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## Course Description: Human Resource Management

### 1- Basic Information:

Course Name	Human Resource Management
Course ID	HRM.14
Contact Hours (Synchronized Sessions)	28
Contact Hours with the tutor outside the Synchronized Sessions	17
Contact Hours (Registered Sessions)	130
Exam	
Registered Sessions Work Load	
Synchronized Session Work Load	
Credit Hours	7
Course Level	6

### 2- Pre-Requisites: Non

Course	ID
Non	Non

### 3- Course General Objectives:

This course aims to explain the concept of human resources management and its historical development, how important it is for modern organizations, and defines the implementation principals of human resources management functions as job analysis and job design, human resources planning, selection and recruitment, human resource development, employee compensation, performance assessment, safety and health, employees and labor relations. In addition, advanced topics related to human resource management are discussed: Knowledge Management and Intellectual Capital, International Human Resource Management, Strategic Human Resource Management, Business ethics and corporate social responsibility toward employees.

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#### 4- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
ILO1	- The students understands the evolution of human resource management.
ILO2	- The student gets acquainted with the characteristics of job design. - The student analyzes the functions of the organization. - The student designs a complete job description card.
ILO3	- The student recognizes the characteristics of supply and demand for human resources in the labor market and how to use them in addressing the deficit and surplus in the organization. - The student describes properly the basic principles in human resource planning. - The student design a plan for human resources in the organization.
ILO4	- The student analyzes the factors affecting the effectiveness of recruitment and concludes its various sources. - The student understands the characteristics of the selection process and the pillars of its implementation. - The student gets to know the different approaches to the process of selecting human resources and compares it with the reality of selection in state institutions. - The student learns about the types of interviews , how they are run, and the errors the interviewer makes, And designs her questions. - The student gets acquainted with the types of tests and gets knowledge about real tests' samples. And Its design mechanism.
ILO5	- The student will know the concept of training and qualifying human resources as a basic practice of human resource management. - The student will be aware of everything related to managing and implementing the training process. - The student will also has the ability to analyze training needs and be able to analyze and evaluate training gains
ILO6	- The student understands how to manage the performance of employees and how to build an effective performance appraisal system in the organization.

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	- The student will be able to analyze the effectiveness of the performance systems made in place in the organizations
<b>ILO7</b>	- The student will know the concept of compensation and its different types and its impact on workers and the organization. - The student understand how to build a compensation system and appropriate wages
<b>ILO8</b>	- The student learn how to help employee to develop his career path and help him to solve the obstacles which he may face in his life and has a negative effect on his career path.
<b>ILO9</b>	- The student realizes the importance of work relationships. - The student has an understanding of theories explaining work relations. - The student realizes and analysis the factors affecting work relationships. - The student understands the mechanism of managing and improving the quality of work relationships.
<b>ILO10</b>	- The student realizes the importance of occupational health and safety programs and their objectives. - The student learns about most work accidents and potential occupational diseases and their costs. - The student realizes the most important ways to prevent work accidents and potential occupational diseases.
<b>ILO11</b>	- The student understands how to manage knowledge by managing its processes and areas of use. - The student understands the importance of building intellectual capital and its role in creating added values in the organization operations.
<b>ILO12</b>	-The student understands the nature of cultural differences in the international environment. -The student realizes the most important challenges facing international human resources management. -The student learns about the impact of cultural differences in human resource management practices in the international environment.

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<b>ILO13</b>	-The student will be able to identify the strategic role of human resources management and realize its difference in comparison with the traditional management of human resources.
<b>ILO14</b>	- Understand the concept of business ethics, its importance and the reasons that have led to increased interest in this concept - The student will be able to make the difference between ethical and unethical behaviors in the organization, and understand its social responsibility towards employees.

### 5- Course Syllabus ( 21 hours of total Recorded Sessions, 28 hours of total synchronized sessions)

- **RS:** Recorded Sessions; **SS:** Synchronized Sessions;

ILO	Course Syllabus	RS	SS	Type	Additional Notes
<b>ILO1</b>	CH 1: Historical Evolution of Human Resource Management	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>
<b>ILO2</b>	CH 2: Job Analysis and Design	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>
<b>ILO3</b>	CH 3: Human Resource Planning	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>
<b>ILO4</b>	CH 4: Recruitment and Hiring	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>

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ILO5	CH 5: Training	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO6	CH 6: Performance Management	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO7	CH 7: Compensations Systems	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO8	CH 8: Career Management	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO9	CH 9: Labor and employee relations	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO10	CH 10: Occupational Health and Safety	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Non
ILO11	CH 11: Knowledge Management and Intellectual Capital	1.5	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects	Non

