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| COURSE DESCRIPTION |
| **Course instructor**  | Raquel Camprubí, Ph.D., Associate Professor, University of Girona |
| Name of the course | **Tourism Science and Research** |
| Study programme  | **Master in Sustainable Outdoor Hospitality Resort Management** |
| Status of the course | Compulsory |
| Year of study | Year 2, Semester 3 |
| ECTS credits and manner of instruction | ECTS credits | 3 |
| Number of class hours (L+E+S) | 30 (15+0+15) |
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| *1. Course objectives* |
| The aim of this is course is to provide an overview of research on tourism, focusing on various disciplines related to tourism paying special attention to the main authors' contributions to the study of tourism. Additionally, conceptual and methodological tools are provided in order to develop research projects in tourism. It is also proposed a first approach to the master thesis. |
| *2. Course enrolment requirements* |
| None. |
| *3. Expected learning outcomes* |
| * a comprehensive integration of theories in complex practical situations.
* integrate and synthesize evidence from a range of sources to support findings, proposed solutions and suggested interventions
* conduct research into tourism issues, either individually or as part of a team;
* prepare and present academic and professional reports.
* demonstrate self-direction and originality in assessing and solving problems by formulating, implementing and reviewing personal research agendas.
* desply a range of interpersonal skills including effective listening, negotiating, persuasions and presentation by demonstrating openness and sensitivity to diversity in terms of other people cultures and environments.
 |
| *4. Course content*  |
| The aim of this is course is to provide an overview of research on tourism, focusing on various disciplines related to tourism paying special attention to the main authors' contributions to the study of tourism. Additionally, conceptual and methodological tools are provided in order to develop research projects in tourism. It is also proposed a first approach to the master thesis. |
| 1. Perspectives of research in tourism2. Research and the study of tourism: Research methods |
| *5. Manner of instruction*  | **[x]**  lectures**[x]**  seminars and workshops **[ ]**  exercises **[ ]**  distance learning**[ ]**  fieldwork | **[ ]**  individual assignments**[ ]**  multimedia and network **[ ]**  laboratories**[x]**  mentorship**[x]**  other Case study |
| *6. Comments* | **-** |
| *7. Student responsibilities*  |
| Independent work and group work, attend classes |
| *8. Monitoring of student work[[1]](#footnote-1)* |
| Class attendance | *1* | Class participation |  | Seminar paper | *0,9* | Experimental work |  |
| Written exam | *0,5* | Oral exam |  | Essay |  | Research |  |
| Project |  | Continuous assessment | *0,6* | Report |  | Practical work |  |
| Portfolio |  | Case study |  |  |  |  |  |
| *9. Assessment of learning outcomes in class and at the final exam (procedure and examples)* |
| Individual critical reflexion (30%) / Research proposal (70%)  |
| *10. Mandatory literature (at the time of submission of study programme proposal)*  |
| * Hoerner, Jean-Michel (2004 ). *La Science du tourisme : précis franco-anglais de tourismologie = The science of tourism : an Anglo-French precis on tourismology*. Paris: Balzac.
* Schlüter, Regina G. *Investigación en turismo y hotelería*. Buenos Aires,|cCIET,|c2000:
* Phillimore, Jenny Goodson, Lisa (2004 ). *Qualitative research in tourism : ontologies, epistemologies and methodologies*. London [etc.]: Routledge.
* Hoerner, Jean-Michel (2002 ). *Traité de tourismologie : pour une nouvelle science touristique*. Perpignan: Presses universitaires de Perpignan.
* *Annals of tourism research : a social sciences journal*(1973- ). Menomonie: Pergamon.
* Jafari, J. (2005). El turismo como disciplina científica. *Política y sociedad*, 42(1), 39-56.
