

## **HM-204: Human Resource Management**

**Theory: 4 Credits**

**Objective:** To make the students to understand the basic knowledge of Managing manpower in hospitality operations.

### **Course Content:**

**Unit 1: The Foundation and Challenges Of HRM-** HRM: Definition, Role, Significance and Challenges, HRD: Meaning and Importance; Differences between HRM and HRD, HRM in Tourism Industry in India: Travel Agencies, Tour Operations and Hotels, Organizational Structure of HR Department in Tourism Industry with the help of Case Studies.

**Unit 2: Human Resource Planning-** Human Resource Planning: Meaning, Nature and Needs of Human Resource Planning, Planning Process, Recruitment and Selection, Training and Development, Job Evaluation: Concept, Scope, Limitation and Methods, Job Analysis and Job Description.

**Unit 3: Introduction to Organisational Behaviour-** Human Resource Motivation: Techniques and Importance, Theories of Motivation, Employee Welfare and Compensation Management, Employee Discipline and Grievance Handling.

**Unit 4: Human Resource Accounting and Information Systems-** Human Resource Accounting and Audit, Human Resource Policies, Human Resource Records and Information Systems, Emerging Issues and Trends in HRM

### **Reference:**

1. Edwin B. Flippo Personnel Management
2. C.B. Memoria Personnel Management
3. Tripathi Personnel Management