

COURSE TITLE	HUMAN RESOURCES MANAGEMENT IN SERVICE INDUSTRIES
COURSE CODE	04AH0204
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Demonstrate an understanding of key concepts and functions of Human Resource Management.
- 2 Apply human resource planning and job analysis techniques in workforce management.
- 3 Develop training programs and evaluate their effectiveness for employee development.
- 4 Analyse performance appraisal methods and compensation strategies to enhance organizational performance.
- 5 Evaluate employee welfare programs and empowerment initiatives for a balanced work environment.

Pre-requisite of course:NONE

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	50	30	20	0	0

Contents : Unit	Topics	Contact Hours
1	Human Resource Management Concept and Functions of HRM: Understanding the concept and functions of Human Resource Management., Characteristics and Significance of HRM: Exploring the characteristics and significance of HRM in organizations., Role, Status, and Competencies of HR Manager: Understanding the role, status, and competencies required for an HR Manager., HR Policies and HR Accounting: Overview of HR policies and HR accounting practices., Changing Environment of HRM: Analysing the impact of globalization, workforce diversity, technological advances, and other factors on HRM.	15
2	Acquisition of Human Resource Human Resource Planning: Process and significance of human resource planning., Job Analysis: Job description, job specification, and their importance in recruitment and selection., Recruitment: Concepts, sources, and e-recruitment methods., Selection: Selection process, placement, and induction procedures	15

Contents : Unit	Topics	Contact Hours
3	Training and Development Concept and Importance of Training and Development: Understanding the significance of training and development in organizations., Identifying Training and Development Needs: Assessing training needs and designing programs accordingly., Designing Training Programs: Methods of training and evaluating training effectiveness., Management Development and Career Development: Introduction to management development and career growth initiatives	15
4	Performance Appraisal Concept, Objectives, and Techniques of Performance Appraisal: Overview of traditional and modern performance appraisal methods., Compensation: Wage and salary concepts, factors influencing compensation levels, job evaluation., Methods of Wage Payments: Analysis of wage payment methods and their advantages and disadvantages., Employee Welfare, Health, Safety, Social Security: Ensuring employee welfare, health, safety, social security, empowerment, work-life balance, and quality of work life.	15
Total Hours		60

Textbook :

- 1 Human Resource Management , K Aswathppa , Sadhna Dash, McGraw Hill, 2019
- 2 Human Resource Management, Macmillan, Macmillan Education India Pvt. Ltd., 2015

References:

- 1 Human Resource Management, Human Resource Management, Gary Dessler, Biju Varkkey, Pearson, 2010

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 THEORY

Supplementary Resources:

- 1 ?? UNIT 9: Human Resource Management for Service Industries (PDF) ??
<https://hnglobal.highernationals.com/sites/default/files/specification/Unit%209%20Human%20Resource%20Management%20for%20Service%20Industries.pdf> ?? Human Resource Management for Service Industries (Essay) (Studentshare) ??
<https://studentshare.org/management/1669305-human-resource-management-for-service-industries> ?? Human Resource Management: Service Sector vs Manufacturing Sector (PDF download) ??
<https://article.sciencepublishinggroup.com/pdf/10.11648.j.jim.20200904.14> ?? HRM Challenges in Service Sector (Scribd — PDF/online) ??
<https://www.scribd.com/document/831616889/Role-of-HRM-in-Service-Sector> ?? Hrm in Service Sector Management TYBMS (Slideshare PDF) ??
<https://www.slideshare.net/slideshow/hrm-in-service-sector-management-tybms/73214932> ?? Unit 9 HRM for Service Industries (LocusAssignments) ??
<https://www.locusassignments.com/courses/unit-9-hrm-service-industries> ?? Human Resource Management in Service Sector PPT (PowerPoint) ??
<https://www.slideserve.com/braima/human-resource-management-in-the-service-sector> ?? Unit 9: HRM for Service Industries (Slideshare DOCX download) ??
<https://www.slideshare.net/slideshow/unit-9-49783393/49783393>
- 2 <https://hnglobal.highernationals.com/sites/default/files/specification/Unit%209%20Human%20Resource%20Management%20for%20Service%20Industries.pdf>
- 3 <https://studentshare.org/management/1669305-human-resource-management-for-service-industries>
- 4 <https://article.sciencepublishinggroup.com/pdf/10.11648.j.jim.20200904.14>
- 5 <https://www.scribd.com/document/831616889/Role-of-HRM-in-Service-Sector>
- 6 <https://www.slideshare.net/slideshow/hrm-in-service-sector-management-tybms/73214932>
- 7 <https://www.locusassignments.com/courses/unit-9-hrm-service-industries>
- 8 <https://www.slideserve.com/braima/human-resource-management-in-the-service-sector>
- 9 <https://www.slideshare.net/slideshow/unit-9-49783393/49783393>