

HR Management

Code: 43409
ECTS Credits: 6

Degree	Type	Year	Semester
4314928 Hotel Management	OB	0	1

Contact

Name: Víctor Gimenez Garcia

Email: victor.gimenez@uab.cat

Use of Languages

Principal working language: spanish (spa)

Teachers

Daniel Blabia Girau

Carlos Martínez Lizama

External teachers

Olga Milián

Prerequisites

There are no previous prerequisites to take this subject.

Objectives and Contextualisation

This module highlights the relevance of human processes in the hotel sector and the importance of their proper management to ensure the competitive advantage of hotel organizations. It provides the avant-garde approaches to increase the individual and group performance of the members of the hotel organizations, as well as the techniques that promote people's satisfaction through motivation, the development of their skills and the management by competencies.

The objectives are:

- Highlighting the relevance of human processes in the hotel sector and the importance of proper management to ensure the competitive advantage of hotel organizations.
- Providing avant-garde approaches to increase the individual and group performance of the members of hotel organizations.
- Knowing the techniques that promote the satisfaction of people through motivation, the development of their skills and management skills.
- Evaluating the level of competence / performance of the people who work in the organization individually and globally and practice, where appropriate, the necessary corrections.

Competences

- Communicate and justify conclusions clearly and unambiguously to both specialist and non-specialist audiences.
- Continue the learning process, to a large extent autonomously.
- Develop management and leadership skills.
- Formulate a strategy and its implementation in human-resource management.
- Generate innovative, competitive ideas and solutions.
- Identify and combine indicators with which to prepare reports for decision-making.
- Use ICT in managing and analysing the activity, to make improvements and identify new business opportunities.
- Use acquired knowledge as a basis for originality in the application of ideas, often in a research context.
- Work in interdisciplinary teams.

Learning Outcomes

1. Analyse the potential of ICT for consolidating the corporate culture and integrated management in multinational and multicultural hotel organisations.
2. Communicate and justify conclusions clearly and unambiguously to both specialist and non-specialist audiences.
3. Continue the learning process, to a large extent autonomously.
4. Define human resources policies in line with the hotel strategy.
5. Demonstrate communication and negotiating skills in situations of conflict and tension.
6. Develop management and leadership skills.
7. Develop skills as an agent for change in a learning organisation.
8. Generate innovative, competitive ideas and solutions.
9. Identify and combine indicators with which to prepare reports for decision-making.
10. Interpret the basic outputs from the human resources module in the Information Systems
11. Manage human resources with the purpose of fulfilling the organisation's objectives.
12. Recognise the valuable contribution made by the persons working in the hotel sector.
13. Take decisions on human resources on the basis of information from the human resources module in the information system.
14. Use acquired knowledge as a basis for originality in the application of ideas, often in a research context.
15. Work in interdisciplinary teams.

Content

1. Organizational structure and jobs.
2. Study, definition and assessment of jobs.
3. Management by competences and the development of the HR.
4. The selection of HR and remuneration systems in the hotel sector.
5. Design of career plans.
6. HR development policies. The internationalization of HR management.
7. Development tools and achievement management.
8. Managerial skills
9. HR management in luxury chains.
10. Presentation of practical experiences in HR in world class hotel chains

Methodology

The methodology is based on different activities:

- Theory lectures where the professors will present the general topics, cases / exercises will be solved / discussed and debates will be held among students on topics exposed and previously read or explained
- Written exams
- Presentation of cases and requested projects
- Personalized advice with the teacher, both individual and group

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			
Theory classes	45	1.8	1, 4, 5, 7, 6, 8, 9, 10, 13, 2, 3, 14, 11, 12
Type: Supervised			
Case studies and teacher advise	50	2	1, 4, 7, 6, 8, 9, 10, 13, 2, 3, 14, 15, 11, 12
Type: Autonomous			
Study, case studies preparation and exams	53.5	2.14	1, 4, 6, 8, 9, 10, 13, 3, 14, 11, 12

Assessment

To pass the subject, the student must attend to at least 80% of the lectures. For those students obtaining at least a mark of 3.5, there will be a retake exam.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Cases study exam	20%	0.5	0.02	1, 4, 5, 7, 6, 8, 9, 10, 13, 2, 3, 14, 15, 11, 12
Project 1 presentation	45%	0.5	0.02	1, 4, 5, 7, 6, 8, 9, 10, 13, 2, 3, 14, 15, 11, 12
Project 2 presentation	35%	0.5	0.02	1, 4, 5, 7, 6, 8, 9, 13, 2, 3, 14, 15, 11, 12

Bibliography

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- WAKER, J.R, & MILLER, J.E. (2012). Supervision in the Hospitality Industry . John Wiley & Sons, Inc.

Software

None