* Anton Clavé, S. (2009). “El consum d’experiències i d’emocions. Perspectives per a la innovació en turis. *Paradigmes*, 3(), 93-100
* Bonet, Ll. (2003). "Turismo cultural: una reflexión desde la ciencia económica". *Análisis Sectoriales: Estudio comparativo sobre “Turismo y Cultura”*,
* Bonet, Ll. (2005). “Mercat cultural i indústria turística. Paradoxes i reptes del turisme cultural”. *DCidob. Turisme i sostenibilitat cultural*, 93(), 14-17
* Frey, B. (2005). “Política econòmica del turisme cultural: alguns aspectes”. *Nexus “Noves polítiques per al turisme cultural: reptes, ruptures, respostes”*, (35), 142-147
* Popper, Karl R.|q(Karl Raimund) (1985 ). *La Lògica de la investigació científica*. Barcelona: Laia.
* Mancinelli, F. (2008). La etnógrafia-guía. Técnicas y metodología de investigació. *(Con)textos. Revista d'antropologia i investigació social*, 2(), 103-110.
* Osorio, M. (2005). Hacia la construcción del objeto de estudio en turismo. *Pasos. Revista de Turismo Cultural y Patrimonio*, 3(1), 41-61.
* Barretto, M. (2000). Em pro de las ciencas sociales aplicadas al turismo. Dins Serrano, C. et al. (Ed.), *Olhares contemporaneos sobre o turismo* (, p. 17-36). Papirus.
 |
| *11. Optional/additional literature (at the time of submission of the study programme proposal)* |
| * Barretto, M. (2000). Em pro de las ciencas sociales aplicadas al turismo. Dins Serrano, C. et al. (Ed.), *Olhares contemporaneos sobre o turismo* (, p. 17-36). Papirus.
 |
| *12. Number of assigned reading copies in relation to the number of students currently attending the course*  |
| *Title* | *Number of copies* | *Number of students* |
| * Hoerner, Jean-Michel (2004 ). *La Science du tourisme : précis franco-anglais de tourismologie = The science of tourism : an Anglo-French precis on tourismology*. Paris: Balzac.
 | *Available online* | *30* |
| * Schlüter, Regina G. *Investigación en turismo y hotelería*. Buenos Aires,|cCIET,|c2000:
 | *Available online* | *30* |
| * Phillimore, Jenny Goodson, Lisa (2004 ). *Qualitative research in tourism : ontologies, epistemologies and methodologies*. London [etc.]: Routledge.
 | *Available online* | *30* |
| * Hoerner, Jean-Michel (2002 ). *Traité de tourismologie : pour une nouvelle science touristique*. Perpignan: Presses universitaires de Perpignan.
 | *Available online* | *30* |
| * *Annals of tourism research : a social sciences journal*(1973- ). Menomonie: Pergamon.
 | *Available online* | *30* |
| * Jafari, J. (2005). El turismo como disciplina científica. *Política y sociedad*, 42(1), 39-56.
 | *Available online* | *30* |
| * Anton Clavé, S. (2009). “El consum d’experiències i d’emocions. Perspectives per a la innovació en turis. *Paradigmes*, 3(), 93-100
 | *Available online* | *30* |
| * Bonet, Ll. (2003). "Turismo cultural: una reflexión desde la ciencia económica". *Análisis Sectoriales: Estudio comparativo sobre “Turismo y Cultura”*,
 | *Available online* | *30* |
| * Bonet, Ll. (2005). “Mercat cultural i indústria turística. Paradoxes i reptes del turisme cultural”. *DCidob. Turisme i sostenibilitat cultural*, 93(), 14-17
 | *Available online* | *30* |
| * Frey, B. (2005). “Política econòmica del turisme cultural: alguns aspectes”. *Nexus “Noves polítiques per al turisme cultural: reptes, ruptures, respostes”*, (35), 142-147
 | *Available online* | *30* |
| * Popper, Karl R.|q(Karl Raimund) (1985 ). *La Lògica de la investigació científica*. Barcelona: Laia.
