Sveučilište u Rijeci • University of Rijeka
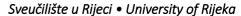
Trg braće Mažuranića 10 • 51 000 Rijeka • Croatia
T: +385 (0)51 406 500 • F: +385 (0)51 406 588
W: www.uniri.hr
E: ured@uniri.hr

Table 2

Course description

COURSE DESCRIPTION		
Course instructor	Ph.D. NADIA PAVIA	
Name of the course	ORGANIZATION BEHAVIOR	
Study programme	**Hospitality Management**	
Status of the course	compulsory	
Year of study	I.	
ECTS credits and manner of instruction	ECTS credits	6 ECTS
	Number of class hours (L+E+S)	60 (30+0+30)

1. Course objectives

The course objective is introducing students to the basic concept of organization and organizational behavior. Students will gain competences needed for applying acquired theoretical knowledge about shaping jobs in tourism and hospitality, analyze behavior of the employees as well as the organizational problems in changing environment. The student will be able to create and argue possible activities for a more efficient development of organizational systems in tourism and hospitality.

2. Course enrolment requirements

None.

3. Expected learning outcomes

After attending the course and passing the exam it is expected that students will:
- Apply acquired knowledge, skills and competences in managing companies dealing with hospitality and tourism;
- Be able to communicate and understand employees;
- Distinguish the methods and techniques in designing different jobs, as well as in forming of working groups;
- Communicate with experts in other areas in order to analyze and make decisions;
- Define the organization in tourism and hospitality;
- Analyze the environment of tourism and hospitality companies and define the changes.

4. Course content

The aim and field of organization behaviour, The individual and the organization, Work designing, Organization groups, Communication and group decisions, Management organization in tourism and hospitality industry, Conflicts in organization, Designing organization in tourism and hospitality industry, Organization culture, Change management

5. Manner of instruction	☒ lectures ☒ seminars and workshops ☐ exercises ☐ distance learning ☐ fieldwork	☒ individual assignments ☐ multimedia and network ☐ laboratories ☐ mentorship ☒ other
6. Comments		
7. Student responsibilities		

Attending the course, active participation and obligations related to the course.

Sveučilište u Rijeci • University of Rijeka

Trg braće Mažuranića 10 • 51 000 Rijeka • Croatia
T: +385 (0)51 406 500 • F: +385 (0)51 406 588
W: www.uniri.hr
E: ured@uniri.hr

8. Monitoring of student work[1]							
Class attendance	2,4	Class participation		Seminar paper		Experimental work	
Written exam	1,1	Oral exam		Essay		Research	
Project		Continuous assessment	1,7	Report	0,8	Practical work	
Portfolio							

9. Assessment of learning outcomes in class and at the final exam (procedure and examples)

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students 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.

10. Mandatory literature (at the time of submission of study programme proposal)

Robbins, S .P., Judge, T. A., Organizacijsko ponašanje, Mate, do.o., Zagreb, 2009.
Robbins, P. S., Bitni elementi organizacijskog ponašanja, Mate, d.o.o., Zagreb 1996.

11. Optional/additional literature (at the time of submission of the study programme proposal)

Sikavica, P., Novak, M., Poslovna organizacija, Informator, Zagreb, 1999.

12. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences

The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.

---

[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.