

Human Resource Development and Planning

THS: 505**Paper: 05
CH: 3
LH:48**

Course Objectives

The course is designed to impart the knowledge of concept and practice of human resource development and planning to student. This course make student able to develop an appropriate planning of human resource in tourism and hospitality industry. On the completion of this course student will be able to understand the basic concept of human resource and its proper management system, plan the human resource and its execution, and evaluate the human resource and various factors of performance appraisal of human resource.

Course contents:

Unit-I: Human Resource Management

[6 LH]

Concept, Objectives, Functions, Scope, Importance, Evolution of HRM, Quality of a good Human Resource Managers, Human Resource Planning, Job Analysis, Job description and Job Specification, contemporary issues of human resource; workforce diversity, social inclusion, teleworking etc, HRM practices in Nepal

Unit-II: Human Resource Planning in Tourism

[6 LH]

Concept, Objectives and Importance of Human Resource Planning, Major Activities of Human Resource Planning, Preparing Human Resource Plans, Types of Human Resource Required in Tourism, Present System of Education and Training of Human Resource in Nepal, Problems of Human Resource in Tourism

UNIT-III: Recruitment and Selection

[8 LH]

Meaning, Sources of information about Job Candidates, Testing and Reference Checking, Selection Process, Career Planning, Man Power Planning and Succession Planning, Career Planning Process, Career Development, Placement and Induction.

Unit-IV; Orientation, Training and Career Development in Tourism

[10 LH]

Concept, Orientation as Continuous Process, Orienting Different Levels of Employees, Elements of typical Orientation Program, Follow-up and Evaluation, Introduction to Training and Development, Methods of Training, Developing and Designing a Training Program, Creating Training Sessions, Selecting Trainers, Evaluating Training Program, Difference between Training and Development

Unit V: Performance Appraisal and Performance Management in Tourism [10 LH]

Performance Appraisal, Methods of Performance Appraisal, Reasons for Appraising Employees Performance, Establishing Goals, Objectives and Standards, Roles of the Managers in Performance Appraisal, Roles and Responsibilities of Employees, Performance Appraisal Methods, Performance Appraisal Errors and Problems, Providing Feedback, Transfers, Promotion, Wage & Salary, Wage Incentive, Employees Welfare, Safety and Health Measures, Grievances and Resolution

Unit-VI: Industrial Relations

[8 LH]

Meaning & Characteristics Industrial Relations, Parties to Industrial relations, Nature of Trade Unions, Problems of Trade Union, Trade Union Movement in Nepal, Causes for Industrial Disputes, Settlement of Industrial Disputes, Collective Bargaining, Features, Pre-requisite of Collective Bargaining. Agreement at different levels, Workers Participation in Management, Objectives for Successful Participation

Prescribed Books:

- Gupta, C.B. *Human Resource Management*, Sultan and Sons.
- Jerris. L; A. *Human Resource Management in Hospitality*; prentice Hall International inc

- Woods, R.H; *Managing Hospitality Human Resource*; Educational Institute, American Hotel and Lodge Association