



# Work in the 21st Century: An Introduction to Industrial and Organizational Psychology

By Frank J. Landy, Jeffrey M. Conte

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Now in its third edition, *Work in the 21st Century* is the most current, engaging, and highly regarded text for the industrial and organizational psychology course.

- Cutting-edge topics and research coverage: includes the Five Factor Theory of Personality, the Big Eight theory of competencies, emotional intelligence, culture and emotions, genetics and job satisfaction, achieving balance between work and non-work, stress and violence, measuring motivation, integrity testing, entrepreneurship, computer-based assessment, male vs. female leaders, cross-cultural teams, bullying, and more
- New! Increased emphasis on computer and web-based training and use of MP3 players and iPods for training delivery
- Updated research on stress management interventions and sexual harassment by clients and customers
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### Editorial Review

#### Review

"Thoroughly refreshed and updated, this new edition is even better than the last one. At the same time, it retains its wonderful historical perspective, a writing style that connects with the audience by using situations and examples that readers can relate to, and a laser-like focus on the scientist-practitioner model as an underlying framework."

–**Wayne Cascio**, University of Colorado Denver

"This textbook provides an excellent introduction to I-O psychology. Landy and Conte do a masterful job of balancing the historical foundations, contemporary research, and practical applications of I-O psychology."

–**Brian C. Holtz**, Rutgers University – Camden

"Landy and Conte provide an up-to-date and accessible introduction to industrial/organizational psychology. Practical examples and integration of material across chapters are key features of the textbook."

–**Debra A. Major**, Old Dominion University

"I use this book in class because it utilizes a world approach to I/O Psychology and research. It is up-to-date, doesn't dumb down, is comprehensive and well-written."

–**Michael Frese**, Justus-Liebig University of Giessen

#### From the Back Cover

*Work in the 21st Century* is the most current, engaging, and highly regarded text for the industrial and organizational psychology course. Combining leading research, consulting, and over 40 years' combined teaching expertise, Frank J. Landy and Jeffrey M. Conte provide students with up-to-date examples and cases that link current research and theory to practical issues in the workplace. *Work in the 21st Century* continues to emphasize the scientist-practitioner model, showing students the connection between using the tools of science and the practice of I-O psychology.

The third edition retains a number of themes from the prior edition that underscore the multifaceted nature of work such as the increase in cross-cultural work, the diversification of workforces, and the growing complexity of the technical and organizational aspects of work. To this edition the authors add authenticity as a theme, with the goal of preparing students for the 21st-century workplace.

### KEY FEATURES

- **Cutting-edge topics and research coverage:** includes the Five Factor Theory of Personality, the Big Eight theory of competencies, emotional intelligence, culture and emotions, genetics and job satisfaction, achieving balance between work and nonwork, stress and violence, measuring motivation, integrity testing, entrepreneurship, computer-based assessment, male vs. female leaders, cross-cultural teams, bullying, and more
- **Modular approach:** self-contained sections within chapters provide maximum teaching flexibility
- **Case studies and high interest boxes:** cases and boxes spotlight concrete examples of key issues in work and behavior in various applied settings
- **Clear and articulate explanations:** engaging prose and interesting examples make the book accessible to a wide range of students

- **Appealing and accessible format:** four-color design that brings I-O psychology to life and includes the use of newsmaking color photographs and cartoons carefully chosen to illustrate concepts
- **Ancillaries:** Instructor's Manual, Test Bank, Student Study Guide, PowerPoint slides, and Web Resources

## NEW TO THIS EDITION

- **Over 480 new references**—with more than 80 percent published in 2006 or later to reflect the most current coverage of the rapidly developing field of I-O
- **Important topics added** include socialization and national culture, inclusion, authenticity as a theme in 21st-century work, conditional reasoning and aggressive tendencies, and the increasing role of technology as a workplace stressor
- **Expanded coverage of critical areas** such as international and cross-cultural issues, ethical behavior, personality and work behavior, counterproductive work behaviors, entrepreneurial motivation, telecommuting, workplace bullying, and team mental models
- **Timely examples and applications of I-O psychology principles** including the role of I-O psychologists in the safe landing of US Airways flight 1549 in the Hudson River, the Iraq war, and the creation of a green and sustainable society

### About the Author

**Frank J. Landy** of Baruch College of the City University of New York and Landy Litigation Support Group has been a teacher, published scholar, textbook author, and consultant in Organizational Psychology to government and business both domestically and internationally for 35 years. He has received numerous awards from scientific societies for that body of work. He is also frequently called upon to present expert testimony in employment discrimination cases.

**Jeffrey M. Conte** is an Associate Professor in the Department of Psychology at San Diego State University. He received his Ph.D. in Industrial and Organizational Psychology from Penn State University. His research interests include personnel selection, personality predictors of job performance, and factors associated with health and stress in the workplace. He has worked with a variety of organizations in addressing such issues as human resource selection, stress, training evaluation, and organizational factors related to safety.

## Users Review

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