

## Syllabus

### Subject

<b>Subject / Group</b>	20505 - Organisational Design and Human Resources / 20
<b>Degree</b>	Double Degree in Economics and Tourism (2015) - Third year Degree in Tourism - Second year
<b>Credits</b>	6
<b>Period</b>	1st semester
<b>Language of instruction</b>	English

### Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Tomás Lejarraga - <i>Responsible</i> <a href="mailto:tomas.lejarraga@uib.eu">tomas.lejarraga@uib.eu</a>	12:30	13:30	Thursday	12/09/2019	20/12/2019	Mediante cita por Aula Digital (Arxiduc, despacho 9)

### Context

This course is about learning how people behave in organizations. We will begin by studying the individual, her attitudes, motivation, and decisions. We will then study how individuals behave as part of a group, how they communicate, negotiate, and lead. Finally, we will examine how the organizational structure affects their behavior, for example, their willingness to exert effort or to be creative. Leaders that understand what influences people's behavior will manage their organizations more successfully and develop their own professional career more effectively.

The language of instruction for this course will be English. Students taking this course will learn specific economic/tourism-related vocabulary and develop both their productive and receptive skills in English, and therefore acquire further knowledge of the English language.

### Requirements

### Skills

#### Specific

- \* CE-6. Acquiring a critical understanding of the importance of financial processes, business relations, market policies and the evolution of world economies that have a broad influence on tourism flows.

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- \* CE-7. Learning to gather, process, analyse and interpret information and to tackle tourism issues through the application of specific skills used by workers employed in different branches of tourism, including the appropriate use of information and communication technologies (ITC).
- \* CE-12. Applying knowledge, methods and techniques in the workplace that have been acquired during his/her undergraduate training and developing them with a high degree of responsibility, ethical commitment and capacity for integration in multidisciplinary teams.

### Generic

- \* CG-3: Having the capacity to gather and interpret relevant quantitative, qualitative and spatial data, so as to make judgements that entail critical reflection on relevant tourism-related subjects of a spatial, social, economic, legal, scientific and ethical nature.
- \* CG-4: Being able to get across information, ideas, problems and solutions in any of the tourism-related subject areas to both a specialist and non-specialist public.
- \* CG-5: Having developed the necessary learning skills to undertake professional tasks and postgraduate tourism studies with a high degree of independence.

### Basic

- \* You may consult the basic competencies students will have to achieve by the end of the degree at the following address: <http://www.uib.eu/study/grau/Basic-Competences-In-Bachelors-Degree-Studies/>

## Content

### Range of topics

1. The individual
  - \* Attitudes and job satisfaction
  - \* Personality and values
  - \* Perception and individual decision making
  - \* Motivation
2. The group
  - \* Foundations of group behavior
  - \* Understanding work teams
  - \* Leadership
  - \* Power and politics
  - \* Conflict and negotiation
3. The organization
  - \* Foundations of organization structure
  - \* Organizational culture
  - \* Human resource policies and practices
  - \* Organizational change and stress management

## Teaching methodology

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### Workload

Below is the expected workload by activity in hours. One ECTS credit is equivalent to 25 hours of workload.

### In-class work activities (1.8 credits, 45 hours)

Modality	Name	Typ. Grp.	Description	Hours
Theory classes	Theory classes	Large group (G)	The professor will explain theories and theoretical concepts.	20.5
Practical classes	Practical classes	Medium group (M)	The professor will present problems, case studies, or other exercises that will allow students to apply the theoretical concepts to concrete situations. Students will work individually or in groups, and then the professor will guide a discussion combining theory and practice.	20
Assessment	First exam	Large group (G)	The first exam will evaluate the competences and knowledge acquired in relation to the first theme of the course.	1.5
Assessment	Second exam	Large group (G)	The second exam will evaluate the competences and knowledge acquired in relation to the second theme of the course.	1.5
Assessment	Third exam	Large group (G)	The third exam will evaluate the competences and knowledge acquired in relation to the third theme of the course.	1.5

At the beginning of the semester a schedule of the subject will be made available to students through the UIBdigital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to whether the subject work plan will be carried out through the schedule or through another way included in the Aula Digital platform.

### Distance education tasks (4.2 credits, 105 hours)

Modality	Name	Description	Hours
Individual self-study	Reading	To make the most of the lectures and practical classes, students are expected to read the corresponding book chapters before class.	105

### Specific risks and protective measures

The learning activities of this course do not entail specific health or safety risks for the students and therefore no special protective measures are needed.

### Student learning assessment

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There will be three retrievable exams. Each exam will be graded in the 0 to 10 range. The final grade will be the average of the grades obtained in the three exams according to the weights in the table below. To earn credits, students must obtain a final grade higher than or equal to 5.

Only students whose final grade is lower than 5 can take the recovery exams.

The following are the justified reasons to miss an exam: 1) accident; 2) hospitalization; 3) birth or adoption of a child; 4) death of a family member up to second degree of consanguinity or first degree of affinity--in both cases, the situation must coincide with the date of the activity, thus making impossible its realization; 5) circumstances derived from UIB activities: official mobility programs, participation in high-performance sports activities, involvement in cultural activities on behalf of UIB. In any of these events, the professor will arrange a convenient exam date.

### Frau en elements d'avaluació

In accordance with article 33 of Regulation of academic studies, "regardless of the disciplinary procedure that may be followed against the offending student, the demonstrably fraudulent performance of any of the evaluation elements included in the teaching guides of the subjects will lead, at the discretion of the teacher, a undervaluation in the qualification that may involve the qualification of "suspense 0" in the annual evaluation of the subject".

#### First exam

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Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	The first exam will evaluate the competences and knowledge acquired in relation to the first theme of the course.
Assessment criteria	Exam consisting of questions requiring multiple-choice and written answers.

Final grade percentage: 33%

#### Second exam

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Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	The second exam will evaluate the competences and knowledge acquired in relation to the second theme of the course.
Assessment criteria	Exam consisting of questions requiring multiple-choice and written answers.

Final grade percentage: 33%



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### Third exam

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Modality	Assessment
Technique	Objective tests ( <b>retrievable</b> )
Description	The third exam will evaluate the competences and knowledge acquired in relation to the third theme of the course.
Assessment criteria	Exam consisting of questions requiring multiple-choice and written answers.

Final grade percentage: 34%

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### Resources, bibliography and additional documentation

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#### Basic bibliography

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Robbins, S. P., & Judge, T. (2017). Organizational Behavior. 17th Ed. Pearson.

