DEGREE IN: TOURISM

1. GENERAL DETAILS OF THE SUBJECT

Name: **HUMAN-RESOURCES MANAGEMENT IN THE TOURISM SECTOR**

Level: THIRD Semester: FIRST

Type(Basic/Compulsory/Elective subject):: Compulsory
Weekly class hours: 4 Credits (ECTS): 6
Year of Study Programme:2009

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2. DESCRIPTION

To provide a general view of the theory and practical aspects about human-resources management in business organizations. It aims at showing the students the importance of human resources as a key element for the tourist services provision, and the need to carry out an appropriate management of the human resource in order to contribute to organization goals. Considering this, it is also aimed at making them understand the need of tourist companies to have capable and motivated human resources; to achieve this, it is essential to know the basic processes and techniques of human-resources management in tourism organizations: planning, recruitments, selection, appreciation, training, motivation.

Details:

The staff's function in the company.
Human-resources Strategic Management.
The recruitment-selection process.
The employee's hiring and incorporation.
The performance appreciation.
The company's training.
The development of the professional career.
The company's remuneration policy.

This course is taught from a theoretical-practical approach in which the students acquire knowledge and develop skills from an active and cooperative learning model.

3. SITUATION

Previous knowledge:

No previous knowledge and skills and required.

4. OBJECTIVES AND COMPETENCIES

OBJECTIVES:

- To provide students with a basic knowledge of the main contributions in matter of Human Resources Management.
- Provide students with the necessary skills to diagnose and contribute viable solutions to the problems that companies have to face in terms of human Resources.
- Finally, to ensure that the student obtains a first contact with the practices and techniques used by Spanish companies related to the function of personnel.

COMPETENCIES:
Specific skills:

- Have a strategic vision of Business Management in connection with Resources Humans.
- Be able to manage human resources.
- Integrate into any functional area of a medium or large company or organization and perform with ease any management work entrusted to it.

Generic skills:

- Have capacity for analysis and synthesis.

- Have ethical commitment to work.
- Possess competences typical of administrators and directors of companies and that are usually demonstrated through the elaboration and defense of arguments and the resolution from problems.
- Be able to work autonomously.
- Be able to acquire knowledge and skills that allow them to undertake studies subsequent administration and management of companies with a certain autonomy and speed.

5. COURSE CONTENTS OR THEMATICS SECTIONS

- The function of personnel in the company.
- Strategic Management of Human Resources.
- The recruitment-selection process.
- Hiring and incorporation of employees.
- Performance appraisal.
- Training in the company.
- The development of the professional career.
- The company's remuneration policy.

6. LIST OF TOPICS

In general, we will provide the student a concrete and real vision of the most important aspects of human resources management in general; apply these aspects to tourism businesses in particular, considering them as integral and fundamental social systems.
It offers a vision of the Human Resources Management in the company not as an isolated action field but as an open and continuous exchange within the general environment in which it carries out its activity, an environment characterized by globalization, which causes the company is in continuous adaptation.

The course is structured in the parts:

1.-Introduction

2.-Jobs and analisys of the context

3.-Mangement

Part 1- Introduction

CHAPTER 1. Introduction.

CHAPTER 2. HHRR INTRODUCTION.

Part 2.-Jobs and analisys of the context

CHAPTER 3. JOBS

Part 3.-Management

CHAPTER 4. RECRUITMENT AND SELECTION

CHAPTER 5. EMPLOYEE EVALUATION

CHAPTER 6. REWARD IN TOURISM

CHAPTER 7. RETENTION AND MOTIVATION

CHAPTER 8. TRAINING IN THE COMPANY

7. METHODOLOGY AND TEACHING TECHNIQUES

Face-to-face training activities

1. Theoretical, practical or theoretical-practical face-to-face lessons.
2. Face-to-face discussion lessons or other intervening lessons.
3. Lessons carried out by experts on the topics addressed in this course.

Non-attendance training activities:

4. Tasks or individual or collective practical tasks.
5. Other non-attendance activities.

8. ASSESSMENT CRITERIA

Final grades that assess the acquisition of the minimal skills to pass this course will be awarded following this criteria:

1. Attendance & Participation (30%)
2. Assignments Individual & Team work/exam (70%)

For students that do not attend classes in the regular period, the final grade will consist of a final project decided by the professor about the most relevant topics of the course (30%), and a final exam (70%).

For the second and third call students will have to take a final exam (100%).

9. REFERENCES

Specific

Adams, J. (2007) Managing people in organizations: contemporary theory and practice. Basingstoke: Palgrave Macmillan.

Adkins, T. (2006) Case studies in performance management: a guide from the experts. Hoboken, N.J.: John Wiley.

Aguinis, H. (2014) Performance management. Third edition ; Pearson new international edition. Harlow: Pearson.

Anderson, V. and Chartered Institute of Personnel and Development (2013) Research methods in human resource management. 3rd edition. London: Chartered Institute of Personnel and Development.

Anderson, V., Rayner, C., Schyns, B. and Chartered Institute of Personnel and Development (2009) Coaching at the sharp end: the role of line managers in coaching at work. London: Chartered Institute of Personnel and Development.

General

- Articles of specialized interview