

STUDY MODULE DESCRIPTION FORM		
Name of the module/subject Human Resource Management in Service Industry		Code 1011102231011105182
Field of study Engineering Management - Full-time studies -	Profile of study (general academic, practical) (brak)	Year /Semester 2 / 3
Elective path/specialty Production and Operations Management	Subject offered in: Polish	Course (compulsory, elective) elective
Cycle of study: Second-cycle studies	Form of study (full-time, part-time) full-time	
No. of hours Lecture: - Classes: - Laboratory: 15 Project/seminars: -		No. of credits 3
Status of the course in the study program (Basic, major, other) (brak)		(university-wide, from another field) (brak)
Education areas and fields of science and art		ECTS distribution (number and %)
Responsible for subject / lecturer: dr Agnieszka Krugielka email: agnieszka.krugielka@put.poznan.pl tel. 61 665 34 01 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań		
Prerequisites in terms of knowledge, skills and social competencies:		
1	Knowledge	The Student has basic knowledge in Human Resource Management.
2	Skills	The Student is able to use of acquired knowledge in various fields and forms, extended by critical analysis of effectiveness and usefulness of applied knowledge.
3	Social competencies	The Student can independently and critically supplement knowledge and skills, extended by an interdisciplinary dimension.
Assumptions and objectives of the course: Understanding basic notions, regularities, determinants and problems of human resource management in a service company, the ability to shape the human resources policy and solve problems of human resources management in the service activity.		
Study outcomes and reference to the educational results for a field of study		
Knowledge:		
1. Student has broad knowledge of the role of man in shaping organizational culture and ethics in management.] - [K2A_W06]		
2. Student knows the general principles of creating and developing forms of individual entrepreneurship. - [K2A_W12]		
3. Students knows the general principles of creating and developing forms of individual entrepreneurship, using knowledge of technology, economics and management. - [K2A_W13]		
Skills:		
1. . Student can use theoretical knowledge to describe and analyze the causes and processes of social processes and phenomena, and he can formulate his own opinions and select critically the data and methods of analysis. - [K2A_U02]		
2. .Student can analyze the causes and the course of social processes and phenomena, formulate their own opinions. - [K2A_U03]		
3. Student efficiently use normative, normative, and legal systems (legal, professional, ethical) or can use them to solve specific problems, have broad skills in relation to a selected category of social ties, or a selected type of norm. - [K2A_U05]		
4. Student has the ability to use acquired knowledge in various fields and forms, extended by critical analysis of the effectiveness and usefulness of applied knowledge. - [K2A_U06]		
5. Student has the ability to independently propose solutions to a specific management problem and to carry out a resolution procedure, in this regard. - [K2A_U07]		
Social competencies:		

1. Student is aware of responsibility for his own work and willingness to follow the rules of team work and responsibility for jointly accomplished tasks . - [K2A_K02]
2. Student can perceive causal relationships in the achievement of goals and rank the significance of alternative or competitive tasks . - [K2A_K03]
3. Student is aware of the interdisciplinarity of knowledge and skills needed to solve complex organizational problems and the need to create interdisciplinary teams. - [K2A_K06]
4. Student can plan and manage business ventures. - [K2A_K07]

Assessment methods of study outcomes

Formative assessment: analysis of activity during classes.

Summary score: performance results.

Course description

Subject, conditionality, significance and evolution of human resources management in the context of the organization's life cycle. The specificity of the service enterprise in terms of personnel. Human capital and intellectual capital in service activities. The structure and content of the core elements of the human resources process (human resources planning, requirements setting, staff recruitment, employment, staff development and development, human resources management, evaluation, remuneration, staff retirement). Personnel audit. Personnel Information Systems - Building a community of engagement-based employees. Diagnosis of the cultural context of service activities. Practical aspects of evaluation 360.

Methods - discussion, presentation

Basic bibliography:

1. Rudawska I., Usługi w gospodarce rynkowej, PWE, Warszawa 2009.
2. Wyrwicka M. Zarządzanie zasobami ludzkimi w przedsiębiorstwie usługowym, Wydawnictwo Politechniki Poznańskiej, Poznań 2011
3. . Wyrwicka M. Grzelczak A., Krugielka A. Polityka kadrowa przedsiębiorstwa ,Wydawnictwo Politechniki Poznańskiej, Poznań 2010
4. Gobillot E. Przywództwo przez integrację. Oficyna Wolters Kluwer Business, Kraków 2008

Additional bibliography:

1. Baruk A.I., Marketing personalny jako instrument kreowania wizerunku firmy, Warszawa 2006
2. Trompenaars F., Hampden-Turner Ch., Zarządzanie personelem w organizacjach zróżnicowanych kulturowo. Oficyna Ekonomiczna, Kraków 2005.
3. Lencioni,P, Pięć dysfunkcji pracy zespołowej, Wydawnictwo MT. Biznes Sp. zo.o, Warszawa 2011

Result of average student's workload

Activity	Time (working hours)
1. Own studies	35
2. Laboratories	15
3. Consultations	25

Student's workload		
Source of workload	hours	ECTS
Total workload	75	3
Contact hours	40	2
Practical activities	15	1