to a competitive advantage: a tighter control of all aspects of routine behavior or an increased empowerment of the employees, which enables them to break the routines and provide creative inputs? Will online sales make me if I integrate them with my present business or will they break me if virtual sales channels will ruin my traditional, physical ones? Should I take globalization seriously and look up towards the World Bank, World Trade Organization, UNO or IMF as the dynamos of world development, or should I see them as dinosaurs of inefficient corporate governance?

Students following this course will be able to trace the research approaches which generated answers to these and similar questions and they will also learn how to identify, describe and study all kinds of business organizations in rapidly changing contexts.

In such contexts managerial competence stands on two legs. Academic studies and practitioners’ reflections contribute to the growth of the body of knowledge and actionable experience within, outside and alongside business organizations. Comparing various
approaches and methodological schools of thought in business management, students should be able to follow the development of managerial thinking and test themselves as future managers. Starting with the early XXth century approach of Frederic Winslow Taylor (control is manager’s best friend) and ending with the late XXth century Francis Fukuyama’s trust (honesty rooted in cultural values is manager’s best friend), students will compare successive attempts to standardize routines and to break them through creative inventions. They will be able to follow the ongoing struggle between flexible, ambidextrous, networked communities of practice in search of wisdom and competitive advantage. Consensus among the researchers has been tentative and limited – therefore top specialists in functional areas of management will frankly present the state of the art research results and outline the main theoretical controversies in their relevant domains of managerial knowledge. The main topics of their lectures include:

- Globalization and its discontents
- Entrepreneurship; the small, the medium and the franchising
- What do managers do when they manage?
- People or personnel: what makes them work (creatively)?
- Hard core marketing, especially online and branded
- Of prices and promotions in space and time
- Virtual networks, silent servers and crowdsourcing
- Money makes the world (of business companies) go round, but corporate social responsibility makes it merry
- Managing risks and futures - melt, freeze or stay cool?

**Learning Goals**

The overall purpose of the course is to make students acquainted with the basic vocabulary of the sciences of management and to offer them a first glimpse of a complex archipelago they will have to navigate (if they launch their own business or start working in a business company) or map out and analyze (if they continue their studies or conduct a more advanced research into business activities) and to make them aware of the common body of knowledge and skills required both to manage and to understand what management is all about.

More specifically, during this course students should acquire the ability to:

- Distinguish, describe and understand common concepts and theories in the field of business studies
- Identify major criticisms related to mainstream theories of management, organization and business
- Correctly apply said concepts and theories in the description and diagnosis of a company (Shadow assignment)
- Use academic citation and referencing conventions appropriately in accordance with the APA format (Shadow assignment)

**Lectures**

For the most up-to-date lecture schedule, please check SIN-Online, My Timetable. All chapter numbers in the lecture and exam schedule below refer to Pride et al. – Introduction to Business, custom edition 2017.
Team assignment

Students will receive many team assignments and they will interact in many different teams in the course of their IBA Programme. For this course, more than 100 “shadowing” teams will be composed by IBA Programme Management at the start of the program in September. Each team will consist of 5 students (with some exceptions for 4-member teams). Each of the teams will choose a business company to shadow – i.e. watch and collect data on (from the press, books, media, Internet or even personal interviews). As the course progresses, students will learn about various aspects of business management and thus they will be able to collect more data and to analyze them with the assistance of newly acquired analytical concepts. Teams are expected to produce a final report with their evaluation of the overall business performance of the company in
question and a forecast of a future performance in the year 2019. Each team has a right to ask for a consulting meeting with the course coordinator once during the course. The deadline for the Shadow Assignment is Tuesday, 13th November 2017 at 17.00 hrs (both online and hard copy).

Supporting workshops
Students' teamwork on the Shadow Assignment will be supported by two workshops, which are mandatory for all students. The workshops address two topics of a skills-based nature. Please consult SIN-online for the most up to date workshop schedule. You will receive information to which workshop you have been assigned together with your team composition by IBA Programme Management.

The first workshop is devoted to team work, especially in a cross-cultural setting. The purpose is to enhance the quality of your work by optimizing the process of your collaboration through team-building, effective communication and realistic goal-setting. As a team you will draw up a team-contract in which you set your collective learning goals, ambitions and desired working climate.

The second workshop is dedicated to some elementary academic skills with respect to referencing academic sources and the avoidance of plagiarism. All Shadow Assignments will have to pass a plagiarism check, so it is imperative that sourcing and referencing are up to academic standards. This workshop ensures that all teams will have the requisite knowledge to fulfil these academic requirements.

