

Global Learning Semesters

Course Syllabus

Course: HOSP-510 Organization and Human Resources Management

Department: Hospitality and Tourism

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
HOSP-510	Organization and Human Resources Management	3
Semester Offered	Contact Hours	Prerequisites
Please contact us	42-45	None
Department	Level of Course	Language of Instruction
Hospitality and Tourism	Upper Division	English

Course Description

This course is a study of human behavior, individual differences, and performance in organizational settings. Using an interdisciplinary approach, this course draws on concepts from a variety of areas including topics related to the development of interpersonal communication, technical and conceptual skills, selection practices, training and development programs, and performance evaluation. The course addresses the wide spectrum of human resource issues in the hospitality industry, reflecting changes in human resource management over the past five years, and preparing students for the challenges of managing a diverse and multicultural workforce in an ever-changing environment. The course stresses the strategic role of Organizational Behavior in Human Resource Management, and its importance for effective business and corporate environments.

Prerequisites

None

Topic Areas

1. Organizational behavior in hospitality operations.
2. Role of human resource management – the impact on the workforce.
3. Human resource planning – analysis of needs in the work place.
4. Work needs – job analysis, descriptions, specifications.
5. Labor market – characteristics, and developments in the hospitality labor force.
6. Personality and individual differences, perception and attribution.
7. Recruitment, selection, hiring, placement.
8. Orientation, training, development.
9. Coaching, team building and group dynamics.
10. Discipline, counseling.
11. Compensation, benefits.
12. Organizational behavior across cultures - multiculturalism in the hospitality work place.
13. Labor relations in the hospitality industry.
14. Conflict management and negotiations.
15. Motivation and leadership.
16. Performance management and reward systems.
17. Computer systems in human resource management.
18. Case analyses.

Evaluation Guidelines

Assignments, case studies, reports, project:	20-40%
Midterm exam:	20-40%
Final exam:	30-50%
Total:	100%

Readings and Resources

Required Textbooks

1. Tanke, M., 2000. Human Resources Management for the Hospitality Industry. Thomson Delmar Learning. ISBN: 082737321X
2. Robbins, S., 2004. Organizational Behavior. Prentice Hall. ISBN: 0131914359

Recommended Reading

1. Schermerhorn, J., et al, 2004. Organizational Behavior. Wiley. ISBN: 0471681709
2. Gilmore, S., 2004. Cases in Human Resource Management in Hospitality. Prentice Hall. ISBN: 0131119834
3. Greenberg, J. & Baron, R.A., (2003). Behavior in Organizations. Prentice Hall.
4. Dessler, G., (2003). Human Resource Management. Prentice Hall.
5. Hersey, P., et al, 2000. Management of Organizational Behavior: Leading Human Resources. Prentice Hall. ISBN: 0130175986
6. Woods, R., (2000). Managing Hospitality Human Resources. Educational Inst. Of AHLA. ISBN: 0866122214
7. Iverson, K., (2001). Managing Humans Resources in the Hospitality Industry: An Experiential Approach. Prentice Hall. ISBN: 0139491813
8. Cullen, N., (2000). Team Power: Managing Human Resources in the Hospitality Industry. Prentice Hall. ISBN: 0130209465
9. Noe, R.A. et al., (2003). Human Resource Management: Gaining a Competitive Advantage. McGraw-Hill/Irwin
10. Mendenhall, M., Oddou, G. (2000). Readings and Cases in International Human Resource Management. South-Western College Publishing.
11. Journal articles.