

**Programme Name and Code:** Master of Tourism and Travel Management (MTTM-24)

**Course Name and Code:** Human Resource Management in Tourism (MTTM-201)

**Semester:** 2<sup>nd</sup>

**Objectives:** This course offers a broad view of HR management themes, emphasising decision-making skills for adequate personnel and employee relations in India

<b>Block-1</b>	
<b>Unit-1</b>	HRM: Definition, Role, Significance and Challenges
<b>Unit-2</b>	HRD: Meaning and Importance; Differences between HRM and HRD,
<b>Unit-3</b>	HRM in Tourism Industry in India: Travel Agencies, Tour Operations and Hotels;
<b>Unit-4</b>	Organisational Structure of HR Department in Tourism Industry with the help of Case Studies
<b>Block-2</b>	
<b>Unit-5</b>	Human Resource Planning: Meaning, Nature and Needs of Human Resource Planning, Planning Process
<b>Unit-6</b>	Recruitment and Selection
<b>Unit-7</b>	Training and Development
<b>Unit-8</b>	Job Evaluation: Concept, Scope, Limitation and Methods
<b>Unit-9</b>	Job Analysis and Job Description
<b>Block-3</b>	
<b>Unit-10</b>	Human Resource Motivation: Techniques and Importance, Theories of Motivation,
<b>Unit-11</b>	Employee Welfare and Compensation Management
<b>Unit-12</b>	Employee Discipline and Grievance Handling
<b>Block-4</b>	
<b>Unit-13</b>	Human Resource Accounting and Audit
<b>Unit-14</b>	Human Resource Policies
<b>Unit-15</b>	Human Resource Records and Information Systems
<b>Unit-16</b>	Emerging Issues and Trends in HRM

**Suggested Readings:**

- Schuster, E. (2007). Human resource management: Concept, cases, and readings. PHI Learning.
- Garg, P., & Dessler, G. (2023). Human resource management. Pearson Education.
- Lata, G., & Nair, S. (2004). Personnel management & industrial relations. S. Chand.
- Saiyadain, M. S. (2009). Human resource management. Tata McGraw-Hill.

- Shell, S., & Bohlander, G. (2012). Human resource management. Cengage Learning.
- Pareek, U. (2008). Training instruments in HRD and OD. Tata McGraw-Hill.