Workshop schedule

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<tr>
<th>#</th>
<th>Date</th>
<th>Group</th>
<th>Venue</th>
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<tbody>
<tr>
<td>1</td>
<td>Mon 24 September</td>
<td>Group 1</td>
<td>Polak 1-08</td>
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<td></td>
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<td>Group 2</td>
<td>G2-46</td>
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<td></td>
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<td>Group 3</td>
<td>C2-6</td>
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<td></td>
<td>Tue 25 September</td>
<td>Group 4</td>
<td>G2-26</td>
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<td>Group 5</td>
<td>G2-21</td>
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<td>Group 6</td>
<td>G3-26</td>
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<td></td>
<td>Mon 1 October</td>
<td>Group 7</td>
<td>Polak 1-08</td>
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<td>Group 8</td>
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<td>Group 9</td>
<td>C2-6</td>
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<td>Tue 2 October</td>
<td>Group 10</td>
<td>G2-26</td>
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<td>Group 11</td>
<td>G2-21</td>
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<td>Group 12</td>
<td>G3-26</td>
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<td>2</td>
<td>Mon 22 October</td>
<td>Group 1</td>
<td>Polak 1-08</td>
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<td></td>
<td>Group 2</td>
<td>G2-46</td>
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<td>Group 3</td>
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<td>Tue 23 October</td>
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<td>Group 12</td>
<td>G3-26</td>
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Literature

- Supporting material for workshops: t.b.a.

Examination Dates

Exam part 1: Friday, 12 October 2018, 13.30-14.45 hrs
Exam part 2: Monday, 3 December 2018, 16.15 – 17:30 hrs
Re-sit Examination: Thursday, 5 July 2019, 09.30-12.00 hrs

Minimum grade requirement

The average grade of both written exams must be **4.5 or higher**.
If this condition is not met, then no final overall grade will be awarded. Your grade will be noted in Osiris as ‘O’, which stands for ‘Onvoldoende’, Dutch for insufficient. This rule is in line with the ‘Examination Regulations of BSc International Business Administration’. There is no minimum grade requirement for the Shadow assignment.

Examination Perusal

The date, time and place of the perusal will be announced when the grades are published.

RSM Student Representation

If you have any comment about the quality of your courses, be it positive or negative, please send an e-mail to the corresponding representative or approach him or her personally after the lecture.

RSM SR email: feedbackIBA@rsmsr.nl.
## Assessment Matrix

<table>
<thead>
<tr>
<th>Learning outcomes</th>
<th>Written test</th>
<th>Shadow assignment</th>
<th>Total</th>
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<tbody>
<tr>
<td>Distinguish, describe and understand common concepts and theories in the field of business studies</td>
<td>x</td>
<td></td>
<td>x</td>
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<tr>
<td>Identify major criticisms related to mainstream theories of management, organization and business</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Correctly apply concepts and theories in the description and diagnosis of a company</td>
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<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Use academic citation and referencing conventions appropriately in accordance with the APA format</td>
<td></td>
<td>x</td>
<td>x</td>
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<th>Weighting factor</th>
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<tr>
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<td>4.5</td>
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<td>Opportunity to resit within the academic year (Yes/No)</td>
<td>Yes</td>
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<td>Form of examination (e.g. MC, Open-book, etc.)</td>
<td>mc questions</td>
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<tr>
<td>Group / individual</td>
<td>individual</td>
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</tbody>
</table>

**Methodology (BAP073)**

Course load: 3
Course Overview

The course provides an introduction into the world of scientific knowledge and research. In order to understand and solve managerial issues, research is of great importance. In this course, students learn the basic principles of conducting scientific research. During the course, attention is paid to the theoretical and philosophical assumptions which lie behind scientific research. Furthermore, students will become familiar with the different steps in the research process and the most common research methods used in management research. At the end of the course, students will be able to create their own research design for the study of a managerial issue. The lectures serve to deepen and contextualize the material covered in the required readings and are an integral part of the tests.

Learning Goals

The main learning goal of this course is to understand the process of scientific research.

After taking this course, the student is able to:

- Understand various research philosophies and paradigms in management research
- Distinguish between qualitative and quantitative methods and apply mixed methods
- Select suitable data collection and analysis methods for a particular research objective
- Construct a feasible research proposal with a suitable research design

Course information
To meet the course objectives, the course consists of plenary lectures, a team charter (5% of grade), two written group assignments (30% of grade; 15% per assignment) and two written tests (65% of grade; first test 30%, second test 35%).

(1) Lectures
During the lectures, the most important topics in the textbook will be explained in more detail. In addition, these topics will be illustrated with examples from management research. The lectures are non-obligatory, but attendance is strongly recommended. The lectures will also be recorded and posted online.

(2) Team charter
In order to facilitate collaboration between the group members when working on the group assignments, all groups prepare a team charter in the beginning of the course. This team charter is a binding agreement between all group members and specifies the rules and agreements the group members agree to abide by in working on the group assignments. In order to prevent problems and ensure constructive collaboration, the team charter specifies the consequences in the case of non-performance. More information about the team charter can be found on Canvas.

(3) Group assignments
In the two written group assignments, you will use the theoretical knowledge from the textbook and the lectures to design your own research project. The two assignments will be made in teams of four students. IBA Programme Management will create the teams on your behalf. The teams will be announced prior to the IBA Bachelor 1 kick-off on Tuesday 4 September. Afterwards each team must register for a theme. This is possible from 5 September until 14 September. There are four different themes: Information about the themes and assignments will be placed on Canvas.

After every assignment there will be an opportunity for a perusal. Details about perusals will be announced as soon as the grades of each assignment are published.

