

SEMESTER 4

TR020401 HUMAN RESOURCE MANAGEMENT FOR TOURISM

No. of credits: 4

No. of contact hours: 90 hours / 5 hours per week

Objectives:

1. To provide basic knowledge about the concepts of Human Resource Management
2. To study the role and importance of Human Resources in Tourism Industry

Module 1

Introduction to HRM & HRD: Introduction:- History, nature & scope, definition, Characteristics & Objectives of HRD, Concept of HRD.

Module 2

Man power planning: Definition, Features, need, objectives and process, Benefits. Problems in man power planning.

Module 3

Responsibilities of HR Department: Recruitment, Selection, Placement and Induction. Recruitment: meaning, sources, steps, factors influencing recruitment, constraints. Selection: meaning, steps involved. Importance of Placement and Induction, objectives of induction, contents of induction programme. Performance appraisal: objectives, process, importance, methods.

Module 4

Training and Development: Meaning, need for man power training, types of training, steps in training programme, Human Resource Development: Special skills required for human resources working in Hotels, Resorts, Home Stays, Tour Operations, Travel Agency, Airlines.

Module 5

Trends and issues in HR : Labour relation, Compensation management, methods for determining compensation, fringe benefits, Trade Union and labor:- role, collective bargaining, Grievances handling, HR managers, major challenges faced by them in 21st century

References:

1. Karam Pal (2011), Management process & OB , I.K International, New Delhi.
2. Pravin Durai (2010), Human Resource Management, Pearson.
3. Aswathappa, Human Resource and Personal Management, Tata Mc Graw Hills Publishers
4. Chitra Atmaram Naik (2011), Human Resource Management, Ane Books.
5. Sudhir Andrews (2011), Human Resource Management for Hospitality Industry, Mc Graw Hill Publishers.
6. Shashi K Gupta, Human Resource Management, Kalyani Publishers.