 | *Available online* | *30* |
| * Mancinelli, F. (2008). La etnógrafia-guía. Técnicas y metodología de investigació. *(Con)textos. Revista d'antropologia i investigació social*, 2(), 103-110.
 | *Available online* | *30* |
| * Osorio, M. (2005). Hacia la construcción del objeto de estudio en turismo. *Pasos. Revista de Turismo Cultural y Patrimonio*, 3(1), 41-61.
 | *Available online* | *30* |
| *13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences* |
| The quality of the programme and the performance of the teaching process will be evaluated in accordance with the general act of University of Girona and quality assessment procedure of Master of Sustainable Outdoor Hospitality Management. |
| COURSE DESCRIPTION |
| **Course instructor**  | Dani Blasco, Ph.D., Associate Professor, University of Girona |
| Name of the course | **Management Skills** |
| Study programme  | **Master in Sustainable Outdoor Hospitality Management** |
| Status of the course | Compulsory |
| Year of study | Year 2, Semester 3 |
| ECTS credits and manner of instruction | ECTS credits | 3 |
| Number of class hours (L+E+S) | 30 (15+0+15) |
|  |
| *1. Course objectives* |
| The objective of the subject is to provide students with the knowledge and the tools to undertake direction and management actions, in the framework of human resources. It starts with the idea of a company/destination as an organisation, and then the basic elements of the human resources management are analysed. Afterwards, the relationship between the company and people is analysed. The management skills can be classified into two groups or categories: the individual dimension of the management skills; and the collective dimension of the management skills. |
| *2. Course enrolment requirements* |
| None. |
| *3. Expected learning outcomes* |
| * Knowledge and understanding of stakeholders, organisations, and how their business functions and processes are managed.
* successfully explore international and intercultural contexts of a destination and its actors, and apply this knowledge into strategies for tourism management.
* respond to strategic issues by making decisions in complex and unpredictable situations.
* conduct research into tourism issues, either individually or as part of a team;
* use appropriate skills to communicate effectively in academic and professional situations;
* demonstrate self-direction and originality in assessing and solving problems by formulating, implementing and reviewing personal research agendas.
* deploy a range of interpersonal skills including effective listening, negotiating, persuasions and presentation by demonstrating openness and sensitivity to diversity in terms of other people cultures and environments.
* manage their own motivation, tasks and ambitions in entrepreneurial, innovative and professionally appropriate ways
 |
| *4. Course content*  |
| 1. Introduction to Human Resources in Tourism2. Individual dimension of management skills: motivation, commitment, engagement and leadership 3. Collective dimension of management skills: empowerment, teamwork, conflict management and diversity management  |
| *5. Manner of instruction*  | **[x]** lectures**[x]** seminars and workshops **[ ]**  exercises **[ ]**  distance learning**[ ]**  fieldwork | **[x]**  individual assignments**[ ]**  multimedia and network **[ ]**  laboratories**[x]**  mentorship**[x]**  other Case study |
| *6. Comments* | **-** |
| *7. Student responsibilities*  |
| Independent work and group work, attend classes |
| *8. Monitoring of student work* |
| Class attendance | *1* | Class participation | *0,3* | Seminar paper |  | Experimental work |  |
| Written exam |  | Oral exam | *0,5* | Essay |  | Research |  |
| Project | *0,3* | Continuous assessment | *0,6* | Report |  | Practical work |  |
| Portfolio |  | Case study | *0,3* |  |  |  |  |
| *9. Assessment of learning outcomes in class and at the final exam (procedure and examples)* |
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| **Description of activity** | **Activity Evaluation** | **%** |
| --- | --- | --- |
| Participative exercises | Exercises made inside and outside the class, with class colleagues | 10 |
| Case studies | Ability to analyze and synthesize a practical case, with all the knowledge acquired during the course  | 30 |
| Project in teams | Application of the knowledge of the course in a case study | 50 |
| Presentations in groups  | Ability to present the course project  | 10 |

 |
| *10. Mandatory literature (at the time of submission of study programme proposal)*  |
| * Acosta, Alberto Jorge (cop. 2002 ). *Recursos humanos en empresas de turismo y hostelería*. Madrid [etc.]: Prentice Hall.
