



The University of Jordan
Accreditation & Quality Assurance Centre

Course syllabus
Human resources management for tourism
5301231

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| 1 | Course title | Human resources management for tourism |
| 2 | Course number | 5301231 |
| 3 | Credit hours (theory, practical) | 3 Hours |
| | Contact hours (theory, practical) | 3 Hours |
| 4 | Prerequisites/co requisites | non |
| 5 | Program title | Bachelor of Tourism management |
| 6 | Program code | 01 |
| 7 | Awarding institution | University Of Jordan |
| 8 | Faculty | Faculty of Tourism and Hospitality |
| 9 | Department | Tourism management |
| 10 | Level of course | 2 |
| 11 | Year of study and semester (s) | 1 st semester/2020 |
| 12 | Final Qualification | B.A program |
| 13 | Other department (s) involved in teaching the course | non |
| 14 | Language of Instruction | English language |
| 15 | Teaching methodology | <input type="checkbox"/> Blended <input checked="" type="checkbox"/> Online |
| 16 | Electronic platform(s) | <input checked="" type="checkbox"/> Moodle <input checked="" type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others..... |
| 17 | Date of production/revision | 1 st semester/2020 |

16. Course Coordinator:

Ehab Alshatnawi.
Office No. 314
Office hours: Sun, Mon, Tue 11:00 – 12:00
Email: e.shatnawi@ju.edu.jo

17. Other instructors:

NON

18. Course Description:

As stated in the approved study plan.

The objective of this course is to impart working knowledge on the key elements of human resource management in relation to the strategies and operational needs tourism and hospitality industry.

19. Course aims and outcomes:

A- Aims:

1. Appreciate the importance of human resource management as a field of study and as a central management function;
2. Understand the implications for human resource management of the behavioural sciences, government regulations, and court decisions;
3. Know the elements of the HR function (e.g. – recruitment, selection, training and development, etc.) and be familiar with each element's key concepts & terminology; and
4. Apply the principles and techniques of human resource management gained through this course to the discussion of major personnel issues and the solution of typical case problems

B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to ...

1. Define HRM and identify, discuss and explain the different changes that affect HRM goals and practices.
2. Identify each of the major HRM functions and processes of strategic HRM planning, job analysis and design, recruitment, selection, training and development, compensation and benefits, and performance appraisal, and Evaluate and discuss the knowledge and theories of managing human resources applicable to the hotel and tourism industry
3. Define and describe HR planning and job analysis and identify, describe and explain the techniques, steps and outcomes of job analysis and its relation to other HR practices
4. Define, identify and describe the nature, goals, and sources of recruitment and discuss their advantages and disadvantages.
5. Define, identify and describe the nature, steps, approaches and assessment of the selection process and its tools.
6. Define, identify and describe the concepts of socialization, orientation, training and development and the methods used to evaluate training programs.
7. Define, identify and describe the nature, purpose, steps, methods and distortions of the appraisal process and the ways to make performance management systems more effective.

20. Topic Outline and Schedule:

| Topic | Week | Evaluation Methods | Achieved ILOs |
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| Ch1: Introduction to Human Resource Management | 1 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand the basic concepts of human resource management (HRM). • Explain what human resource management is and how it relates to the management process. • Provide an overview of functions of HRM. • Describe how the major roles of HR management are being transformed. • Explain the role of HRM in the present millennium. |
| Ch1: Introduction to Human Resource Management | 2 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand the basic concepts of human resource management (HRM). • Explain what human resource management is and how it relates to the management process. • Provide an overview of functions of HRM. • Describe how the major roles of HR management are being transformed. • Explain the role of HRM in the present millennium. |
| Ch2: Introduction to human resource planning | 3 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand the nature and need of HRP • Able to gain information about different factors that affect HRP • Realize the importance of human resource planning in current organizational scenario • Understand the HRP process and the pre requisites for successful HRP process |
| Ch2: Introduction to human resource planning | 4 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand the nature and need of HRP • Able to gain information about different factors that affect HRP • Realize the importance of human resource planning in current organizational scenario • Understand the HRP process and the pre requisites for successful HRP process |
| Ch3: Job Analysis and Job Design | 5 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Define job analysis. • Understand the basic steps in a Job analysis. • Identify the major methods of collecting Job analysis data. • Recognize the major elements of job descriptions • Explain how to prepare job descriptions and job specification and their use. • Point out and explain job design and its various methods • Distinguish between job enlargement and |

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| | | | job enrichment. |
| Ch3: Job Analysis and Job Design | 6 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Define job analysis. • Understand the basic steps in a Job analysis. • Identify the major methods of collecting Job analysis data. • Recognize the major elements of job descriptions • Explain how to prepare job descriptions and job specification and their use. • Point out and explain job design and its various methods • Distinguish between job enlargement and job enrichment. |
| Ch4: Employee Recruitment | 7 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Define recruitment. • Cite the steps in recruitment process. • Understand the prerequisites of a good recruitment policy. • Describe the various sources of recruitment. • Understand the methods through which prospective candidates may be recruited. • Point out the various factors affecting recruitment. |
| Ch4: Employee Recruitment t | 8 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Define recruitment. • Cite the steps in recruitment process. • Understand the prerequisites of a good recruitment policy. • Describe the various sources of recruitment. • Understand the methods through which prospective candidates may be recruited. • Point out the various factors affecting recruitment. |
| Ch5: Selection | 9 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand and define selection and its process. • Understand the selection process so as to make it effective. • Explain how the final selection decision is made. • Point out the outcomes of selection decision. • Understand in brief about placement and orientation. • Develop a selection decision process. |
| Ch5: Selection | 10 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> • Understand and define selection and its process. • Understand the selection process so as to make it effective. • Explain how the final selection decision is made. • Point out the outcomes of selection |

