

MTA 09 HUMAN RESOURCE MANAGEMENT FOR TOURISM

Objectives

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

Unit – 1

HRM- meaning, definition, features, scope, functions, human resource planning, HR as a prime asset, demand forecasting & supply, human resource auditing, need & importance of HR in tourism & hospitality industry, Tourism man power planning, performance appraisal, Job analysis, job design & work scheduling, problems of managing HR in tourism industry

Unit – 2

Employee selection, Concept of Recruitment & Selection – meaning, definition, difference between recruitment and selection, selection & recruitment process applicable to tourism & hospitality industry, sources of recruitment

Unit - 3

Human Resource Development, Placement, induction, need for training & managerial development, types of training applicable to human resources in tourism, internal mobility, seasonality nature of tourism industry & its impacts on managing & retaining HR

Unit – 4

Special skills required for human resources working in Hotels, Resorts, Home Stays, Tour Operations, Travel Agency, Airlines and Theme parks. Leadership, theories of leadership & decision making qualities required for tourism professionals, Techniques for motivating & retaining human resources

Unit – 5

Service labor relations – Compensation management, methods for determining compensation, & remuneration packages offered, employees welfare, fringe benefits, other benefits, Strikes, layoff & lockouts, Grievances handling, trade unions & their activities - functions, collective bargaining, ethics & HR management, major challenges faced by HR managers of 21st century

References –

1. Karam Pal (2011), Management process & OB , I.K International, New Delhi.
2. Pravin Durai (2010), Human Resource Management, Pearson.
3. Sampad Kumar Swain (2008), HRM for Tourism, Abhijeet Publications, New Delhi.
4. Chitra Atmaram Naik (2011), Human Resource Management, Ane Books.
5. Sudhir Andrews (2011), Human Resource Management for Hospitality Industry, Mc Graw Hill Publishers.