

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

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

Semester: 2nd

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

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