Bodies of knowledge for behavioral operations management

Elliot Bendoly
Goizueta Business School
Emory University
1300 Clifton Road NE
Atlanta, Georgia 30322 USA
Phone: 404-727-7138
Fax: 404-727-2053
Email: elliot_bendoly@bus.emory.edu

Rachel Croson
School of Management and Department of Economics
University of Texas at Dallas
800 W. Campbell Drive, GR31
Richardson, TX 75080 USA
Phone: 972-883-6016
Fax: 972-883-6297
Email: crosonr@utdallas.edu

Paulo Goncalves
Sloan School of Management
Massachusetts Institute of Technology
50 Memorial Drive
Cambridge, Massachusetts 02142 USA
Tel: 617-253-3886
Fax: 617-253-5875
Email: paulog@mit.edu

Kenneth Schultz
School of Business
University of Alberta
4-20K Business Building
Edmonton, Alberta, Canada
T6G 2R6
Tel: 780-492-2457
Fax: 780-492-9924
Email: Ken.Schultz@ualberta.ca
Bodies of knowledge for behavioral operations management

Abstract

Whenever intrepid researchers venture into new terrain, they find that they require knowledge outside of their formal training. This paper reviews “bodies of knowledge” for OM researchers interested in the new area of Behavioral Operations Management. We highlight theoretical constructs and empirical phenomena from Behavioral Economics/Judgment and Decision Making, Industrial and Organizational Psychology, Group Dynamics and System Dynamics. We also provide a guide for where to go to learn more about each body of knowledge. Our overall goal is to lower the learning curve for new researchers in Behavioral Operations Management.

Keywords

Heuristics and Biases, Motivation, Group Dynamics, System Dynamics