



POLYTECHNIC OF MEĐIMURJE IN ČAKOVEC

COURSE SYLLABUS

ACADEMIC YEAR: 2020/2021

1. GENERAL COURSE INFORMATION										
1.1 Course name	Human Resources Management in Tourism and Sport									
1.2 Study program/s	Professional specialist graduate study programme									
1.3 Course status (O,E)	obligatory	1.6 Mode of instruction (number of hours)	Lectures	30						
1.4 Course code			Exercises	30						
1.5 Course abbreviation	NLJP		Seminars							
1.6 Semester	1.		E-learning							
1.7 ECTS	6	1.7 Place and time of instruction	Polytechnic of Međimurje in Čakovec, according to the schedule published in the website							
2. TEACHING STAFF										
2.1 Course leader/s-title	M.Sc. Željko Blagus, lecturer	contact	zblagus@mev.hr							
		contact								
2.2 Assistant/s- title		contact								
		contact								
2.3 Instruction held by- title		contact								
3. COURSE DESCRIPTION										
3.1 Course goals	Greater understanding of the role of human resources management in the circumstances in which tourism and sport businesses function today will contribute to an understanding of the importance of competencies, skills and approaches of human resources managers in reconciling different personality traits of the employees and finding the best way to motivate and train people in order to ensure the achievement of business goals.									
3.2 Prerequisites	No special prerequisites are required.									
3.3 Course outcomes	<p>After completing the course, students will be able to a certain extent:</p> <p>O1 – to evaluate different methods and styles of manager’s approaches in the human resources management</p> <p>O2 - to evaluate the needs of an organisation with employees based on a strategy and human resources planning</p> <p>O3 – to carry out the process of recruiting and selecting new employees</p> <p>O4 – to assess the level of the organisational culture of an organisation</p> <p>O5 – to work out measures of motivation, professional development, rewarding and control of employees</p>									
3.4 Course content	The content of the course applies to the process of human resources management, which includes participation of two sides: a) thanks to the management function, organisations reach employees interested in achieving planned tasks and goals, b) on the other side are employees, whose behaviour and work are being managed in the way that they direct their potentials towards achieving the goals of the organisation									
3.5 Types of coursework	x	Lectures	x	Exercises		Blended e-learning	x	Individual activities		Laboratory

		Seminars and workshops		Distant learning		Field classes		Multimedia and network		Mentorship																																																															
		Other																																																																							
3.6 Language of instruction																																																																									
3.7 Monitoring students' work (enter the number of ECTS credits for each activity so that the total number of ECTS credits is equal to the total ECTS value of the course, 1 ECTS = 30 hours)	2	Class attendance		Seminars		Essay																																																																			
		Class activity	3	Project		Report/paper																																																																			
		Midterm exams		Practical task		Continuous knowledge check																																																																			
	1	Written exam		Experimental work																																																																					
		Oral exam		Research																																																																					
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3.9 Assessment criteria – analysis per learning outcomes	<table border="1"> <thead> <tr> <th colspan="7">Ways of evaluating learning outcomes</th> </tr> <tr> <th></th> <th>Attendance</th> <th>Activity</th> <th>Mid-term exam 1</th> <th>Mid-term exam 2</th> <th>Practical work</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Outcome 1</td> <td>1</td> <td>3</td> <td>10</td> <td></td> <td></td> <td>14</td> </tr> <tr> <td>Outcome 2</td> <td>1</td> <td>3</td> <td>10</td> <td></td> <td>5</td> <td>19</td> </tr> <tr> <td>Outcome 3</td> <td>1</td> <td>3</td> <td>10</td> <td></td> <td>5</td> <td>19</td> </tr> <tr> <td>Outcome 4</td> <td>1</td> <td>3</td> <td></td> <td>20</td> <td></td> <td>24</td> </tr> <tr> <td>Outcome 5</td> <td>1</td> <td>3</td> <td></td> <td>10</td> <td>10</td> <td>24</td> </tr> <tr> <td>Outcome not-related</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td>5</td> <td>15</td> <td>30</td> <td>30</td> <td>20</td> <td>100</td> </tr> </tbody> </table> <p>Grading of outcomes (in order to pass the mid-term exam/exam the student must achieve at least 50% points for each learning outcome)</p> <p>Points Grade</p> <p>89 – 100 excellent (5)</p> <p>76 – 88 very good (4)</p> <p>63 – 75 good (3)</p> <p>50 – 62 pass (2)</p> <p>0 – 49 fail (1)</p>										Ways of evaluating learning outcomes								Attendance	Activity	Mid-term exam 1	Mid-term exam 2	Practical work	Total	Outcome 1	1	3	10			14	Outcome 2	1	3	10		5	19	Outcome 3	1	3	10		5	19	Outcome 4	1	3		20		24	Outcome 5	1	3		10	10	24	Outcome not-related							Total	5	15	30	30	20	100
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3.10 Specific features related with taking the course	<p>Students pass the exam through a colloquium (2 colloquia) or at one of the examination dates. All points achieved at a colloquium for each outcome are guaranteed unless the student decides to improve the result for a particular learning outcome. In this case the points achieved up to this point are being deleted and the new points for each outcome are being entered.</p> <p>Students who did not pass the exam through colloquia access the written part of the exam at which all learning outcomes are being examined.</p>																																																																								
3.11 Students obligations	Full-time students are required to attend at least 70% of the total number of																																																																								