The deadlines for the team charter and the two assignments are:
1: Friday, 14 September 2018 before 09:00am (deadline team charter)
1: Friday, 28 September 2018 before 09:00am (deadline first assignment)
2: Friday, 9 November 2018 before 09:00am (deadline second assignment)

Assessment and Examinations

- A team charter (5% of final grade; examined with pass or fail),
- two written group assignments (the two assignments each account for 15% of the final grade; in total the written group assignments account for 30% of the final grade) and
- two written tests, which account for 65% of the final grade. The first test consists of 20 multiple choice questions and accounts for 30% of the final grade; the second test is a mix of 20 multiple choice and 5 open-ended questions and accounts for 35% of the final grade. You should get a pass for the team charter to receive your grades for the other assignments. You will receive either a 10 or a 0.
Re-sit written test will test all course materials (the materials examined during both the first and the second tests) using 40 multiple choice questions and no open ended questions. There is no opportunity to take a re-sit of only the first or the second written test. There is also no opportunity to redo the team charter or the assignments. In the case of a re-sit, the original grades for the assignments and the team charter will count towards your final overall grade.

Minimum grade requirement
The average grade of both written tests must be 4.5 or higher. If this condition is not met, then no final overall grade will be awarded. Your grade will be noted in Osiris as ‘O’, which stands for ‘Onvoldoende’, Dutch for insufficient. This rule is in line with the ‘Examination Regulations of BSc International Business Administration’.

For example, if your grade for test 1 is 3.0 (counts towards 30% of the final grade) and your grade for test 2 is 6.0 (counts towards 35% of your final grade) your average grade for both tests is \(((3\cdot0.30) + (6\cdot0.35) / 0.65) = 4.6\) and you comply with the minimum grade requirement.

To pass a course and receive the indicated number of ECTS, the final overall grade should be 5.5 or higher.

Literature

Dates of written tests
Written test part 1: 8 October 2018, 09:30-10:30 hrs
Written test part 2: 26 November 2018, 09:30-11:30 hrs
Re-sit test (both parts): 17 July 2019, 9:30-12:30 hrs

ERIM Bonus Points
A bonus of up to 0.4 points can be earned through participation in two qualifying experiments at the Erasmus Behavioral Lab (if experiments are available during the term-availability of experiments is not guaranteed). These bonus points will only be awarded if the final grade for the entire course is 5.5 or above. Participation in class or in the experiments is entirely voluntary. The experiments are managed through the Erasmus Research Participation System (ERPS). The bonus points are valid for both the regular tests and the re-sit test. More detailed information will be provided via Canvas.

Lectures
Always check your online Timetable for the most up-to-date version of the schedule.

<table>
<thead>
<tr>
<th>Lecture #</th>
<th>Lecture Topic</th>
<th>Reading</th>
</tr>
</thead>
</table>
1. Introduction to methodology and scientific research | CH1
2. The start of a research process | CH2
3. Literature review and the different languages of scientific research | CH3 & CH4
4. Research design Operationalization Conceptual models Variables Research ethics | CH5 & CH6
5. Written test I preparation
   - Written test part 1 (covering materials lectures 1-4; 20 MC questions) | CH1 through CH6
6. Quantitative research methods: secondary data and survey research | CH8, CH9.5, CH9.6 & CH11
7. Sampling | CH7
8. Qualitative research methods | CH9, CH10, CH 13
9. Experimental research | Neuman article available on Canvas
10. Written test prep session II Research process and writing | All covered material
    - Written test part 2 (covering materials lectures 1-9; 20 MC questions + 5 open ended questions) | All course materials and lecture contents

**Examination Perusal**
The date, time and place of the perusal will be announced when the grades are published.

**RSM Student Representation**
If you as a student have any comment about the quality of your courses, be it positive or negative, please send an email to the corresponding representative or approach him or her personally after the lecture. RSM SR email: feedbackIBA@rsmsr.nl

**Assessment**
<table>
<thead>
<tr>
<th>Course: BAP073 Methodology</th>
<th>Assessment formats</th>
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<tr>
<td>Educational goals per course: The main learning goal of this course is to understand the process of scientific research</td>
<td>1st Midterm</td>
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<tr>
<td><strong>Understand</strong> various research philosophies and paradigms in management research</td>
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<tr>
<td><strong>Distinguish</strong> between qualitative and quantitative methods and apply mixed methods</td>
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<tr>
<td><strong>Select</strong> suitable data collection and analysis methods for a particular research objective</td>
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<tr>
<td><strong>Construct</strong> a feasible research proposal with a suitable research design</td>
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<td>MC + open</td>
<td>assignment</td>
<td>assignment</td>
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<tr>
<td>Group / individual</td>
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<td>group</td>
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</tbody>
</table>
Organisational Behaviour (BAP071)

Course load: 6 ECTS
Trimester: 1
Coordinator: Dr. Sofia Isaakyan
Teaching staff: Dr. Sofia Isaakyan, Dr. Steffen Giessner
Course structure: Plenary lectures, workshops, surveys, interactive elements
Examination: Multiple choice exam, mid-term, surveys, group observation exercise.
Team assignment (20%)
Mid-term (30%)
Final written test (50%)
Contact info: BAP071@rsm.nl
Office Hours: By appointment only

Course Overview

Organisational Behaviour BAP071 is an introduction to the study of human behaviour in organisations. These behaviours are mainly explained in reference to psychological mechanisms, situational factors, individual differences, and group phenomena that influence the way people interact. As such, Organisational Behaviour is an applied science that builds on contributions from a number of different disciplines, particularly psychology, social psychology, sociology, and anthropology. The course will especially emphasize the psychological and social psychological factors that influence behaviour in organisations.

