**Table 5.2 Course unit description**

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|---|
| Study program: Hotel Management and Tourism; Gastronomy Management |
| Type and level of studies: UAS |
| **Course unit: Human resource management** |
| **Teacher in charge: Marijana D. Seočanac** |
| Language of instruction: Serbian and English |
| ECTS: 7; 8 |
| Prerequisites: None |
| Semester: WS |

**Course unit objective**

Acquiring the necessary skills and knowledge for effective management of human resources in tourism. Students will explore recruitment, training, performance management, and employee retention, while considering specific challenges, such as high workforce turnover, seasonality, and employee diversity.

**Learning outcomes of Course unit**

Developed capabilities to apply human resource management strategies to improve service quality, manage a culturally diverse workforce, and ensure sustainable and ethical practices in human resource management.

**Course unit contents**

*Theoretical classes*

- Introduction to human resource management;
- Nature of human resource management;
- Job analysis and design;
- Human resource planning;
- Recruitment of human resources;
- Employee testing and selection;
- Training and developing employees;
- Employee performance management;
- Compensation;
- Employee relations;
- Contemporary issues.

*Practical classes*

Through practical assignments, students learn how to conduct job analysis, define job descriptions, draft job advertisements, and prepare interview questions and selection criteria to choose the best candidates. Through fictional case studies, students work together to find solutions to problems faced by modern companies in the tourism industry, such as high employee turnover, declining motivation, and service quality issues.

**Literature**

Mandatory:
- Dessler, G. (2020). *Human resource management*. Pearson Education Limited.
- Torrington, D., Hall, L., Taylor, S., & Atkinson, C. (2020). *Human resource management*. Pearson Education Limited.

| **Number of active teaching hours** | | | | **Other classes** |
|---|---|---|---|---|
| Lectures: 3 | Practice: 2 | Other forms of classes: | Independent work: | |

**Teaching methods**

Lectures, discussions, group projects, case studies, simulations, and role-playing that provide students with opportunities to apply the acquired knowledge, guest speakers.

| **Examination methods (maximum 100 points)** | | | |
|---|---|---|---|
| **Exam prerequisites** | **Exam prerequisites** | **Exam prerequisites** | **Exam prerequisites** |
| student's activity during lectures | 20 | written examination | 30 |
| seminar paper with presentation | 20 | .......... | |
| colloquiums | 30 | | |

| **Grading system** | | |
|---|---|---|
| **Grade** | **No. of points** | **Description** |

| 10 | 91-100 | Excellent |
|----|--------|-----------|
| 9 | 81-90 | Exceptionally good |
| 8 | 71-80 | Very good |
| 7 | 61-70 | Good |
| 6 | 51-60 | Passing |
| 5 | 0-50 | Failing |