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Course Code: MGT211

Semester: VII

FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT

Course Objectives:

This course will help the learner to understand the basic principles of Human Resource Management to influence the organization's current performance and sustainable growth in the long run.

UNIT - I

11 Periods

Introduction to Human Resource Management: Concept and Challenges, HR Philosophy, Policies, Procedures and Practices, Changing role of HR managers, Strategic Human Resource Management, Managing Diversity in the Workplace, An overview of Human Resource Information System & Human resources audit.

UNIT - II

11 Periods

Human Resource Planning: Acquisition & Development: Human Resource Planning methods, trends and approaches, Talent management issues and challenges service sector, Job analysis process, Job description, Job specification, Recruitment: Internal, External, Internet recruiting, Selection process, Tools for selection, Training and Development: Need analysis, Methods, Evaluation of training, Management Development Programmes, Career planning & Succession Planning.

UNIT – III

12 Periods

Performance Appraisal & Compensation: Performance management - Meaning & importance - Appraisal: Process and Methods. Wage and Salary Administration: Principles and methods, Variable Pay, Performance based pay, Allowances, Total Rewards, pay differentials, external and internal equity person based and skill-based pay, Broad Banding – Overview, Job evaluation: process and Methods, Incentive and Benefits, Executive compensation. Employee Empowerment and Motivation of Service Workers.

UNIT - IV

11 Periods

HR in Service Sector: Role of Service Employee, Service Leadership, Managing the Customer - Employee Interaction, Service Culture in the Organisation, Issues and Challenges of HR in Service sector: Quality of life, Attrition, Retention, Flexible Working Practices.

TEXTBOOKS

1. K Aswathappa, *Human Resource Management*, McGraw Hill India, 8th edition, 2017
2. Gary Dessler, *Human Resource Management*, Pearson Education, 14th Edition, 2015

REFERENCES

1. Robert L Mathis, John H Jackson, *Human Resource Management*, Cengage Learning, 2016.
2. Rakhi Bhattacharya, Rajiv S. Mishra *HRM In Service Sector Management*, Himalaya Publications, 2019
3. C. B. Mamoria, S. V. Gankar, *Personnel Management and Industrial Relations*, Himalaya Publications, 2010

4. C. B. Mamoria, Satish Mamoria, S. V. Gankar, *Dynamics of Industrial Relations*, Himalaya Publications, 2012
5. Gupta C.B, *Human Resource Management*, Sultan Chand & Sons, Nineteenth Edition, 2018.

UNITWISE LEARNING OUTCOMES

Upon successful completion of each unit, the learner will be able to

Unit I	<ul style="list-style-type: none"> • Understand the global changes and the changing role of HR manager.
Unit II	<ul style="list-style-type: none"> • Identify the man power planning and importance of succession plan in the organization
Unit III	<ul style="list-style-type: none"> • Assimilate the performance of appraisal methods and compensation designs
Unit IV	<ul style="list-style-type: none"> • Understand the issues and challenges of HR in service sector.

COURSE LEARNING OUTCOMES

Upon successful completion of this course, the learner will be able to

CO No.	Course Outcome	Knowledge Level
1	Understand the global changes, competition in the Industry (Political, Economic, Societal & Technological Environment) and to formulate HR Policies, Procedures and Practices to manage diverse workforce	K2
2	Understand the HRM function & the challenges and to use technology and knowledge-based systems for HR functions.	K3
3	Analyse the importance of man specifications (required skill), & job specifications (task duties, responsibilities), through the Manpower planning process and also formulating the KSA (Knowledge, Skills & Abilities) analysis of employees to formulate training & development programmes.	K4
4	Formulate career & succession plans and performance-based appraisal system	K6
5	Handle employee issues and evaluate the new trends, participative culture, flexible work practices, customer-employee interaction and design suitable leadership styles	K5
6	Handle employee issues and evaluate Quality of life and Attrition, Retention issues of Service Sector.	K5