During the course, you will be assigned readings that discuss what people do in organisations and how their behaviour affects the organisation’s performance. You will then have the opportunity to consider how this research in Organisational Behaviour is or could be applied to improve organisational effectiveness.

Some of the specific topics that we will cover in this class are: motivation, leader behaviour and power, interpersonal communication, stereotyping and prejudice, diversity, group structure and processes, personality, social perceptions and decision making, conflict, social influence and social interaction, emotions and mood, as well as attitudes and job satisfaction. This class will also provide a solid foundation for courses you will encounter later in the curriculum, namely “Organisational Theory and Dynamics” and “Human Resource Management”.

Learning Goals

At the end of this course, students should:

- Understand basic facts, research findings, terminology, principles, theories, and controversies important to organisational behaviour;
- Discuss the foundations of individual behaviour and how these relate to work behaviour;
- Describe how to create an effective team and identify the most important pitfalls that can disrupt good cooperation and communication within teams;
- Explain the role of effective leadership in organisations;
- Apply psychological findings to everyday life.
Instructional Methods
To meet course objectives, the course uses a course textbook, articles published in international journals, lectures, and class discussions. Reading assignments provide essential background knowledge for class activities and must be completed prior to the start of each class. Lectures will supplement information gained from the reading assignments and integrate course material.

Mandatory materials:
- Course textbook chapters;
- Academic articles;
- Slides (via Canvas).

Course Information
The course consists of:
1. Lectures;
2. Workshops;
3. Three surveys;
4. Team assignment.

Lectures
Lectures will partly summarize information gained from the course textbook. Furthermore, additional knowledge not provided in the textbook will be presented.

You are responsible for preparing for each lecture in advance by reading the materials listed in the Preparation Guide for each session on page 5. The textbook provides the background and context for classroom lecture and discussion, and therefore you should read the chapters before the class period during which it is discussed.

Literature:

Workshops
Workshops will provide a deeper understanding of group work, stereotypes, diversity, and creativity in teams. The idea of the workshop is to discuss the material in an interactive manner. This is only possible when all participants are well prepared. Therefore, make sure that you read and understand the literature before attending the workshop and have your answers to the questions prepared. Links to the additional literature for the workshops will be provided for you on Canvas. Attendance of workshops is mandatory.
Workshop 1: “Stereotypes”
Please prepare an answer for the following questions:
1. What are stereotypes? Are they useful or useless?
2. Are we able to correct our stereotypes?
3. Summarize how and why stereotypes can influence our individual performance.

Before the workshop, please take part in the Implicit Association Test: 
https://implicit.harvard.edu/implicit/

Literature:
- Chapter 13 Prejudice: Causes, consequences, and cures, in Aronson, E., Wilkert, T. D., & Akert, R. M. (2014), Social Psychology, 8th Edition, New Jersey: Pearson. (note that this is part of the bundle with the textbook of the course; if you buy the textbook separate, you need to get a copy from the library);

Workshop 2: “Diversity and Creativity”
Please prepare an answer for the following questions:
1. How do stereotypes and prejudice might be related to issues about diversity?
2. Think about processes underlying the influence of diversity?
3. What influence will diversity have on creativity?

Before the workshop, please watch a video that will be made available for you.

Literature:

Mid-term “Stereotypes, Diversity, and Creativity”
You will get a written mid-term “Stereotypes, Diversity, and Creativity” where you are asked to apply insights from the two workshops on stereotypes, diversity, and creativity to a specific problem. An example written test question will be provided on Canvas.

Surveys
To make the course even more vivid in its application, all participants will take part in three surveys throughout the course. The surveys are integral part of this course and important for your learning experience. These surveys will help you to understand how organisational behaviour research is done and results of these surveys will be used to illustrate theories and practice. Therefore, answering the surveys is obligatory for all students.
The surveys will be web-based. A link will be send to your e-mail address (check your student e-mail address). Please note that the answers are anonymous and treated confidentially. This also means that your results will not affect your grades.

**Team assignment**

The team assignment relates to the topics of the lectures. You will work in a team of 4 persons. IBA Programme Management assigns you to a team at the start of the academic year. Detailed information about the team assignment will be available in the Guide for the Team assignment on Canvas at the beginning of the course. In addition, an explanation of the assignment will be given in the beginning of the course. **Do not wait until the last minute to hand in the team assignment as unexpected delays may result in penalties for work received after the deadlines noted below.**

**Grading**

Evaluation of student performance will be based on both team and individual efforts. The following weights for each component will be applied:

1. **Surveys:** It is compulsory for all students to fill out the 3 online surveys in order to complete the course successfully!
2. **Team assignment (20 %, team task)**
3. **Mid-term “Stereotypes, Diversity, and Creativity” (30 %, individual task):** For the mid-term “Stereotypes, Diversity, and Creativity”, you will be asked to apply the literature and topics discussed during the workshops to a case. There is **NO re-sit** of the mid-term.
4. **Final written test (50%, individual task):** The final written test consists of 40 multiple choice questions with 4 options each.

