



Table 2

Course description

| COURSE DESCRIPTION | | |
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| Course instructor | Kristina Črnjar, Ph.D., Associate Professor | |
| Name of the course | Human Resource Management | |
| Study programme | Undergraduate study “Business Economics in Tourism and Hospitality” | |
| Status of the course | Compulsory | |
| Year of study | 3 rd | |
| ECTS credits and manner of instruction | ECTS credits | 6 ECTS |
| | Number of class hours (L+E+S) | 60 (30+0+30) |
| 1. Course objectives | | |
| <p>The main aim of this course is to teach students about the meaning and basics of human resource management. Through the course lectures and projects, students learn about principles, functions and processes of human resources in the business systems. Through teamwork and seminar work, students will improve their personal competences, business strategies and promotion of staff.</p> | | |
| 2. Course enrolment requirements | | |
| None. | | |
| 3. Expected learning outcomes | | |
| <p>After passing this exam, students will be able to:</p> <ul style="list-style-type: none"> – Properly interpret the role and importance of human capital. – Analyze and describe jobs, tasks and assignments. – Lead interviews and negotiations related to the contract of employment. – Develop sources and methods of recruitment and staff selection. – Develop a work plan and a programme for lifelong learning. – Describe stages of employee’s introduction in the job. – Establish criteria and methods of rewarding employees. – Organize the process of development of human resources. – Compare and apply techniques of assessing employees’ achievements. – Improve personal skills, abilities, competences and communication skills. | | |
| 4. Course content | | |
| <p>INTRODUCTORY REMARKS. Historical development, scientific framework, definitions and characteristics of human capital. Concept and evolution of human capital management. Social and professional changes, the role and meaning of staff in the hospitality and tourism industry.</p> <p>ORGANIZATION OF ACTIVITIES OF HUMAN RESOURCE MANAGEMENT. Legislative base of personnel services and human resources functions. Organizational structure of human capital in the business system. Labour division within the department of human capital and managers of the company. Specific knowledge and ethics of personnel management.</p> <p>PROCESS OF CREATING AND USING HUMAN CAPITAL. Personnel processes as a part of the overall work process. Designing and analyzing jobs. Staff development and promotion. Recruitment and selection of employees. Selection of managers and associates. Conclusion and termination of employment contract. Policy of employment and introduction of employees to work. The motivation of employees. Knowledge innovation of adults in the business system. Performance indicators of operational excellence. Assessing the work efficiency. Evaluation of human capital. Investing in intellectual capital. Documentation and</p> | | |



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| <p>Information Systems needed for developing and using human capital. ENTREPRENEURIAL COMPONENT OF HUMAN CAPITAL MANAGEMENT. Entrepreneurial organizing and managing human capital. Forms of participatory governance. The role of the Economic and Social Council and collective negotiations in the world of work. The role of government in the labour market. Discrimination in the labour market. Staff (job) mobility, flexibility and flex-security. Measuring employee's satisfaction. Modern conceptions of work and leisure time.</p> | | | | | | | |
| 5. Manner of instruction | | <input checked="" type="checkbox"/> lectures <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> exercises <input checked="" type="checkbox"/> distance learning <input type="checkbox"/> fieldwork | | | <input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratories <input checked="" type="checkbox"/> mentorship <input type="checkbox"/> other | | |
| 6. Comments | | | | | | | |
| 7. Student responsibilities | | | | | | | |
| Arising from monitoring student's work and their engagement at course. | | | | | | | |
| 8. Monitoring of student work ¹ | | | | | | | |
| Class attendance | 2,4 | Class participation | | Seminar paper | | Case study | 0,3 |
| Written exam | 1,1 | Oral exam | | Essay | | Research | |
| Project | | Continuous assessment | 1,7 | Report | | Practical work | 0,5 |
| Portfolio | | | | | | | |
| 9. Assessment of learning outcomes in class and at the final exam (procedure and examples) | | | | | | | |
| <p>Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on students' evaluation at the Faculty of Tourism and Hospitality Management. For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.</p> | | | | | | | |
| 10. Mandatory literature (at the time of submission of study programme proposal) | | | | | | | |
| <ol style="list-style-type: none"> 1. D. Torrington et all: Human Resource management, Prentice Hall, England, 2005. 2. D. R. Briscoe et all: International Human Resource Management, Routledge, 2009. 3. L. Portolese Dias: Beginning Management of Human Resources, http://2012books.lardbucket.org/pdfs/beginningmanagement-of-human-resources.pdf | | | | | | | |
| 11. Optional/additional literature (at the time of submission of the study programme proposal) | | | | | | | |
| <ol style="list-style-type: none"> 1. I. Byars et all: Human Resource Management, Mc Graw Hill, 2006. 2. G. Pease: Human Capital Analytics: How to Harness the Potential of Your Organization's Greatest Asset, Wiley, 2012 | | | | | | | |
| 12. Number of assigned reading copies in relation to the number of students currently attending the course | | | | | | | |
| Title | | | | | | Number of copies | Number of students |
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¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.



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| <i>13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences</i> | | |
| The quality of the program, the teaching process, the teaching skills and the level of the material acceptance will be established by means of a written evaluation of the extensive questionnaires and in other ways envisaged by the accepted standards, in accordance with the Rulebook on Quality Assurance and Improvement of the University of Rijeka and the Quality Assurance and Improvement of the Faculty of Tourism and Hospitality Management. | | |