

Study program: Service Business Management			
Subject name: Human Resources Management in Services			
Lecturer: Jelena Lukić, Ph.D. (jelena.lukic@mbs.edu.rs)			
Subject status: Obligatory			
ECTS: 7			
Prerequisites: -			
Subject objectives The goal is to introduce students with theoretical and practical questions of human resources management in operational and strategic sense. The focus of the subject is the development of the skills in the areas such as attraction/selection and the performance feedback. The subject treats modern problems in service industries to include the topics connected with human resources in them.			
Subject outcomes By learning the subject, students will be enabled to critically analyze the impact of manager philosophy and the style on the employees in service industries, to apply and develop the skills of the employees selection and to manage performance to use familiar and proven practical problem solutions of human resource management, as well as the importance of the integrated approach to strategy and practice of human management through developed approaches.			
Subject description <i>Assignments:</i> The nature of a service, service industry and the employees in services; Service culture and manager style: the treatment of the employees as consumers; The challenges in recruitment and selection of service talent; Modern teams in services; Service success and failure management; Emotions and dedication to services; Internal relations management; Human management as a service (the role of a specialist for human resources); Providing the clerks with entitlements on the first line of service; Humans and business manager practice; Syndicates and service work. <i>Practical:</i> The exercises are followed by units presented in lectures, with a special focus on the development of manager skills necessary for the organization of training programs in the organization.			
Material Bogićević Milikić, B. (2014), <i>Menadžment ljudskih resursa</i> , Centar za izdavačku delatnost, Ekonomski fakultet, Beograd. Torrington, D. L., Hall, (2004), <i>Menadžment ljudskih resursa</i> , peto izdanje, Datastatus, Beograd Janićijević, N. (2007), <i>Upravljanje organizacionim promenama</i> , Centar za izdavačku delatnost, Ekonomski fakultet u Beogradu. Jakšić, M., (2011), <i>Menadžment performansi ljudskih resursa</i> , Čigoja štampa, Beograd.			
Total number		Courses: 2x15=30	Practice: 2x15=30
Teaching methods Lectures, research work, case studies, mentor's individual and group work, presentations.			
Grade (maximum number of points 100)			
Pre-exam assignments	points	Final exam	points
course activity	10	written exam	-
practice	15	oral exam	30
test	20	
essay	25		