**Minimum grade requirement**

The grade of the final written test must be **4.5 or higher**. If this condition is not met, then no final overall grade will be awarded. Your grade will be noted in Osiris as ‘O’, which stands for ‘Onvoldoende’, Dutch for insufficient. This rule is in line with the ‘Examination Regulations of BSc International Business Administration’

To successfully pass the course and receive the indicated number of ECTS, the final overall grade should be 5.5 or higher.

The date, time, and place of the perusal will be announced when the grades are published.

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<table>
<thead>
<tr>
<th>Date</th>
<th>Preparation Guide</th>
<th>Topic</th>
</tr>
</thead>
</table>

24
<table>
<thead>
<tr>
<th>Prior to course launch</th>
<th>Obtain course manual from Canvas and textbook from the bookstore</th>
<th>What is Organisational Behaviour?</th>
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<tbody>
<tr>
<td>Lecture 1</td>
<td>Wednesday, September 5</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>Lecture 2</td>
<td>Tuesday, September 11</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>Lecture 3</td>
<td>Monday, September 17</td>
<td>Chapter 3 and 4</td>
</tr>
<tr>
<td>Workshop 1</td>
<td>Tuesday, September 18 &amp; Wednesday, September 19</td>
<td>Prepare questions from the course manual. Check Canvas for preparatory workshop readings</td>
</tr>
<tr>
<td>Lecture 4</td>
<td>Tuesday, September 25</td>
<td>Chapter 6 and 7</td>
</tr>
<tr>
<td>Lecture 5</td>
<td>Tuesday, October 2</td>
<td>Chapter 11</td>
</tr>
<tr>
<td>Lecture 6</td>
<td>Monday, October 15</td>
<td>Chapter 12</td>
</tr>
<tr>
<td>Workshop 2</td>
<td>Tuesday, October 16 &amp; Wednesday, October 17</td>
<td>Prepare questions from the course manual. Check Canvas for preparatory workshop readings</td>
</tr>
<tr>
<td>Mid-term</td>
<td>Monday, October 22</td>
<td>Diversity and Creativity</td>
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<tr>
<td>Lecture 7</td>
<td>Tuesday, October 23</td>
<td>Chapter 9 and 10</td>
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<td>Lecture 8</td>
<td>Tuesday, October 30</td>
<td>Chapter 5</td>
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<td>Lecture 9</td>
<td>Tuesday, November 6</td>
<td>Chapter 8</td>
</tr>
<tr>
<td>Lecture 10</td>
<td>Tuesday, November 13</td>
<td>Chapter 13 and 14</td>
</tr>
<tr>
<td>Deadline for the team assignment</td>
<td>Upload your team assignment to Canvas by Thursday, 15 November, 5pm</td>
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<td>Final written test</td>
<td>Friday, December 7</td>
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<tr>
<td>Re-sit of final written test</td>
<td>Thursday, July 4</td>
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</table>
**RSM Student Representation**

If you as a student have any comment about the quality of your courses, be it positive or negative, please send an email to the corresponding representative or approach him or her personally after the lecture. RSM SR email: feedbackIBA@rsmsr.nl

**Assessment**

<table>
<thead>
<tr>
<th>Course: Organisational Behaviour</th>
<th>Assessment Formats</th>
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<tbody>
<tr>
<td><strong>Educational goals per course</strong></td>
<td><strong>Team assignment</strong></td>
</tr>
<tr>
<td>Understand basic facts, research findings, terminology, principles, theories, and controversies important to organisational behaviour</td>
<td></td>
</tr>
<tr>
<td>Discuss the foundations of individual behaviour and how these relate to work behaviour</td>
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</tr>
<tr>
<td>Describe how to create an effective team and identify the most important pitfalls that can disrupt good cooperation and communication within teams</td>
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<tr>
<td>Explain the role of effective leadership in organisations</td>
<td>X</td>
</tr>
<tr>
<td>Apply psychological findings to everyday life</td>
<td>X</td>
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<tr>
<td><strong>Weighting</strong></td>
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<td><strong>Minimum grade required</strong></td>
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<tr>
<td><strong>Opportunity to re-sit within the academic year</strong></td>
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<td></td>
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<tr>
<td><strong>Group / Individual</strong></td>
<td>Group</td>
</tr>
</tbody>
</table>
Course Content

This Mathematics course presents the necessary Mathematical tools for analysing quantitative models that emerge from a variety of business and economic problems. The selection below reflects the scope of the studied Mathematical topics that will be useful for the analysis of economics and business problems. These topics are:

- Functions of one and two variables
- Equations, linear and non-linear
- Sequences and series
- Financial applications
- Differentiation and optimization
- Integration
- Matrices
- Differential and difference equations

Relevance

The scientific description and analysis of complex practical business situations often requires an analytic approach. What is usually needed is the explicit description of the transition of a system when it moves from one state to the next. Mathematics is well equipped to assist in the difficult task of describing the essential elements of such transitions. The word "model" is often used for the quantitative description of the specific problem in which a system finds itself at any moment in time. Working with models is a recurring activity in business studies. The process of building and analysing business models requires a Mathematical way of thinking. Therefore Mathematical skills are essential for successfully handling these business models.

