

COURSE NO: THMC-105

TITLE: HUMAN RESOURCE MANAGEMENT

TOTAL CONTACT HOURS:

(60 HOURS)

Objectives of the Course: To enable students to understand the challenges, problems and opportunities faced by manpower in the tourism industry. Recruiting right people, training, developing and motivating human resources to optimize customer satisfaction.

Module 1: Introduction to HRM

(12 Hours)

Evolution- history- meaning- importance- functions- challenges and opportunities- need for HRM in tourism industry

Module 2: Human Resource Planning

(12 Hours)

Concepts and processes of human resource planning- objective- need for human resource planning- approaches to HR Planning- social demand approach- rate of return approach- man power recruitment- HRM vis-à-vis personnel management.

Module 3: Recruitment and Selection

(12 Hours)

Meaning- definition- need- sources of recruitment- external and internal recruitment- advantages and disadvantages- selection process- selection methods- types of interview and common interview problems- job analysis- job description- job specification- job enlargement- job enrichment.

Module 4: Training and performance appraisal

(12 Hours)

Training: Meaning- definition- importance- training process- methods- techniques of training
Performance Appraisal: Meaning- definition- objectives- appraisal process- methods of performance appraisal- problems- errors.

Module 5: Human Resource Development (HRD)

(12 Hours)

Overview-What is HRD- why HRD – HRD process and outcome – an overview on HRD practices and trends – HRD in service industry: importance and role of HRD in service sector – HRD in tourism sector.

Recommended Reading list:

1. Desler, Gary (2012): *A Framework for Human Resource Management*, 7th ed. Pearson.
2. Keith Davis (2006): *Organizational Behavior - Human Behavior at Work* , Tata McGraw Hill, N. Delhi.
3. Hendricks, William (1997): *Coaching, Mentoring and Managing*, Jaico Publishing, Mumbai.