



UNIVERSITÀ DEGLI STUDI DI PALERMO

DEPARTMENT	Scienze Economiche, Aziendali e Statistiche
ACADEMIC YEAR	2018/2019
BACHELOR'S DEGREE (BSC)	TOURISM STUDIES
SUBJECT	HUMAN RESOURCES ORGANISATION AND MANAGEMENT
TYPE OF EDUCATIONAL ACTIVITY	B
AMBIT	50043-Discipline dell'organizzazione dei servizi turistici
CODE	05418
SCIENTIFIC SECTOR(S)	SECS-P/10
HEAD PROFESSOR(S)	INGRASSIA RAIMONDO Professore Ordinario Univ. di PALERMO
OTHER PROFESSOR(S)	
CREDITS	6
INDIVIDUAL STUDY (Hrs)	102
COURSE ACTIVITY (Hrs)	48
PROPAEDEUTICAL SUBJECTS	
MUTUALIZATION	
YEAR	3
TERM (SEMESTER)	2° semester
ATTENDANCE	Not mandatory
EVALUATION	Out of 30
TEACHER OFFICE HOURS	INGRASSIA RAIMONDO Thursday 13:30 15:00 Dipartimento di Scienze Economiche, Aziendali e Statistiche (DSEAS) - Viale delle Scienze - Edificio 13 - 4° Piano - Ufficio n. 17 (entrando al piano a SX) - Ricevimento IN PRESENZA (valido solo per Giovedì 30 maggio).

DOCENTE: Prof. RAIMONDO INGRASSIA

PREREQUISITES	Basic Knowledge of Business Administration
LEARNING OUTCOMES	Knowledge and ability to understand Acquisition of knowledge related to the most important phenomena related to work organization, the theories and techniques of personnel management in public and private, and tourism organizations. Capacity to apply knowledge and understanding Capacity to analyze case studies and problem-solving on issues of work organization, and the theories and techniques of personnel management in public and private, and tourism organizations. Making Judgments Ability to evaluate and knowledge the contemporary dynamics of work organization, even in the workplace-specific, and the theories and techniques of public personnel management and private. Ability to communication Ability to use the specific language of their discipline and to convey themes and content to a relatively well-informed public and/or during job interviews. Learning Capacity Capacity to self-learning, also by consulting their own scientific publications of Organizational Studies, Organizational Behavior and Human Resources Management. Capacity to tackle higher education as a university Master's Degree, specialized seminars, graduate and postgraduate courses in the subject matter of this teaching.
ASSESSMENT METHODS	Oral Exam. Oral Exam consists of an interview in order to check that you have disciplinary knowledge provided by the course. The evaluation is expressed in thirtieths. Positive Evaluation Range: 18/30. The result of the test will be evaluated with the following way: max score (30-30 cum laude), if the student will show excellent knowledge of the topics. Progressively lower scores if the student shows, respectively, good, discreet and sufficient knowledge of the topics. Scores lower than 18, if the student shows insufficient knowledge of the topics.
EDUCATIONAL OBJECTIVES	The course aims to provide the basic tools to understand the principles, logic, problems, theories and techniques of work organization and personnel management in public and private, and tourism organizations.
TEACHING METHODS	Frontal Teaching
SUGGESTED BIBLIOGRAPHY	SCAPOLAN A.C. (a cura di) (2009). Le gestione delle risorse umane nelle imprese turistiche. Torino. Giappichelli Editore (pp. 333) BARATTA G., RAINERI P., BASTIANELLI G. Il sistema della rappresentanza: Imprenditori, sindacati, enti bilaterali (dispensa distribuita in formato digitale dal docente)/Eventuali ulteriori materiali didattici saranno messi a disposizione dal docente

SYLLABUS

Hrs	Frontal teaching
7	Strategic Human Resources Management (SHRM) in tourism organizations
7	Employer Branding, Scouting and Recruitment in tourism organizations
7	Staff selection and onboarding in tourism organizations
7	Learning, development and career in tourism organizations
6	Performance Management in tourism organizations
7	Pay and reward policies in tourism organizations
7	Entrepreneurs, Unions and Bilateral Organizations in Tourism Sector