

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

Course Name and Code: Human Resource Management in Tourism (MTTM-06)

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.