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| | | | <p>decision.</p> <ul style="list-style-type: none"> Understand in brief about placement and orientation. Develop a selection decision process. |
| Ch6: Employee Training | 1 1 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> Understand various aspects of the training design process; Classify the various training methods; Point out various factors affecting training decisions; Know about various objectives of employee training; Learn and appreciate the significance of employee training; Understand difference between on the job and off the job training. |
| Ch6: Employee Training | 1 2 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> Understand various aspects of the training design process; Classify the various training methods; Point out various factors affecting training decisions; Know about various objectives of employee training; Learn and appreciate the significance of employee training; Understand difference between on the job and off the job training. |
| Ch8: Performance Appraisal | 1 3 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> Understand the concept of performance appraisal; State the meaning and importance of performance appraisal; Discuss the benefits and problems of appraisal; Enumerate the steps in performance appraisal process; Outline the objectives of performance appraisal; Describe various appraisal methods; |
| Ch8: Performance Appraisal | 1 4 | Lecture + participation in class discussions + individual questions about course content | <ul style="list-style-type: none"> Understand the concept of performance appraisal; State the meaning and importance of performance appraisal; Discuss the benefits and problems of appraisal; Enumerate the steps in performance appraisal process; Outline the objectives of performance appraisal; Describe various appraisal methods; |

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

- Lectures, which cover the duration the semester.
- Students' active participation in purposeful class discussion.
- The availability of a supportive web site, which provides rich examples, cases, as well as exercises and questions, which add to the learning experience.
- Individual questions regarding course contents/subjects.

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

The following methods of learning assessment may be used for the various levels of learning in this course:

- Tests and Exams.
- Course Work (Quizzes, Assignments and Group Works).
- Term Project.

| Element | Weight |
|------------------------------|-------------|
| Class Participation & report | 10% |
| Quizzes and assignment | 10% |
| Mid Test | 30% |
| Final Test | 50% |
| Total | 100% |

23. Course Policies:

A- Attendance policies:

Students are expected to attend all classes of this course (without exception). A prior approval is required for class absence except for emergencies. However, any student with 7 Classes short attendance will be enforced to withdraw from the course, and the student will receive EW in his/her transcript for this course.

-Absence from lectures shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to an approved by the Dean of the faculty shall not be allowed to take the final examination and shall receive a mark of zero (F) for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

“A student who knowingly represents work of others as his/her own, uses or obtains unauthorized assistance in the execution of any academic work, or gives fraudulent assistance to another student is guilty of cheating. Violators will be penalized.”

B- Absences from exams and handing in assignments on time:

-Failure in attending a course exam will result in zero mark unless the student provides an excuse acceptable to the Dean who approves a re-sit exam. Failed courses will normally be assessed in the scheduled semester. It is your responsibility to attend the exam at the correct time and place.

-Exam Attendance/Punctuality:

In the event that a student is up to ten minutes late, he/she will be permitted to attend/sit the exam. However, there will not

be any extra time allowances made in favour of this student.

In the event that a student is more than 10 minutes late, he/she will not be permitted to attend/sit the exam.

-Re-sit Exams:

The student will not be allowed to re-sit an exam unless he/she finishes the institute with written evidence as follows:

Sickness by providing a medical report stamped by the Ministry of Health.

Death of a member of his/her family.

Accidents (e.g. car accident).

Natural causes such as heavy storms.

-Assignments & Projects:

Assignments and projects should be handed over to the instructor on the due date. Zero mark will follow late submission of an assignment unless the student has an acceptable reason approved by the instructor.

-Attendance at exams is required for all students.

-Unexcused absence will be reported as a failure (F).

-Make-up exams only will be offered with acceptable excuse.

E- Grading policy:

A grade of (D) is the minimum passing grade for this course. Grades of less than D are not acceptable for credit towards graduation in this course.

-Mid-term exam 30%

-Assignments and Quizzes 20%

-Final Exam 50%

F- Available university services that support achievement in the course:

24. Required equipment:

Data show

25. References:

A- Required book (s), assigned reading and audio-visuals:

- Boella, M. J. & Turner, S. G., Human Resource Management in the Hospitality Industry: A Guide to Best Practice, New York: Rutledge

B- Recommended books, materials, and media:

- Riley, M., Human Resource Management in the Hospitality & Tourism Industry, Oxford: Elsevier Ltd.
- Woods, R. H., Managing Hospitality Human Resource; Lansing: Educational Institute of the American Hotel & Lodge Association.

26. Additional information:

Name of Course Coordinator: Ehab Alshatnawi Signature: ----- Date: 1st semester/2020

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: -----Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: D. Omar Jawbreh -Signature: -----

Copy to:

Head of Department
Assistant Dean for Quality Assurance
Course File