TQF.3

☑ Bachelor's Degree

◉ Master's Degree

College of Hospitality Industry Management

Course Specification

Course Code: IAC3309

Course Title: Human Resource Management

Credits: 3(3-0-6)

Program: Airline Business

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

(CHM)

Semester: 1 **Academic Year:** 2023

Section 1 General Information

1.   Code and Course Title :

Course Code: IAC3309
Course Title (English): Human Resource Management

Course Title (Thai): การจัดการทรัพยากรมนุษย์

2. Credits : 3(3-0-6)

3. Curriculum and Course Category :

3.1 Curriculum: Bachelor of Arts, International College, and SSRU is categorized in Airlines Business
3.2 Course Category:

            General Education   Major Course

         ☑ Elective Course   Others …………….

4. Lecturer Responsible for Course and Instructional Course

Lecturer (s) :

4.1 Lecturer Responsible for Course: Ms. Kanittha Charernnit

4.2 Instructional Course Lecturer(s):

5. Contact/Get in Touch

1) Name: Ms. Kanittha Charernnit
Room Number: 304
E-mail: Kanittha.ch@ssru.ac.th

6. Semester/ Year of Study

6.1 Semester: 1 Year of Study 2023

6.2 Number of the students enrolled: 1 classes (25 per class)

7. Pre-requisite Course (If any)

Course Code: None   Course Title: None

8. Co-requisite Course (If any)

Course Code: None   Course Title: None

9. Learning Location

Building: International College, Nakhonpathom Education Center

10. Last Date for Preparing and Revising this Course: 4th June 2023

Section 2 Aims and Objectives

1. Course Aims

At the end of this course, the student will reach to five domains in the following areas of performance:

1.1 Morals and Ethics
(1) The ability to deliver or to complete a required task at or the appointed time,
(2) The ability to do the right thing according to morals and traditional values,
    beliefs and principles they claim to hold,
(3) The ability to make business decisions according to moral concepts and judgments.

1.2 Knowledge
(1) The ability to understand business theories and solve case studies,
(2) The ability to analyze and solve real practical problems and issues,
(3) The ability to apply business knowledge integrated with other disciplines.

1.3 Cognitive Skills
(1) The ability to gather and summarize information, and conduct research, (2) Self-studying and sharing information with others,
(3) The ability to find original solution and their own method.

1.4 Interpersonal Skills and Responsibility
(1) The ability to have two responsibilities; they learn for themselves and help group member to learn,
(2) The ability to use adequate method for interpersonal communication and discussion,
(3) The ability to create some business ideas and to have leadership skills.

1.5 Numerical Analysis, Communication and Information Technology Skills
(1) The ability to use basic ICT skills and apply them to daily life, (2) The ability to use statistics data to solve business problems,
(3) The ability to use business statistic methods in market analysis.

2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)

According to TQF (Thailand Quality Framework: HEd.) for Core Course, undergraduate students should have capabilities to discuss and analyze the term of human resource management, and the roles of human resource specialists and human resource management function, as well as brainstorm in a teamwork in order to become aware of the rights and obligations of both parties to the employment relationship.

At the end of this course, the student will be able to:

(1) segregate human resource management (HRM) and strategic human resource management (SHRM);

(2) outline human resource information system;

(3) analyze workforces and resources needed for organization;

(4) critique performance management;

(5) associate compensation and benefit;

(6) assess strategic training and development;

(7) construct industrial relation;

(8) integrate organization behavior and benchmarking

Section 3 Characteristics and Operation

1. Course Outline

Strategic human resource, human resource information systems, resourcing and assessment, performance management, remuneration management, productivity and benchmarking, industrial relations, strategic training and development, organizational behavior, and welfare management (uniform, insurances, medical treatment, financial aid for employees).