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				<input type="checkbox"/> Practices <input type="checkbox"/> Others	
ILO12	CH 12: International Human Resource Management	1.5	2	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>
ILO13	CH 13: Strategic Human Resource Management	1.5	2	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>
ILO14	CH 14: Business ethics and corporate social responsibility toward employees	1.5	2	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	<b>Non</b>

## 6- Assessment Criteria (Related to ILOs)

ISC	Interactive Synchronized Collaboration	Ex	Exams	Rpt	Reports
PF2F	Presentations and Face-to-Face Assessments	PW	Practice Work		

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF2F	Rpt
ILO1	- The students understands the evolution of human resource management.	Discusses the different stages related to the evolution of human resource management	✓	✓	✓	<b>Non</b>	<b>Non</b>

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<b>ILO2</b>	<ul style="list-style-type: none"> <li>- The student gets acquainted with the characteristics of job design.</li> <li>- The student analyzes the functions of the organization.</li> <li>- The student designs a complete job description card.</li> </ul>	<ul style="list-style-type: none"> <li>- plan and prepare the job analysis process.</li> <li>- gather the information and data required for analysis using the appropriate method</li> <li>- prepare an integrated description of the jobs</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>
<b>ILO3</b>	<ul style="list-style-type: none"> <li>- The student recognizes the characteristics of supply and demand for human resources in the labor market and how to use them in addressing the deficit and surplus in the organization.</li> <li>- The student describes properly the basic principles in human resource planning.</li> <li>- The student develops a plan for human resources in the</li> </ul>	<ul style="list-style-type: none"> <li>- enumerate the types, specializations, and numbers of individuals from the reality of an actual institution intended to be considered as a case study.</li> <li>- review the organizational structure and identifies the amendments that must be made to the structure.</li> <li>- define the jobs that will be affected by the amendments as well as the individuals.</li> <li>- review job descriptions for required individuals and determine the most</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>

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	organization.	<p>appropriate sources of selection or prepares existing individuals for the modified jobs.</p> <ul style="list-style-type: none"> <li>- determine the deficit and surplus in human resources.</li> <li>- set a plan for human resources for a future period as a result of analyzing the organizational structure, the organization's plan, and the reality of human resources.</li> <li>- select the appropriate strategy to deal with deficit and surplus in the organization.</li> </ul>					
<b>ILO4</b>	<ul style="list-style-type: none"> <li>- The student analyzes the factors affecting the effectiveness of recruitment and concludes its various sources.</li> <li>- The student understands the characteristics of the</li> </ul>	<ul style="list-style-type: none"> <li>- distinguish the factors that play a role in the ability to attract the largest possible number of suitable candidates from different sources.</li> <li>- recollect the characteristics of the selection process by</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>



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	<p>selection process and the pillars of its implementation.</p> <ul style="list-style-type: none"> <li>- The student gets to know the different approaches to the process of selecting human resources and compares it with the reality of selection in state institutions.</li> <li>- The student learns about the types of interviews , how they are run, and the errors the interviewer makes, And designs her questions.</li> <li>- The student gets acquainted with the types of tests and gets knowledge about real tests' samples. And Its design mechanism.</li> </ul>	<p>answering questions related to the foundations and concepts of the selection process.</p> <ul style="list-style-type: none"> <li>- distinguish the selection mechanism for workers in state institutions.</li> <li>- recollect the pros and cons of each method and avoids the errors that may occur in the interview.</li> </ul>						
<b>ILO5</b>	-The student will know the concept of training and qualifying human resources as a basic	<ul style="list-style-type: none"> <li>– The student must be able to define the training and qualification of human</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>	

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	<p>practice of human resource management, and be aware of everything related to managing and implementing the training process.</p> <p>-He also has the ability to analyze training needs and be able to analyze and evaluate training gains</p>	<p>resources.</p> <ul style="list-style-type: none"> <li>- The student must specify the importance and objectives of the training course</li> <li>- The student must understand the principles and foundations of the human resources training process</li> <li>- he student must be able to apply the mechanisms of designing and managing training programs</li> </ul>						
<b>ILO6</b>	<p>-The student understands how to manage the performance of employees and how to build an effective performance appraisal system in the organization. In</p>	<ul style="list-style-type: none"> <li>- The student must be able to build a performance appraisal system</li> <li>- The student must know the different methods of performance evaluation</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>	

