UAB
Universitat Autònoma de Barcelona

Human Resource Management

Code: 101232
ECTS Credits: 6

Degree	Type	Year	Semester
2500894 Tourism	FB	2	1

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: catalan (cat)

Some groups entirely in English: Yes

Some groups entirely in Catalan: No

Some groups entirely in Spanish: Yes

Teachers

Harold Rolando Torrez Meruvia

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

This subject is framed within the group of studies in the Degree in Tourism relating to the management and development of people within organizations, specifically that of Human-Resources (HR) in tourism-related companies. This subject, however, is the continuation of "Introduction to Business" (a first-year subject), which focuses on subjects concerning organizational structure and strategy in tourism companies, and represents a continuity with the fundamental content of that subject. This subject is highly practical in approach and aims to apply its theoretical content in the form of exercises, case simulations, and other complementary activities.

On completing this subject, students should be able to:

1. Understand the most relevant theoretical models and key concepts in Human Resources Management within organizations.

2. Understand the principle techniques concerning people management within organizations.

3. Understand and know how to apply these management techniques in the case of tourism-related companies.

Competences

- Apply the concepts related to tourism products and businesses (economy and finance, human resources, commercial policy, markets, operations and strategy) in the different parts of the sector.

- Behave responsibly towards the environment.
- Demonstrate knowledge and understanding of the basic principles of tourism in all its dimensions and areas.
- Develop a capacity for independent learning.
- Plan and manage activities on the basis of quality and sustainability.
- Plan, organise and coordinate a work team, creating synergies and showing empathy.
- Use communication techniques at all levels.
- Work in a team.

Learning Outcomes

1. Behave responsibly towards the environment.
2. Develop a capacity for independent learning.
3. Identify and apply the concepts of strategic management with regard to the tourism product and business.
4. Identify the concepts and theory underpinning a tourism business strategy.
5. Plan and manage activities on the basis of quality and sustainability.
6. Plan, organise and coordinate a work team, creating synergies and showing empathy.
7. Use communication techniques at all levels.
8. Work in a team.

Content

A) MANAGERIAL FUNCTION

1. The current state of the labor market.

2. The organizational culture. People as a key element.

3. The concept of strategy and tactics, types of strategic behavior.

4. Strategy, structure, and process of managing human resources.

5. Managing tourism companies.

6. HRM Planning

B) HUMAN RESOURCE MANAGEMENT (HRM)

1. Analysis, description, and assessment of the workplace.

2. Personnel recruitment and selection processes.

3. The management and evaluation of performance.

4. Personnel training and development.

5. Compensation and benefits.

6. HR policies in tourism-related companies.

C) ORGANIZATIONAL BEHAVIOUR

1. Labor relations and discipline.

2. Safety and Health management.

3. Diversity management.

4. HR Informational Systems and communication.

5. Leadership and leadership styles, managing teams.

6. Motivation and Recognition tools (Non-monetary rewards).

7. Socialisation processes.

8. The ethical dimension of organizations: Corporate Social Responsibility

Methodology

1) The methodology of the theoretical part of the course:

Classroom-based classes with an explanation regarding the different agenda items. Self-study of the theoretical materials. Theoretical classes will be audiovisual (PowerPoint presentations, video viewing to support the theory, etc.).

2) The methodology of the practical part of the course:

Preparation and class-based presentation of exercises, case studies, and/or projects (individually and in groups) related to theoretical explanations. Some exercises and cases will be conducted by students in out-class hours. The exercises, cases, and work, will have to be delivered in a paper document or digital format for evaluation.

3) The methodology of the outclass learning part of the course (Campus Virtual):

The Campus Virtual platform will be used to share information and alternative media in the classroom between students and the teacher. Campus Virtual will contain the profile of the course, additional theoretical material in digital form, cases and exercises, links to websites, etc.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Public presentation of the Project	4	0.16	3, 7, 5, 8
Resolution of Practical cases	30	1.2	3, 7, 6, 8
Theoretical classes	31	1.24	1, 4, 5
Type: Supervised			
Tutorials	25	1	2, 3, 4
Type: Autonomous			
Elaboración de trabajos	15	0.6	2, 3, 4, 7, 5, 6, 8
Resolution of Practical cases	15	0.6	2, 3, 4
Study	15	0.6	1, 2, 3, 4, 5

Assessment

1. Continuous evaluation:

a) Practical activities (20%): The realization and exhibition-discussion of the exercises and individual cases in team, face-to-face and on-line throughout the course, which will be delivered within the pre-determined period.

b) Project (30%): The realization of an individual or team Project on the role of HR in companies in the tourism sector. Project work must be delivered on the established date and publicly exposed in class.

c) Periodical control (50%): The realization of an examination that will include both the theoretical subject exposed in the lectures and aspects related to the practical part of the subject.

To approve the subject it is necessary to obtain a score above 5 (five) on average in each of the three parts of evaluation (separately) to calculate the final grade for the course. Otherwise, he/she should go to the final exam.

2. Instead of continuous evaluations (1a, 1b, and 1c) shown above, students have the option to directly take the final exam. The grade of the final exam will be 100% of the final grade.

Students with a grade between 3.5 and 4.9 in the final exam will have the chance to retake the exam, according to the calendar of the academic activities, which is reported in students' guide or in the web of the school. If these students pass the retake exam, their final grade will be 5.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Examen Theoretical	50%	2	0.08	3
Practical activities	20%	10	0.4	1, 2, 3, 4, 5
Project	30%	3	0.12	7, 6, 8

Bibliography

Basic Bibliography (not obligatory)

- Gomez- Mejía, L., D. Balkin, and R. Cardy (2012): "Managing Human Resources", Pearson

- MARTÍN, E. (2004): "Dirección y gestión de empresas del sector turístico", Ed. Pirámide, Madrid. 3

- NICKSON, D. (2007): "Human Resource management for the hospitality and tourism industries", Elsevier (on-line a www.sciencedirect.com).

Additional reading:

- CASANUEVA, C., GARCÍA, J., CARO, F.J. (2004): "Organización y gestión de empresas turísticas", Ed.Pirámide, Madrid. 4ª ed.

- DOLAN, S., SCHULER, R., JACKSON, S., VALLE, R. (2008): "La gestión de los Recursos Humanos", Mc Graw-Hill, Madrid.

- ESADE (2014): "VII Informe Cranet ESADE 2014. Gestión Estratégica en Recursos Humanos, ESADE, Barcelona.

- LAZER, E.P., Gibbs, M. (2015): "Personnel Economics in Practice," Wiley.

- MARTÍN, I. (2004): "Dirección y gestión de empresas del sector turístico", Ed. Pirámide, Madrid. 3ª ed.

- ROBBINS, S. P. (2008): "Comportamiento organizacional", Ed. Prentice Hall Inc, México.

- URBANO, D. y TOLEDANO, N. (2008): Invitación al emprendimiento: Una aproximación a la creaciónde empresas. Editorial UOC.

Other support material in digital format and links to web resources will be provided on Campus Virtual.

Software

Teams/Zoom