

COURSE: Human Resources and Organizational Dynamics in Tourism

ACADEMIC YEAR: 2017/2018

TYPE OF EDUCATIONAL ACTIVITY: Affine

TEACHER: Giovanni Schiuma

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mobile (optional):

Language: english

ECTS: 8 (lessons e
tutorials/practice)

n. of hours: 56 (lessons e
tutorials/practice)

Campus: Potenza
Dept./School: DIMIE
Program: Economics of natural
and cultural resources

Semester: I

EDUCATIONAL GOALS AND EXPECTED LEARNING OUTCOMES

The course aims at providing students with an understanding of the main topics and peculiarities of human resources and organizational dynamics, both in private and public sector, and specifically in tourism industries. Specifically, the course aims to:

- ♦ To enhance an integrated vision of the organizational system, through the analysis of the relationships among environment, strategy, organizational structure and human resources, in particular in tourism industries;
- ♦ To transfer knowledge and competences about the activities of human resources management and development as well as of the related approaches and operative tools, with particular attention to the organizations operating in tourism industries;
- ♦ To understand the particular features about human resource management and organizational dynamics in tourism and hospitality.

Applying knowledge and understanding - Capacity to understand approaches models, tools and initiatives at the basis of the human resource management. Apply the traditional and new principles of management in order to support and drive the organizational development, in particular in tourism industries.

Making judgements - Capacity to apply analytical skills and awareness of the relevance of the human resource and soft dimensions for the performance improvement and competitiveness of 21st century organisations.

Communication skills - Ability to present and discuss the main management insights about the human resource management and development in tourism industries as well as related approaches, methodologies, techniques and tools. Capacity to present critically the insights of desk analysis, empirical analysis, case studies and project works.

Learning skills - Understand how to combine quantitative approaches and qualitative methodologies to investigate organizational problems and human resources challenges, specifically in tourism industries.

PRE-REQUIREMENTS

Fundamental notions and approaches developed by managerial disciplines

SYLLABUS

The course will examine the strategic, organizational and operative issues related to the human resource (HR) management and organizational development, with particular attention to the tourism industries. It will review the traditional and the new principles of management and social sciences at the basis of the organizational dynamics in the production and commercialization of products and services and will analyze the approaches, methods, models, tools and initiatives designed and implemented by successful international companies and organizations to support and drive the performance improvement and the development of the innovation capacity in business.

THE RELATIONSHIPS AMONG ENVIRONMENT-STRATEGY-STRUCTURE-HR

- The relationships among business, strategy and organizational structure
- Human Resource and Intellectual Capital of the organization
- Human resource management and organizational dynamics in tourism: features and applications

THE SOCIAL VARIABLES:

- The commitment and the involvement of the employee

THE INTEGRATED SYSTEM FOR THE HR MANAGEMENT AND DEVELOPMENT

- From strategy to human resources management
- HR management: aims and functions
- From position to role

HR POLICIES

- The recruitment and the selection

THE ASSESSMENT SYSTEM

- Analysis, description and assessment of the positions
- Performance assessment
- The process of the assessment of the potential
- HR Development Programs

THE COMPETENCE MODELS

- HR and the competence models
- The organizational behavior that wins: individual competences and distinctive competences
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THE SYSTEM FOR ATTRACTION AND RETENTION

- The training
- The rewarding system, careers and pay-for-performance systems

INNOVATIVE APPROACHES AND TOOLS FOR HR MANAGEMENT

- Arts-based management as lever of individual, collective and organizational development
- Knowledge management

TEACHING METHODS

Theoretical lessons, Case studies analysis lessons, Keynote speeches by national and international academics, entrepreneurs, managers, consultants. Project works.

EVALUATION METHODS

Oral examination

TEXTBOOKS AND ON-LINE EDUCATIONAL MATERIAL

- PANEFORTE S., *La gestione delle persone nelle organizzazioni*, Cedam, Padova, 2015
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- Presentations of the contents of the lectures held by the teachers and available on the website section of the course
 - Other texts and notes provided by the teacher

INTERACTION WITH STUDENTS

Riportare in lingua inglese i contenuti riportati nella scheda in lingua italiana.

Meeting day and time with the students are planned - for the first semester - on each day of lecturing after the end of the lectures; For the second semester, meeting day and time is planned on each Wednesday from 12:00 to 14:00. It is possible to contact and interact with the teacher by email when the student needs.

EXAMINATION SESSIONS (FORECAST)¹

Monday 05/02/2018; Monday 19/02/2018; Monday 02/04/2018; Monday 14/05/2018; Monday 09/07/2018; Thursday 06/09/2018; Monday 12/11/2018

SEMINARS BY EXTERNAL EXPERTS **YES** **NO**

FURTHER INFORMATION

¹ Subject to possible changes: check the web site of the Teacher or the Department/School for updates.