



Code-Course	063217 - Organization and human resources management in tourism companies				
Year	3º	Credits	6 ECTS		
Thematic Area	Business Organization and Human Resources Management		Course Type	Compulsory Subject	
In-class hours	48 hours	Teacher-led learning hours	48 hours	Individual work hours	54 hours

BRIEF COURSE DESCRIPTION

This subject deals with the basic principles for planning in a tourism company incorporating the most current elements of the organization, coordination and supervision, in order to guarantee its sustainability and maximize the efficiency of the results by implementing a work culture based on quality, responsibility and striving to achieve customer and stakeholders satisfaction -according to sustainable tourism approach as well as efficient and motivating team work.

In this sense, special attention is given to management of people as a strategic resource within a company and the need for proper planning of the work organization, recognizing the importance of all the processes that make up this organization: selection, compensation, training, engaging...

BASIC SKILLS

BS04 – Students must be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.

GENERAL SKILLS

GS02- Have business vision.

GS04- Have a commitment to ethics.

SPECIFIC SKILLS

SS07- Planning, organize, manage and control the different types of tourism organizations

SS15- Planning and managing human resources in tourism organizations



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SYLLABUS

Bachelor's Degree in Tourism

SS17- Understand and implement quality standards in tourist service processes

ACADEMIC CONTENTS

PART ONE: PROCESS AND ORGANIZATIONAL STRUCTURE

PART TWO: PEOPLE MANAGEMENT IN ORGANIZATIONS

LEARNING METHODOLOGY

The learning methodology is designed to combine the theoretical approach to the different points dealt with practical applicability in the fields of tourism.

Attendance at the sessions is recommended for proper monitoring of the subject but is at the discretion and responsibility of the student. In any case, the time of delivery of each of the exercises throughout the course, will not be extended and are going to be agree along the course sessions, which means for the student to be aware of monitoring the evolution of the program.

In the case of this subject learning methodology it is part of the evaluation system of the subject, thinking that learning is not momentary, but always occurs continuously, and seeking in this regard the value the effort of this lifelong learning.

The learning methodologies planned for this subject contemplate different activities that contribute to develop the skills related to this course. Some of the learning activities that will be developed are the following:

- Lectures
- Flipped classroom
- Case studies
- Discussions
- Role playing
- Practical exercises based on research

If unfortunately, it is detected that the work presented by the student is not self-authorship and has been literally copied from other authors, the work will be automatically failed without the possibility of recovery.

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's competences and contents.

Students may choose continuous assessment or single assessment:



Continuous Assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

Single Assessment: for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.

REFERENCES

Agueda Gallego, MA i Casanueva Roche, C. (2012). Business and Tourism Organizations. Madrid, Ediciones Pyramid.

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Beech, J. and s. Chadwick (2006). The business of tourism management. Essex, Pearson Education Limited.

Daft, RL (2007). Theory and organizational design. Mexico City, Cengage Learning Editores, SA

Darren, LR, Pryce, J. (2010). Human Resources and Tourism: Skills, Culture and Industry. Channel View Publications

Der Wagen, L., White, L. (2014). Human Resource Management for the Event Industry. Routledge

Evans Nigel, D. Campbell, et al. (2003). Strategic Management for Travel and Tourism. Oxford, Elsevier Butterworth-Heinemann

Fontela, E. et al. (2003). Ethical Economy and social welfare. Madrid. Ed. Pyramid

Hay Group (2006). HR Factbook. Editorial Aranzadi. Navarre

Mintzberg, H. (1995). The Structuring of Organizations 1. Edition. 4th. Reimp. Ariel. Barcelona

Nickson, D. (2007). Human Resource Management, for the hospitality and tourism industries. Oxford, Elsevier Butterworth-Heinemann

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Tüzünkan, D., Altıntaş, V. (2018). Contemporary Human Resources Management in the Tourism Industry (Advances in Human Resources Management and Organizational Development). Business Science Reference