2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/ Internship (hours)	Self-Study (hours)
48 hours	-	96 hours	3+ (if any)

3. Time Length per Week for Individual Academic Consulting and Guidance

(The lecturer responsible for course identifies the information, for example, 1 hour / week)

➢ Ms. Kanittha Charernnit

3.1 Self consulting at the lecturer's office: Room No.: Room 304
    Building: International College (Nakhonpathom Education Center/SSRU)
3.2 Consulting via office telephone/mobile phone:
3.3 Consulting via E-Mail: Kanittha.ch@ssru.ac.th
3.4 Consulting via Social Media (Facebook/Twitter/Line) -
3.5 Consulting via Computer Network (Internet/Web board)
    Teacher Website: http://www.elic.ssru.ac.th/kanittha_ch/

Section 4 Developing Student's Learning Outcomes

1. **Development of Students' Special Characteristics**

Special Characteristics	Strategies or Students Activities
Global business personality	Coaching and special training to make students' understanding and practicing skill of being polite and to adapt a helpful business manner.
Leadership	Students will have opportunity to form a team for many special projects and take turn to be the leader of the team.
Self-study	Students will practice doing self-study, researching and bring information to share in class.

2. **Development of Learning Outcomes in Domains of Learning**

    2.1 **Morals and Ethics**

       2.1.1 **Morals and Ethics to be developed**
           ⬛ (1) The ability to deliver or to complete a required task at or the appointed time,
           ○ (2) The ability to do the right thing according to morals and traditional values, beliefs and principles they claim to hold,
           ○ (3) The ability to make business decisions according to moral concepts and judgments.

       2.1.2 **Teaching Strategies**
           (1) The team of students remind other team members to be on time,
           (2) Provide an example of integrity in classroom such as no plagiarism,
           (3) Provide a case study that explains business ethics.

       2.1.3 **Evaluation Strategies**
           (1) Check student attendance every class,
           (2) Evaluate from number of students who cheat during the examinations,
           (3) Evaluate students' responsibility on their participation in group project.

    2.2 **Knowledge**

       2.2.1 **Knowledge to be acquired**
           ○ (1) The ability to understand the business theories and solve case study,
           ⬛ (2) The ability to analyze and solve real practical problems and issues,
           ○ (3) The ability to apply business knowledge integrated with other disciplines.

       2.2.2 **Teaching Strategies**
           (1) Use Problem-based learning,
           (2) Use cooperative learning techniques,
           (3) Invite guest speakers who are expert in real business and business regulation.

2.2.3 Evaluation Strategies
(1) Pop-quiz, midterm, and final exam,
(2) A group project,
(3) Class Presentations.

2.3 Cognitive Skills

2.3.1 Cognitive Skills to be developed
○ (1) The ability to gather and summarize information, and conduct research,

 (2) Self-studying and sharing information with others,

○ (3) The ability to find original solution and their own method.

2.3.2 Teaching Strategies
(1) Group and individual research and presentations,
(2) Participate in real intergroup and interpersonal competitions,
(3). Problem-based learning.

2.3.3 Evaluation Strategies
(1) Evaluate individual and group research and studies,
(2) Evaluate in class activities and personal involvement,
(3) Class presentations and discussion.

2.4 Interpersonal Skills and Responsibility

2.4.1 Interpersonal Skills and Responsibility to be developed
○ (1) The ability to have two responsibilities; they learn for themselves and help group member to learn,

 (2) The ability to use adequate method for interpersonal communication and discussion,

○ (3) The ability to create some business ideas and to have leadership skills.
2.4.2 Teaching Strategies
(1) Implement student center learning method and problem-based learning,
(2) Encourage students to work together in small groups,
(3) Implement business manner practices and social skills.
2.4.3 Evaluation Strategies
(1) Assess students' participation in teamwork,
(2) Observe students business manner and social skills,
(3) Evaluate students' business creativities and innovativeness by keynote speaker involvement or students contest organization.

2.5 Numerical Analysis, Communication and Information Technology Skills

2.5.1 Numerical Analysis, Communication and Information Technology Skills to be developed

        (1) The ability to use basic ICT skills and apply them to daily life,

       ○ (2) The ability to use statistics data to solve business problems,

       ○ (3) The ability to use business statistic methods in market analysis.

2.5.2 Teaching Strategies

    (1) Use case studies that allow students to implement their knowledge of statistics to solve business problems,

    (2) Encourage students to use statistics and ICT in research and projects conduction,

    (3) Encourage students to actively use ICT and social media in daily life.