	<p>hours of lectures and exercises in order to exercise the right to take the exam. Part-time students are required to attend at least 30% of the total number of hours of lectures and exercises in order to exercise the right to take the exam. If the student has not fulfilled all the obligations set by the course, he is obliged to attend the lectures again and meet the conditions for taking the exam.</p> <p>Attendance can be offset by online tuition, organised webinars and added assignments given by teachers. One lesson lasts 45 minutes, and several hours form a teaching unit. Absence from one teaching unit is counted as one absence. Delays and apologies are recorded separately. In that case, if the student missed more than 50% of classes, and has a justifiable reason/apology, the request should be submitted to the Department Council, which then decides on the justification of student absences with the obligatory opinion of the course leader.</p>	
3.12 Written assignments		
3.13 Required reading	1.	Gutić, D., Rudelj, S. (2012). Menadžment ljudskih resursa, Osijek, Grafika
	2.	Noe, R. A. i sur. (2006.), Menadžment ljudskih potencijala – Postizanje konkurentske prednosti, 3. izdanje, Zagreb, MATE
3.14 Additional reading	1.	Bahtijarević-Šiber, F. (2014.), Strateški menadžment ljudskih potencijala, Zagreb, Školska knjiga
	2.	Dessler, G. (2010.), Human Resource Management, 12th ed., Pearson Education Prentice Hall, Upper Saddle River, NJ
4 ADDITIONAL COURSE INFORMATION		
4.1 Quality control	The quality of the program, teaching process, teaching skills and level of mastery of the material will be established by conducting a written evaluation based on questionnaires, and in other standardised ways and in accordance with the by-laws of the Polytechnic of Međimurje in Čakovec.	
4.2 Contact the teacher	Students can contact the teacher during the office hours and during classes, while for short questions and explanations they can contact him/her any day during working hours by coming in person or by landline. It is also possible to ask questions by e-mail, which will be answered in 48 hours at the latest. It is desirable for students to come as often as possible for any possible questions during the teacher's office hours.	
4.3 Information about the course	It is the obligation of each student to be regularly informed about the course. All notifications about the classes or possible postponement of classes will be posted on the bulletin board and on the website of the Polytechnic at least 24 hours in advance.	
4.4 Course contribution to the study program	Apply the principles of the strategic human resources management. Critically evaluate arguments, assumptions and data to form an opinion and to contribute to solving a problem.	
5. ANALYSIS OF COURSE TOPICS (the number of hours is equal to the number of lectures and exercises of		

the course)