* Baum, Tom (1995 ). *Managing human resources : in the European tourism and the hospitality industry : a strategic approach*. London (etc.): Chapman & Hall.
* Davies, Brent (2010 ). *Developing successful leadership*. Dordrecht: Springer Netherlands :Imprint: Springer. Recuperat 15-01-2016, a [http://dx.doi.org/10.1007/978-90-481-9106-2](https://www.udg.edu/en/estudia/Oferta-formativa/Oferta-dassignatures/http%3A/dx.doi.org/10.1007/978-90-481-9106-2)
* Goleman, Daniel (1996 ). *Inteligencia emocional*. Barcelona: Kairós.
* *Human resources in tourism : towards a new paradigm = Recursos humanos en turismo : un nuevo paradigma*(cop. 2002 ). Madrid: Organización Mundial del Turismo.
* Lee-Ross, Darren (cop. 2010 ). *Human resources and tourism : skills, culture and industry*. Buffalo: Channel View Publications.
* Martín Rojo, Inmaculada (cop. 2004 ). *Dirección y gestión de empresas del sector turístico*(4ª ed.). Madrid: Pirámide.
* Mullins, Laurie J (1992 ). *Hospitality management : a human resources approach*. London: Pitman.
 |
| *11. Optional/additional literature (at the time of submission of the study programme proposal)*  |
| * Whetten, David A (2000 ). *Developing management skills for Europe*(2nd ed.). [Harlow]: Pearson Education.
 |
| *12. Number of assigned reading copies in relation to the number of students currently attending the course*  |
| *Title* | *Number of copies* | *Number of students* |
| * Acosta, Alberto Jorge (cop. 2002 ). *Recursos humanos en empresas de turismo y hostelería*. Madrid [etc.]: Prentice Hall.
 | *Available online* | *30* |
| * Baum, Tom (1995 ). *Managing human resources : in the European tourism and the hospitality industry : a strategic approach*. London (etc.): Chapman & Hall.
 | *Available online* | *30* |
| * Davies, Brent (2010 ). *Developing successful leadership*. Dordrecht: Springer Netherlands :Imprint: Springer. Recuperat 15-01-2016, a [http://dx.doi.org/10.1007/978-90-481-9106-2](https://www.udg.edu/en/estudia/Oferta-formativa/Oferta-dassignatures/http%3A/dx.doi.org/10.1007/978-90-481-9106-2)
 | *Available online* | *30* |
| * Goleman, Daniel (1996 ). *Inteligencia emocional*. Barcelona: Kairós.
 | *Available online* | *30* |
| * *Human resources in tourism : towards a new paradigm = Recursos humanos en turismo : un nuevo paradigma*(cop. 2002 ). Madrid: Organización Mundial del Turismo.
 | *Available online* | *30* |
| * Lee-Ross, Darren (cop. 2010 ). *Human resources and tourism : skills, culture and industry*. Buffalo: Channel View Publications.
 | *Available online* | *30* |
| * Martín Rojo, Inmaculada (cop. 2004 ). *Dirección y gestión de empresas del sector turístico*(4ª ed.). Madrid: Pirámide.
 | *Available online* | *30* |
| * Mullins, Laurie J (1992 ). *Hospitality management : a human resources approach*. London: Pitman.
 | *Available online* | *30* |
| *13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences* |
| The quality of the programme and the performance of the teaching process will be evaluated in accordance with the general act of University of Girona and quality assessment procedure of Master of Sustainable Outdoor Hospitality Management. |

1. IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities. [↑](#footnote-ref-1)