2.5.3 Evaluation Strategies

    (1) Evaluate the correct application of statistics to solve problems,

    (2) Evaluate effectiveness of ICT usage in research and presentations,

    (3) Evaluate their ability to use software and application in their work and studies.

Remark: Symbol ● means 'major responsibility'
Symbol ○ means 'minor responsibility'
No symbol means 'no responsibility'
The above symbols were shown in 'Curriculum Mapping' of TQF 2. (Program Specification)

Section 5 Lesson Plan and Assessment

1. Lesson Plan

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
1	**Introduction to human resource management** • The History of Human Resource Management • The Definition of Human Resource Management (HRM) • Human Resource Duties and Practices	3 hours Online	- PowerPoint presentation (Google Meet) - Class discussion (Google classroom)	Kanittha / Kannapat / Kongsak
2	**Introduction to human resource management** • Strategic Human Resource Management (SHRM) • SHRM Concept from Research to Practice	3 hours Online	- PowerPoint presentation (Google Meet) - kahoot	Kanittha / Kannapat / Kongsak
3	**Resourcing and Competency Concept** • Resourcing • Human Resource and Organization Performance • Concept of Competency • Human Resource for Customer Contact	3 hours Online	- PowerPoint presentation (Google Meet) - kahoot	Kanittha / Kannapat / Kongsak
4	**Human Resource Information System and The Analysis Design of Work** • Human Resource Information System (HRIS) • The Analysis and Design of Work	3 hours	- Direct instruction - Student center: cooperative learning - PowerPoint	Kanittha / Kannapat / Kongsak
5	**Human Resource Information System and The Analysis Design of Work** • Recruitment and Selection • Socialization and Orientation	3 hours	- Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak

6	**The Performance Management** • Performance Management • The Criteria for Performance • Performance Appraisal Methods	3 hours	- Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak
7	**The Performance Management** • Productivity and High-Performance Work System (HPWS)	3 hours	- Midterm exam revision - Direct instruction - PowerPoint	Kanittha / Kannapat / Kongsak
8	**Midterm Examination**	3 hours	- Paper test	Kanittha / Kannapat / Kongsak
9	**Training and Development** • Training and Development • Learning Organization	3 hours	- Direct instruction - Student center: cooperative learning - PowerPoint	Kanittha / Kannapat / Kongsak
10	**Training and Development** • Knowledge Management	3 hours Online	- PowerPoint (Google Meet) - Problem-based learning: Case study (Google	Kanittha / Kannapat / Kongsak
11	**The Industrial Relation and Occupational Health** • Industrial Relations • Thailand's Labor Law • Occupational Safety, Health and Environment • Diversity Workforces	3 hours	- Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak
12	**Compensation and Benefit** • Compensation and Benefit • Pay System	3 hours	- Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak

13	**Compensation and Benefit** - Special Group Compensation and Benchmarking - Compensation in Hospitality Industry	3 hours	- Direct instruction - Student center: cooperative learning - PowerPoint	Kanittha / Kannapat / Kongsak
14	**Organization Behavior and Human Resource in Service Sector** - Organization Behavior in the 21st Century - Managing Human Resource in Service Sector	3 hours	- Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak
15	**Organization Behavior and Human Resource in Service Sector** - Human Resources in Research - Future of Human Resource Management	3 hours	- Final exam revision - Direct instruction - Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak
16	**Group Presentation**	3 hours	- Group discussion - PowerPoint	Kanittha / Kannapat / Kongsak
17	**Final Examination**	3 hours	- Paper test	Kanittha / Kannapat / Kongsak

2. Learning Assessment Plan

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1	**Ethic and Morals** (1) The ability to deliver or to complete a required task at or the appointed time, (2) The ability to do the right thing according to morals and traditional values, beliefs and principles they claim to hold, (3) The ability to make business decisions according to moral concepts and judgments.	Attendance And Participation	Throughout semester	10 %
2	**Knowledge** (1) The ability to understand business theories and solve case studies, (2) The ability to analyze and solve real practical problems and issues, (3) The ability to apply business knowledge integrated with other disciplines.	Paper test	Week 8 and 16	20% and 30%
3	**Cognitive Skills** (1) The ability to gather and summarize information, and conduct research, (2) Self-studying and sharing information with others, (3) The ability to find original solution and their own methd.	Case study and group discussion	Throughout semester	10 %