Course Overview

The course is introductory in nature, which means that only high school (VWO) Mathematics is assumed as pre-requisite knowledge. From there, the student will move on and learn to apply more advanced Mathematical tools for solving business problems. The student will obtain the skills necessary for examining Mathematical models in various business settings. More generally, the student will use Mathematics as a language for modelling problems that arise in business situations and apply Mathematical techniques to obtain solutions for these problems.
Course structure and schedule

‘Always check the online Timetable for your detailed and up-to-date workshop and lecture schedule.’

Schedule first week
- Wednesday: introduction lecture
- Self-study (see below)
- Friday: workshops

Schedule from week 2 on:
Each course week except for the first one is split into two parts.

First part of the week (Monday-Wednesday)
This part concentrates on mathematical principles and methods as well as basic applications of these. This part is mainly based on self-study.
- Self-study materials: include webcasts and the textbook Essential Mathematics for Economics and Business.
- Basic exercises and basic workshops: To practice the earned knowledge, students will do exercises on the topic which are discussed in the basic workshops on Wednesday.
- Discussion forum: Students are strongly encouraged to use the Canvas discussion forum to discuss the questions that arise during the self-study. The Canvas forum will also be checked at least once daily by the teaching staff for unanswered questions.

Second part of the week (Thursday-Friday):
This part concentrates on modelling practice. The knowledge gained in the first part will be applied to model and solve problems from economy and other disciplines.
- Plenary modelling lecture: on Thursday. One or several modelling examples are discussed together. After that, there will be time to start working on modelling exercises under supervision.
- Modelling exercises and modelling workshops: Modelling exercises can be started in plenary modelling lecture under supervision and should be completed at home. They are discussed in the modelling workshops on Friday.

Students who encounter problems with the studied materials and exercises are strongly advised to practice with additional exercises from the relevant chapter of the book and with questions from old written tests, which will be published on Canvas.

The plenary modelling lecture is given by Masoud Mirzaei. The workshops are given by the Teaching Assistants, for their names see the first part of this Course Manual. Detailed information on the location, time, and grouping of the workshops will be given by the IBA programme management.

Learning Goals
By the end of the course, the student is expected to have an adequate proficiency of his/her command of the discussed Mathematical techniques. This means that, after
completing the course, the student should be familiar with the Mathematical methods and theory offered by the course, and he/she should also be sufficiently capable of working with these techniques in practice.

In addition, the student is expected to be able to build Mathematical models emerging from business problems, analyse and solve these, and interpret the solutions in terms of the original problem.

Learning Objectives
This course aims at:

- Familiarizing the student with standard Mathematical terminology, and the Mathematical formulation of problems encountered in practice,
- Enhancing the student's skills in setting up and analysing Mathematical models based on real world situations, and
- Enlarging the student's competence and skills needed for solving the Mathematical models that emerge from business problems.

Subjects of the course
After studying the contents of this course the student will be able to:

- Analyse a relation between two quantities expressed as a function of one variable and plot it out in a graphical representation;
- Translate practical situations which describe the relation between two quantities into a model and use Mathematics to optimize the model;
- Define the concepts of arithmetic and geometric sequences and series and calculate the sums of arithmetic and geometric sequences;
- Use the sequences mentioned above to construct models in financial applications and use these models in financial calculations;
- Describe the characteristics of functions of two variables and calculate the extreme values of these functions with or without restrictions;
- Model practical situations in which a quantity is related to two other quantities: functions of two variables;
- Use the principles of integral calculus and subsequently apply the basis methodologies of integral calculus;
- Identify practical situations in which integral calculus is used and use the basic methods of integration to calculate relevant values for the models in question;
- Describe the characteristics of differential equations and solve elementary first-order linear differential equations;
- Model practical situations, in which a quantity depends on a continuous variable using differential equations, and generate solutions for such equations;
- Describe the characteristics of difference equations and solve elementary difference equations;
- Model practical situations in which a quantity depends on a discrete variable with difference equations and generate solutions for these;
- Give the definition of a matrix and describe several basic operations that can be performed with matrices;
- Translate appropriate practical situations into a model using matrices and calculate solutions using operations with matrices.
**Pre-requisites**
The Dutch VWO standard for Mathematics provides the Mathematical pre-requisites for this course. Broadly speaking this means: elementary knowledge of functions, equations and inequalities, and the basics of differential and integral calculus. To get a rough idea, you may consult a copy of the "Entrance Test Mathematics for International Business Administration". The demonstrations, examples and exercises often use elements of non-Mathematical subjects. For these subjects there are no pre-requisites.

**Assessment and Examination**
The grades for the course are based upon two closed-book partial written tests or a re-sit written test.

- Written test part 1 (50%) covers the course contents from part 1 (before the first written test).
- Written test part 2 (50%) covers the course contents from part 2 (after the first partial written test).
- In the re-sit, the whole course content is covered.

Both partial written tests and the re-sit consist of multiple choice questions and open questions. For the multiple choice questions four answers are given, among which exactly one is correct.

Graphical and/or symbolical calculators may not be used in the partial written tests or the re-sit. A list of allowed calculators will be published well in advance, and only calculators which are on this list will be allowed. It is allowed to bring a hand-written piece of (maximal) A4 size with formulas.

