

MAASAI MARA UNIVERSITY

SCHOOL OF TOURISM AND NATURAL RESOURCES

BACHELOR OF TOURISM MANAGEMENT

1ST YEAR SECOND SEMESTER

INSTRUCTOR: MARY NYABOGA

COURSE CODE: BTM 1204

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

COURSE OUTLINE

Purpose

This course is intended to teach the learners the various elements of Human Resource Management (HRM)

Expected learning outcome of the course

By the end of the course, the learners should be able to:

1. Explain Human resource management in the context of organizational and technological

Change in Tourism industry.

2. Demonstrate an understanding of the various practices and policies through which Human

Resource is managed.

3. Establish, implement and evaluate performance appraisal systems.

4. Carry out an assessment and analysis of training needs.

COURSE CONTENT:

1.0 Human Resource Management: Concept.

- Strategy
- Importance of HRM in organizations.
 - 2.0 Job analysis and Job design techniques: Job descriptions, job specifications. Rotation, enlargement and enrichment.
 - 3.0 The roles of the Human Resource (HR) manager, with reference to Tourism industry.

4.0 CAT 1

5.0 - 7.0 HRM functions and procedures:

- Human Resource Planning (HRP) significance and procedure.
- Recruitment policy, procedure and recruitment issues.

8.0 CAT 2

9.0 Performance Management: Appraisal methods, compensation, benefits and rewards schemes.

10.0 a) Training Needs assessment and training programme.

- b) Designing HR Development policy and strategies.

11.0 a) Employee Safety and Security Regulations are as per the labour laws.

- b) Contract of service - as per the contract of service in the Employment Act 2007.

- c) Employer- employee workplace conflicts: as per Labour Relations laws -Collective

Bargaining process

12.0-13.0 END SEMESTER EXAMINATIONS

METHODOLOGIES

Informal lectures, Plenary discussions, group research and presentations.

INSTRUCTIONAL MATERIALS

White board, Text books case studies and Handouts

COURSE ASSESSMENT

C.A.Ts	30%
FINAL EXAMINATION	70%
TOTAL	100%

CORE READING MATERIALS FOR THE COURSE

1. Armstrong M. (2009). Handbook of Human Resource Management, 11TH Edition, London and Philadelphia Publishers.
2. Cole G. A. (2002). Personnel and Human Resource Management 5th Edition Brook Porner/ ELST University of Sussex.
3. Dessler G. (2004). Human Resource Management, 10th Edition Eaglewood Cliffs, N.J. person / Prentice Hall.
4. Labour laws: Employment Act, Cap 226 (2012) and Labour Relations Act 2007.