LECTURES				
Hours	Topic and description	Method	Learning outcomes	Course outcome
		<ul style="list-style-type: none"> • Direct teaching (lecture, instruction, pp presentation) • Discovery learning (individual, lead, discussion) • Group learning • Case study • Field classes... 		
1.	Introduction to the course – Importance of human potential for contemporary organisations	Lecture, PowerPoint presentation	To come to the conclusion that people are an important factor for the success of an organisation	O1
2.	Human resources management in the development of tourism and sport	Lecture, PowerPoint presentation, discussion	To reconsider the propriety of the human resources management approach	O1
3.	About employment and its importance in the life of a modern person	Lecture, group learning, PowerPoint presentation, discussion	To create his/her own approach to employment	O1, O2
4.	Human resources management strategy and human resources planning	Lecture, PowerPoint presentation, discussion	To choose options to create concepts of planning and creating a strategy	O2
5.	Process of employing new people	Lecture, PowerPoint presentation, discussion	To analyse steps that have to be taken in order to realise the process of employing new people	O3
6.	Creating the image of a desirable employer	Lecture, PowerPoint presentation, discussion	To critically consider the elements of the image	O3
7.	Process and instruments of selecting candidates	Group learning, PowerPoint presentation, discussion	To lead the process of selecting candidates	O3
8.	Colloquium		To validate the outcomes O1, O2, O3	O4
9.	Role of the organisational culture in the human resources management	Lecture, PowerPoint presentation, discussion	To assess the importance of the organisational culture	O4, O5
10.	Communication as an important component of the human resources management	Group learning, PowerPoint presentation, discussion	To assess the factors that define someone's behaviour	O4

11.	Role of group or teamwork	Guided learning by discovery, PowerPoint presentation, discussion	To create group work based on collaboration	O4, O5
12.	Communication as an important component of the human resources management	Group learning, PowerPoint presentation, discussion	To lead a more effective communication	O4, O5
13.	Resolving conflict situations	Lecture, guided learning by discovery, PowerPoint presentation, discussion	To create ways of solving conflicts	O5
14.	Education and professional development of employees	Lecture, PowerPoint presentation, discussion	To propose ways of education and professional development in order to acquire better competencies	O5
15.	Colloquium		To validate the outcomes O4, O5	
EXERCISES/ SEMINARS				
Hours	Topic and description	Method <ul style="list-style-type: none"> • Direct teaching (lecture, instruction, pp presentation) • Discovery learning (individual, lead, discussion) • Group learning • Case study • Field classes... 	Learning outcomes	Course outcome
1.	Importance of competencies, knowledge and creativity of the human resources manager	Case study, PowerPoint presentation, discussion	To assess what is a good and what is a bad manager	O1
2.	Changes and adjustments that determine the approach in the human resources management	Case study, PowerPoint presentation, discussion	To reconsider the indispensable adjustments to today's working conditions	O1
3.	Relationship between an employer and a job seeker is basically "selling the image" and "meeting of values"	Case study, PowerPoint presentation, discussion	To evaluate the reasons for establishing a relationship between an employer and a job seeker	O1, O2
4.	Functions of a strategy and factors that have an impact on human resources planning	Case study, PowerPoint presentation, discussion	To choose options and critically judging them	O2
5.	Acquiring human potentials	Group learning, PowerPoint presentation, Case study	To recommend an approach to identify potential employees	O2
6.	Importance of publicity, advertising in the media and the	Case study, PowerPoint presentation, discussion	To choose ways of effective	O3

	section "Vacancies"		presentation in order to create a relationship between an employer and a job seeker	
7.	Candidate selection process	Group learning, PowerPoint presentation, debate	To determine ways of candidate selection	O1, O2, O3
8.	Interview as a way of gathering information	Group learning, PowerPoint presentation, Case study	To identify reasons for using different forms of interview	O2, O3
9.	Role of the manager in creating organisational culture	Case study, PowerPoint presentation, discussion	To recommend an approach to creating an organisational culture	O4
10.	Importance of knowing human nature	Case study, PowerPoint presentation, discussion	To assess to what extent certain personality types are prone to doing certain	O4
11.	Group communication management		To recommend an approach to group communication that should yield good results jobs	O4, O5
12.	Role of the human resources manager as the group leader	Case study, PowerPoint presentation, discussion	To assess the necessary competencies of the manager that should ensure successful group management	O4, O5
13.	Importance and influence of the media as a means of communication	Case study, PowerPoint presentation, discussion	To use the media as an intermediary in the communication	O4, O5
14.	Development and education as important elements of business success	Case study, PowerPoint presentation, discussion	To recommend forms of employee training that should ensure organisation development	O5
15.	Importance of respecting diversity	Case study, PowerPoint presentation, discussion	To recommend creating an environment in which diversity becomes a value	O4, O5