

**BTTM-501**

Fundamental of Human Resource and Organization Behaviour

**Programme:** Bachelor in Tourism and Travel Management BTTM 16**Year / Semester:** 5th Semester

**Objective:** The success of any organization depends upon the Human Resources working in the Organization, being a labour intensive industry, the tourism industry highly rely on its man power. The course focuses on the complete cycle through which the Human Resources undergo after joining the organisation. The course also specifically covers the need and the requirement of Human Resources in the Tourism Industry.

<b>Block 1</b> <b>The Foundations and Challenges of HRM</b>	
Unit 1	Definition of HRM, Role, Importance and Challenges of HRM
Unit 2	Differences between HRM and HRD, Meaning and Importance of HRD
Unit 3	HRM in Tourism Industry in India: Travel Agencies, Hotels
Unit 4	Organizational Structure of HR Department in Tourism Industry with the help of Case Studies
<b>Block 2</b> <b>Human Resource Planning</b>	
Unit 5	Job Evaluation: Concept, scope and limitation
Unit 6	Job Analysis and Job Description-Concepts and methods; Task Analysis
Unit 7	Recruitment and Selection Process; Induction and placement; Employees Training and Development
Unit 8	Performance Appraisal – Methods, Techniques and Monitoring Transfer, Promotion and Rewards; Grievances and disciplinary issues
<b>Block 3</b> <b>Introduction to Organizational Behaviour</b>	
Unit 9	Meaning, Definition and Importance of Organization Behaviour
Unit 10	Perception and Motivation in Organizations
Unit 11	Process of Learning in the study of Organization Behaviour: Meaning, Factors influencing Learning

Unit 12	Organizational Communication: Meaning, Types, Forms and Networks
<b>Block 4</b> <b>Organization Effectiveness</b>	
Unit 13	Leadership: Meaning, Types and Process Theories
Unit 14	Group Behaviour in Organization
Unit 15	Meaning and Concept of Organization Effectiveness
Unit 16	Organization Change and Organization Development with Case Studies Emerging trends and perspectives