



# College of Hospitality Industry Management

## TQF5 Course Report

**Course Code:** IAC3309

**Course Title :** Human Resource Management

**Credits :** 3(3-0-6)

**Semester /Academic Year :** 2/2020

**Students :** Bachelor of Arts Program in Airline Business

**Lecturer(s):**

- 1) Prof. Asst. Dr. Kannapat Kankaew
- 2) Aj. Kanittha Charernnit
- 3) Aj. Kongsak Boonarchatong

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section1: General Information**

**1. Course Code and Title:** IAC 3309 Human Resource Management

**2. Pre-requisite (if any) :** None

**3. Faculty Member(s) Teaching the Course and Sections**

1) Asst. Prof. Dr. Kannapat Kankaew

Sections: 4

2) Aj. Kanittha Charernnit

Sections: 2,3

3) Aj. Kongsak Boonarchatong

Section: 1

**4. Semester and Academic Year**

Semester 2 Academic Year 2020

**5. Venue:** College of Hospitality Industry Management, Suan Sunandha Rajabhat University. Nakhonpathom Education Centre.

**Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan**

**1. Number of actual teaching hours compared with the teaching plan**

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
<p><b>Unit 1 Introducing Human Resource Management</b></p> <ul style="list-style-type: none"> <li>• What is human resource management?</li> <li>• Main activities of personnel/human resource management</li> <li>• Historic background to human resource management</li> </ul>	3	3	
<p><b>Unit 2 Personnel Planning and Recruitment</b></p> <ul style="list-style-type: none"> <li>• What is job analysis?</li> <li>• Recruitment and selection process</li> </ul>	3	3	
<p><b>Unit 2 Personnel Planning and Recruitment (Cont.)</b></p> <ul style="list-style-type: none"> <li>• Workforce planning and fore casting</li> <li>• Recruiting job candidates</li> </ul>	3	3	

<p><b>Unit 3 Human Resource Training and Developing Employees</b></p> <ul style="list-style-type: none"> <li>• Orientation employees</li> <li>• Training process</li> <li>• Training techniques</li> </ul> <p>Managerial development and training</p>	3	3	
<p><b>Unit 4 Developing Employees</b></p> <ul style="list-style-type: none"> <li>• Managerial development and training</li> </ul>	3	3	
<p><b>Unit 5 Performance Appraisal and Performance Management</b></p> <ul style="list-style-type: none"> <li>• Definitions</li> <li>• Performance appraisal schemes</li> </ul> <p>Performance management Practice</p>	3	3	
<p><b>Unit 6-7 Payment Systems and Employee Welfare</b></p> <ul style="list-style-type: none"> <li>• Role of the employer</li> <li>• Types of problem and their resources</li> </ul>	3	3	

<ul style="list-style-type: none"> <li>• Implications of personal problems for the workplace</li> <li>• Company policy and procedures</li> </ul>			
<b>Mid-Term Test</b>	3	3	
<b>Unit 8 Employee Welfare</b> <ul style="list-style-type: none"> <li>• Role of the employer</li> <li>• Types of problem and their resources</li> <li>• Implications of personal problems for the workplace</li> <li>• Company policy and procedures</li> </ul>	3	3	
<b>Unit 9 Employment Relationship</b> <ul style="list-style-type: none"> <li>• Rights and obligations of the two parties</li> <li>• Legal framework</li> <li>• Flexible working arrangements</li> </ul>	3	3	

<p><b>Unit 9 Employment Relationship (Cont.)</b></p> <ul style="list-style-type: none"> <li>• Flexible working arrangements</li> <li>• Termination of employment</li> </ul>	3	3	
<p><b>Unit 10 Ethics and Fair Treatment in Human Resources Management</b></p> <ul style="list-style-type: none"> <li>• Ethics and fair treatment at work</li> <li>• What shapes ethics behaviors at work?</li> <li>• Ethics, fair, treatment, and role of human resource management</li> <li>• Employee discipline and privacy</li> </ul>	3	3	
<p><b>Unit 11 Protecting Safety and Health</b></p>	3	3	