In principle, the final grade for Mathematics is the average of the grades for the two partial written tests. The minimum grade rule is not applicable to the partial written tests. If the student participates in the re-sit, the grade of the re-sit is the final grade.

**Estimation of study load**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Modelling lectures (10 weeks)</td>
<td>20 hrs</td>
</tr>
<tr>
<td>Exam practice (2 weeks)</td>
<td>4 hrs</td>
</tr>
<tr>
<td>Workshops (10 weeks)</td>
<td>20 hrs</td>
</tr>
<tr>
<td>Self-study (12 weeks)</td>
<td>64 hrs</td>
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<tr>
<td>Written tests (2 partial written tests)</td>
<td>4 hrs</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
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</tr>
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**Literature**
Examination Perusal
The date, time and place of the perusal will be announced when the grades are published.

RSM Student Representation
If you as a student have any comment about the quality of your courses, be it positive or negative, please send an email to the corresponding representative or approach him or her personally after the lecture. RSM SR email: feedbackIBA@rsmsr.nl
## Assessment Plan

**Course: Mathematics (BAP053)**

<table>
<thead>
<tr>
<th>Educational goals per course</th>
<th>First partial exam</th>
<th>Second partial exam</th>
<th>Resit</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>after following this course, the student is able to:</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Apply</strong> the mathematical techniques covered in weeks 1-5</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Build and analyze</strong> mathematical models emerging from business problems using mathematical techniques covered in weeks 1-5</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Solve</strong> mathematical models emerging from business problems using mathematical techniques and interpret the solutions in terms of the original problem (models covered in weeks 1-5).</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Apply</strong> the mathematical techniques covered in weeks 7-11</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Build and analyze</strong> mathematical models emerging from business problems using mathematical techniques covered in weeks 7-11</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Solve</strong> mathematical models emerging from business problems using mathematical techniques and interpret the solutions in terms of the original problem. (models covered in weeks 7-11)</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Weighting factor</td>
<td>50%</td>
<td>50%</td>
<td>100%</td>
<td>100%</td>
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<tr>
<td>Minimum grade required (4.5 or Pass)</td>
<td>Yes</td>
<td>Yes</td>
<td>5,5</td>
<td>5,5</td>
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<tr>
<td>Opportunity to resit within the academic year (Yes/No)</td>
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<td>mc&amp;open questions, closed-book</td>
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</table>
Skills 1: IT (BAP065)

Course load: 2 ECTS
Trimester: 1
Teaching staff: K.I.M. Schouten & Teaching Assistants

Course structure:
- Plenary lecture (1 lecture of 2 hours)
- Training Workshops (by invitation only) (9x2-hour sessions)
- Test Workshop (1x1-hour and 4x1.5-hour sessions)

Examination: The first test accounts for 11.11% of the grade while the remaining four tests each represent 22.22% of the grade.

Office hours: Coordinator is available in Q&A session.

Course Overview
The introductory level course “Skills 1: IT” has been designed to teach students essential IT skills for International Business Administration. The first main goal is for students to become proficient with Microsoft Excel and Microsoft Word as these two applications are widely used in businesses and basic proficiency is assumed for business administration graduates. The second main goal is for students to be able to solve basic quantitative problems in a data-driven fashion (e.g., using software such as Excel). As increasingly more companies employ data scientists to transform raw data into valuable insights, having foundational knowledge of this process is essential for business administration graduates.

In working on these two main goals, students are implicitly working on the following secondary goals: strengthen analytical skills by solving various quantitative problems, become acquainted with some of the concepts and technical terms in IT, and increase proficiency with software systems in general as some of the knowledge students obtain about Excel and Word is transferable to other software packages.

Learning goals
After this course, the student is able to:

- Use the Excel and Word applications to be productive in a business environment
- Analyze basic quantitative problems and create data-driven solutions in Excel

Course structure
The course takes place in the first trimester of the academic year and is divided into 5 modules. The course starts with an introductory plenary session in which the main goals and structure of the course are explained. In the following days, students are expected to do an online entry level test to determine their current proficiency level. Students are expected to do this individually, but they can use online resources. The test is timed and has to be finished within three hours after starting it.

Based on the performance on the entry level test, the lowest 120 students in terms of performance are invited to one of the three training workshops. These training workshops are meant to provide additional explanations and more opportunities to practice with the help of available teaching staff, so students can address their initial
deficiency in IT. Higher performing students are expected to be able to do the course using self-study. Nevertheless, there is an open Q&A session in the computer labs in every week where there is also a training workshop. All students are welcome to go here, ask questions, and get the help they need to pass the course. After every test, we will re-evaluate who is invited to the training sessions.

Students who are invited to the training workshops are expected to prepare by studying and practicing the available learning material. Students should be well-prepared in order to make effective use of the training workshops, as only then can they specifically address the limitations of their current skill level. The training workshops are not designed to be sufficient for the test without thorough preparation by the student.

Throughout the course, the course coordinator will generally be present during the training workshops and Q&A sessions. Students are encouraged to go to the Q&A session to ask questions to the course coordinator, both content-wise and organizationally, instead of using email.

