CONTENTS

CHAPTER - I  INTRODUCTION  PAGE No.

(i) Meaning and concept of Human Resource Management (HRM)  1 - 46
(ii) Growth of HRM
(iii) Objectives and Significance of HRM
(iv) Functions of HRM
(v) Importance of Tourism in National Economy
(vi) Need of HRM in Tourism Sector
(vii) Approach to the Present Study
(viii) Limitation of Present Study

CHAPTER - II  STAFFING OF TOURISM SECTOR  47 - 85

(i) Human Resource Planning
   (a) Need of HR Planning
   (b) Process of HR Planning
   (c) Responsibility of HR Planning
(ii) Analysis and Identifying jobs
(iii) Recruitment Process
   (a) Sources of Manpower
   (b) Methods of Recruitment
   (c) Recruitment Practices
   (d) Recruitment Policy
(iv) Selection and Placement of Human Resources
   (a) Nature of Selection
(b) Tests
(c) Interviews
(d) background Investigation

CHAPTER - III  TRAINING & DEVELOPMENT OF HUMAN RESOURCES

TRAINING

(i) Training Needs Assessment
(ii) Importance of Training
(iii) Objectives of Training
(iv) Responsibility of Training
(v) Principles of Training Programme
(vi) Training Policy
(vii) Training Approaches (Methods)
(viii) Implementation of Learning Principles
(ix) Critical Review of Training System

DEVELOPING HUMAN RESOURCES

(i) Need for Human Resource Development (HRD)
(ii) Planning for Development
(iii) Management Development
(iv) Individual Career Planning and Development
(v) Human Resource Development in Tourism

PERFORMANCE APPRAISAL

(i) Identifying and Measuring Employees Performance
(ii) Uses of Performance Appraisal
(iii) Methods of Appraising Performance
(iv) Appraisal Feedback
(v) Appraisal System in Tourism Sector

CHAPTER - IV COMPENSATION AND BENEFITS 133 - 158

(i) Nature of Compensation
(ii) Types of Compensation
(iii) Compensation Policies
(iv) Development of Wage Payment System
(v) Wage Incentives
(vi) Critical Review
(vii) Employee Benefits
   (a) Security Benefits
   (b) Retirement Benefits
   (c) Health Benefits
   (d) Holiday Benefits
   (e) Other Benefits

CHAPTER - V EMPLOYEE MANAGEMENT RELATIONS 159 - 200

(i) Employee Management Disputes
(ii) Trade Unionism (in Tourism Sector)
(iii) Grievance Management
(iv) Employee Rights and Responsibilities
(vi) Discipline among Employees
(vii) Career Development

CHAPTER - VI PRESENT POSITION OF HRM IN TOURISM SECTOR

(i) Historical Aspect 201 - 257
(ii) Government Policy
(iii) Current Position of HRM
(iv) HRM During Plan Period
(v) Critical Review

CHAPTER - VII PROBLEMS OF HUMAN RESOURCE MANAGEMENT

(i) Problem of HRM 258 - 277
(ii) Infrastructure Problem
(iii) Problem related with Obsolete HRD Practices
(iv) Shortage of Skilled and Trained Hands
(v) Financial Problem
(vi) Problem related with Government Policies
(vii) Recruitment and Training Problems
(viii) Miscellaneous Problems

CHAPTER - VIII FINDINGS AND SUGGESTIONS 278 - 304

BIBLIOGRAPHY i - vi

APPENDIX I - XXXIV