<ul style="list-style-type: none"> <li>• Employee safety and health</li> <li>• What causes accidents?</li> <li>• How to prevent accidents?</li> </ul> <p>Employee health: problems and remedies</p>			
<p><b>Unit 12</b> Dismissal, Redundancy and Outplacement</p> <ul style="list-style-type: none"> <li>• Dismissal</li> <li>• Redundancy</li> </ul> <p>Outplacement</p>	3	3	
<p><b>Unit 13</b> Protecting Safety and Health</p> <ul style="list-style-type: none"> <li>• Employee safety and health</li> <li>• What causes accidents?</li> <li>• How to prevent accidents?</li> </ul>	3	3	

Employee health: problems and remedies			
<b>Unit 14</b> Managing Employee benefits <ul style="list-style-type: none"> <li>• Benefits and HR strategy</li> <li>• Benefits management and communications</li> </ul>	3	3	
<b>Final Exam</b>	3	3	
<b>Total</b>	<b>48</b>	<b>48</b>	

**2. Topics that couldn't be taught as planned**

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
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**3. Effectiveness of the teaching methods specified in the Course Specification**

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics		✓	-	



2. Knowledge		✓	-	
3. Cognitive Skills		✓	-	
4. Interpersonal Skills and Responsibilities		✓	-	
5. Numerical Analysis, Communication and Information Technology Skills		✓	-	
6. Learning Management Skills		✓	-	

#### **4. Suggestions for Improving Teaching Methods**

Assign group project that students have cooperative among groups like working in a company.

Assign group discussion that enhance student's analysis skills and use the case study in current situation in addition.

### **Section 3 : Course Outcomes**

**2. Number of students at the end of semester : 138**

**3 Number of students who withdrew (W) : --**

**4. Grade distribution**

Grade	No. of students	Percentage
A	31	22.46
A-	31	22.46
B+	35	25.36
B	25	18.12
B-	12	9.42
C+	0	0
C	3	2.18
C-	0	0
D	0	0
F	0	0
Incomplete (I)	1	0

**5. Factors causing unusual distribution of grades (If any).**

**6. Discrepancies in the evaluation plan specified in the Course Specification**

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)
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Group project of recruiting and selection	Students had great teamwork experiences and fun from working in a group project
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### Section 4 : Problems and Impacts

#### 1. Teaching and learning resources

<b>Teaching Problems:</b>	<b>Impacts on students' learning :</b>
<b>Learning Resources Problems:</b>	<b>Impacts on students' learning :</b>

#### 2. Administration and organization

<b>Problems from administration</b>	<b>Impacts on students' learning</b>
<b>Problems from organization</b>	<b>Impacts on students' learning</b>

### Section 5 : Course Evaluation

#### 1. Results of course evaluation by students

1.1 Important comments from evaluation by students

The course is rescheduled, students have short time to do projects.

1.2 Faculty members' opinions on the comments in 1.1

Explain process to students and assign group project earlier.

#### 2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

**Section 6 : Improvement Plan**

**1. Progress of teaching and learning improvement recommended in the previous Course Report**

Improvement plan proposed in Semester... Academic year ..... 1. .... 2. .... 3. ....	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.) 1. .... 2. .... 3. ....
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**2. Other improvements**

**3. Suggestions for improvement for Semester 2 Academic year 2021**

Suggestions	Time Frame	Responsible person
Provide learning resource such as e-books/ text book and select contents that are applicable for airline company.	3/2020	Lecturers who teach this course

**4. Suggestions of faculty member(s) responsible for the course**

**Responsible Faculty Member/Coordinator:**

Prof. Asst. Dr. Kannapat Kankaew

Aj. Kanittha Charernnit

Aj. Kongsak Boonarchatong

Signature..... Submission Date 31<sup>st</sup> May 2021.

**Chairperson/Program Director:** .....

Signature..... Receipt Date .....