**Grading**

With the first module only consisting of one week and the other four consisting of two weeks, there are nine weeks of training and Q&A sessions and five official tests. These tests are weighted according to the number of weeks, so the first test has a weight of 11.11%, while the remaining four tests have a weight of 22.22%. Hence, to stress the Skills character of this course, there will be no written exam at the end of the course. The final grade will be the weighted average of the five module tests. These tests will be conducted in a computerized way, so that grading will be done mostly automatically. Not showing up for a test will mean a result of zero for that test. A practice test that is similar in content, structure, and length to the real test will be provided for each of the five tests. Practice tests are not timed and can be done as often as desired.

It is not possible to do a particular test at a later time for whatever reason as this is impossible to organize. The re-sit for this course will be in December, which will be single, longer, test spanning the contents of the entire course. The re-sit grade will completely replace the average of the 5 tests. While students do not have to enroll for the tests during the course, they will have to specifically enroll for the re-sit in OSIRIS.

**Important:** students will need to have a working ERNA id in order to log in to the computers and make the tests. Certain circumstances, like failing to pay the tuition fee or breaking computer lab rules, might result in the student not having a working ERNA id. There is no other way for students to make the test when they do not have a working ERNA id, resulting in a zero for any missed test.

Students will not be able to directly see their grade after making a test. This will allow the staff to process any question-specific feedback received during the test. It is our aim to publish all grades within a week. During the course, students can see the results of their tests in the online test environment.
Literature
The course is designed to be self-contained and all necessary materials will be provided freely on www.skills-it.nl.

Estimation of study load
Plenary lecture 2 hrs
Preparation and self-study 47 hrs
(including training workshops, if applicable) (max 18 hrs)
Tests 7 hrs
Total 56 hrs

This amounts to roughly 5.5 hours of study per week, excluding the introduction lecture and the actual time spent on the tests. Note that having a higher skill level will translate to needing less hours, while having a deficiency in IT will translate to needing more hours than what is mentioned here.

Sessions
The exact content for each of the units will be available on www.skills-it.nl. This is the preliminary content outline:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
</table>
| 1    | 1    | Course Introduction  
Excel – Getting started with Excel  
Excel – Introduction to spreadsheets |
| 2    | 2    | Excel – Logical Functions |
|      | 3    | Excel – Date and Time Functions |
| 3    | 4    | Excel – Text Functions |
|      | 5    | Excel – Charts  
Excel – Working with Data  
Excel – Organizing Data |
| 4    | 6    | Excel – Lookup Functions |
|      | 7    | Excel – Statistical Functions  
Excel – What-If Analysis |
| 5    | 8    | Word – Introduction to Word  
Word – Document Presentation  
Word – Insert and Format Objects |
|      | 9    | Word – Document Productivity  
Word – Collaboration and Research |

Test Perusal
Students will be able to check their performance at the previous tests online.

Student Feedback
Students are strongly encouraged to provide feedback using the feedback options in the computerized test. At the end of each test, students are asked to fill in a short questionnaire about the perceived quality of the test, the quality of the teaching assistants, etc. This will help us tremendously in tracking the quality of the course and it will allow us to step in and provide change when necessary. We value your feedback, both positive and negative, so do not hesitate to tell us.

Additionally, if you have any comment about the quality of the course, be it positive or negative, you can also send an email to the corresponding student representative or approach him or her personally. RSM Student Representative e-mail: feedbackIBA@rsmrs.nl

Assessment plan

<table>
<thead>
<tr>
<th>Course: BAP065 Skills 1: IT</th>
<th>Educational goals per course</th>
<th>tests on computer</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>after following this course, the student is able to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use the Excel and Word applications to be productive in a business environment (3)(1)</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Analyze basic quantitative problems and create data-driven solutions in Excel (2)(3)</td>
<td>x</td>
<td></td>
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Intended learning outcomes of the Bachelor IBA that are relevant for Skills 1: IT

Content related aspects
Acknowledge the interdisciplinary approach of business administration and have knowledge of concepts from the economic, behavioural sciences, technological and institutional disciplines in relation to the theoretical foundations of the business sciences:

(1) Technological sciences: foundations of technology, technological developments and the relations with business and business processes; ICT.

Skills related aspects:
Analytical skills:
(2) In analysing business problems be able to apply qualitative and quantitative techniques (a.o. statistical and modelling techniques);

General:
(3) Have practiced skills in practical situations;
BOOK LIST: IBA Bachelor 1 Trimester 1, 2018-2019

Books can be bought at:
- RSM STAR
- Study Store located on campus Woudenstein, Polak building
- Second-hand books are available via RSM Student Representation, Second Reader
What do you think about your courses?

- Are the lecture slides well written?
- Is the professor a good speaker?
- Is the literature comprehensible?
- Is the Blackboard page clearly structured?

etc.

Leave your praise or critique with SR and we will address your concerns to those in charge.

Feedback: feedbackIBA@rsmsr.nl
          feedbackBA@rsmsr.nl

General: www.rsmSR.nl
         info@rsmsr.nl
Did you already know that you can find a lot of information on the [RSM IBA Current Students](www.rsm.nl/current-students/iba) website?

[Image of the RSM IBA Current Students website navigation menu]

[www.rsm.nl/current-students/iba]