4	**Interpersonal Skills and Responsibilities** (1) The ability to have two responsibilities; they learn for themselves and help group member to learn, (2) The ability to use adequate method for interpersonal communication and discussion, (3) The ability to create some business ideas and to have leadership skills.	Group presentation and group discussion	Throughout semester	10%
5	**Numerical Analysis, Communication and Information Technology Skills** (1) The ability to use basic ICT skills and apply them to daily life, (2) The ability to use statistics data to solve business problems, (3) The ability to use business statistic methods in market analysis.	Group report and group presentation	Week 15	20 %

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

Boxall, P., Purcell, J. (2011). Strategy and Human Resource Management. UK: Palgrave.

Dawson P. (2003). Understanding Organizational Change: The Contemporary Experience of People at Work. SAGE: London.

Nisada, W. (2017). Strategic Human Capital Management. Bangkok: The Graphico System.

Noe et al. (2012). Human Resource Management. Singapore: McGraw-Hill.
Salaman, G., Storey, J., Billsberry, J. (2005). Strategic Human Resource Management:

Theory and Practice. New Delhi: SAGE.
Ulrich et al. (2012). HR from the Outside in. Singapore: McGraw-Hill.

2. Important Documents for Extra Study

Armstrong, M. (2015). Armstrong's Handbook of Strategic Human Resource Management (5th ed.). London: CPI Group.

Bahuguna, P. C., Kumari, P., & Srivastava, S. K. (2009). Changing Face of Human Resource Management: A Strategic Partner in Business. Management and Labour Studies, 34(4), 563-581. doi:10.1177/0258042x0903400407.

3. Suggestion Information (Printing Materials/Website/CD/Others)

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Section 7 Course Evaluation and Revising

1. Strategies for Course Evaluation by Students

   1.1 Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum. The topics include:

   (1) Content objectives

   (2) The instructional materials

   (3) Learning methods and assessment

   (4) Advisory method

   1.2 Observing students' behavior in classroom.

   1.3 Using students' suggestion during classroom.

2. Strategies for Course Evaluation by Lecturer

2.1 Lecturer observes the class and discusses the results as follow:

(1) The lecturer is well prepared for class sessions.

(2) The lecturer answers questions carefully and completely.

(3) The lecturer uses examples to make the materials easy to understand.

(4) The lecturer stimulated interest in the course.

(5) The lecturer made the course material interesting.

(6) The lecturer is knowledgeable about the topics presented in this course.

(7) The lecturer treats students respectfully.

(8) The lecturer is fair in dealing with students.

(9) The lecturer makes students feel comfortable about asking question.
(10)   Course assignments are interesting and stimulating.

(11) The lecturer's use of technology enhanced learning in the classroom.
2.2 The Dean or head of program construct assessment items to evaluate four dimensions

of lecturer's competencies: teaching skills, organization and presentation of materials,

management of the learning environment, and teaching attitudes.

3. Teaching Revision

Lecturer revises teaching / learning process based on the results from the
students' survey question, observation, suggestion, and classroom research.

4. Feedback for Achievement Standards

The evaluation is conducted by the Administrator Committee in order to
assessment process and grading.

5. Methodology and Planning for Course Review and Improvement

5.1 Revise and develop course structure and learning process every year.

5.2 Seek advisory from expertise in order to enhance content and make it up-to-date

with the changing environment.

Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level

Courses	1. Morals and Ethics			2. Knowledge			3. Cognitive Skills			4. Interpersonal Skills and Responsibility			5. Numerical Analysis, Communication and Information Technology Skills		
Course Category:	■ **Major Responsibility**									○ **Minor Responsibility**					
Business Major Course	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Course Code: IBP2425 **Course Title:** Human Resource Management	■	○	○	■	○	○	○	■	○	○	■	○	■	○	○