

Study program / study programs: BAS Tourism			
Subject: Human Resource Management in Tourism (T306)			
Teacher: Milena Nedeljkovic Knežević			
Status: Mandatory common subject			
ECTS: 6			
Prerequisites: None			
Course goals The aim of the course is to acquire knowledge on human resource management as a scientific discipline and practice. Students should familiarize themselves with modern methods of human resources management, including: methods of planning, recruitment, selection, development, motivation of employees and others. Human resources as a strategic resource of contemporary organizations is particularly significant in the service sector. The perception of the quality of the services supplied depends on the emotional exchange between the provider and service user, so the goal of the course is also to introduce students to specific tasks of human resource management in tourism.			
Course outcome Students are trained to apply their knowledge in the field of human resource management, both in everyday practice and in scientific research.			
Course Contents <i>Theoretical study</i> The concept and importance of human resource management; Strategic management of human resources; The main activities of human resource management; Human resource planning; Recruitment and selection of human resources; Training, education and motivation of employees; The importance of employee satisfaction in the quality of tourism services; Evaluation of work performance of employees and the establishment of a system of rewards; Teamwork; Leadership and building effective relationships between manager and associate; Impact dimensions of national culture on organizational culture; Trends in human resource management in the future. <i>Practical teaching</i> The main form of work will be case studies from practice, which offers students the possibility of practical application of theoretical knowledge in the field of human resources management, as well as further training in scientific research ..			
Literature 1. Hadžić, O., Nedeljković, M., Zadovoljstvo poslom i motivacija za rad zaposlenih u organizaciji, Prirodno-matematički fakultet u Novom Sadu, 2009. 2. Šušnjar, G., Zimonji, V., Menadžment ljudskih resursa, Ekonomski fakultet, Subotica., 2005. 3. D. Toorington, L.Hall, S. Taylor, Menadžment ljudskih resursa, Data Status, Beograd, 2004. 4. Dennis Nickson, Human resources management in tourism and hospitality, Taylor & Francis, 2011.			
Number of hours of active teaching			5 (75)
Lectures: 3	Practical training: 2	Other forms of teaching: 0	Research work: 0
Teaching methods Lectures, discussions, analysis of case studies, games simulation, group work.			
Grading (maximum number of points 100)			
Prerequisites	Points	Final exam	Points
Activity during the lectures	0-5	Written exam	
practical teaching	0-5	Oral exam	30-45
Colloquiums	20-35	
Project presentation	0-10		