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	addition to the possibility of analyzing the effectiveness of the performance systems made in place in the organizations						
<b>ILO7</b>	-The student will know the concept of compensation and its different types and its impact on workers and the organization, in addition, the student knows how to build a compensation system and appropriate wages	<ul style="list-style-type: none"> <li>– The student should be able to understand the importance of pay and compensation systems</li> <li>– He must be able to be aware of all the factors that influence the adoption and construction of wage and compensation systems in the organization</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>
<b>ILO8</b>	- The student learn how to help employee to develop his career path and help him to solve the obstacles which he may face in his life and has a	<ul style="list-style-type: none"> <li>- Participate in discussing the career path of employees in a case study presented by the tutor</li> <li>- Participate in proposing solutions to employees' problems affecting their</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>

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	negative effect on his career path.	career path through a case study presented by the tutor					
<b>ILO9</b>	<ul style="list-style-type: none"> <li>-The student realizes the importance of work relationships.</li> <li>-The student has an understanding of theories explaining work relations.</li> <li>-The student realizes and analysis the factors affecting work relationships.</li> <li>-The student understands the mechanism of managing and improving the quality of work relationships.</li> </ul>	<ul style="list-style-type: none"> <li>– Explains the concept of labor relations.</li> <li>– The ability to interpret different work relationships.</li> <li>– Determines the factors affecting labor relations.</li> <li>– Builds an effective work relationship management strategy.</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>
<b>ILO10</b>	<ul style="list-style-type: none"> <li>-The student realizes the importance of occupational health and safety programs and their objectives.</li> <li>-The student learns about most work</li> </ul>	<ul style="list-style-type: none"> <li>– Determines the benefits of providing a safe work environment.</li> <li>– Identify occupational risks and their sources.</li> <li>– Determine and analysis</li> </ul>	✓	✓	✓	<b>Non</b>	<b>Non</b>

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	<p>accidents and potential occupational diseases and their costs.</p> <p>-The student realizes the most important ways to prevent work accidents and potential occupational diseases.</p>	<p>the causes of work accidents.</p> <p>– Designing methods to prevent work accidents and occupational diseases.</p>					
<b>ILO11</b>	<p>- The student understands how to manage knowledge by managing its processes and areas of use.</p> <p>- The student understands the importance of building intellectual capital and its role in creating added values in the organization operations.</p>	<p>- explain the meaning of knowledge management associated with managing its operations.</p> <p>- apply knowledge management processes to the organizational reality through examples.</p> <p>- compare the different models of knowledge management.</p> <p>- identify areas of knowledge management use and tools.</p> <p>- explain the differences between human and intellectual capital.</p>	✓	✓	✓	<b>Non</b>	<b>Non</b>

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ILO12	<p>-The student understands the nature of cultural differences in the international environment.</p> <p>-The student realizes the most important challenges facing international human resources management.</p> <p>-The student learns about the impact of cultural differences in human resource management practices in the international environment.</p>	<p>– Defining the dimensions of cultural differences.</p> <p>– Determine the different effects of these dimensions on human resource management practices.</p> <p>– Designing human resource management practices that are appropriate for the international environment.</p>	✓	✓	✓	<b>Non</b>	<b>Non</b>
ILO13	<p>-The student will be able to identify the strategic role of human resources management and realize its difference in comparison with the traditional management of human</p>	<p>The student should be able to define strategic human resource management and be aware of its various elements.</p>	✓	✓	✓	<b>Non</b>	<b>Non</b>

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	resources.						
<b>ILO14</b>	<p>- Understand the concept of business ethics, its importance and the reasons that have led to increased interest in this concept</p> <p>- The student will be able to make the difference between ethical and unethical behaviors in the organization, and understand its social responsibility towards employees.</p>	<p>-Distinguish unethical behaviors of organizations related to human resource management functions</p> <p>- Suggest practices that reinforce corporate social responsibility towards human resources</p>	✓	✓	✓	<b>Non</b>	<b>Non</b>

## 7- Practice Tools:

Tool Name	Description
<b>Non</b>	<b>Non</b>

## 8- Main References

<ul style="list-style-type: none"> <li>العزاوي، عبد الله، (2010)، حسين جواد، عباس، الوظائف الاستراتيجية في إدارة الموارد البشرية، دار اليازوري، عمان.</li> <li>وصفي عقيلي، عمر، (2005)، إدارة الموارد البشرية المعاصرة، دار وائل، عمان.</li> <li>رشيد، مازن فارس، (2001)، إدارة الموارد البشرية، مكتبة العبيكان، الرياض.</li> <li>سعد الدين، مروان (مترجم)، (2011)، التوظيف بمهارة لتحقيق ميزة تنافسية، مكتبة العبيكان، الرياض.</li> <li>سعيد السالم، مؤيد، حرموش صالح، عادل، (2006)، إدارة الموارد البشرية، دار عالم الكتب الحديث، أربد.</li> <li>عبود نجم، نجم، (2009)، الإدارة والمعرفة الإلكترونية: الاستراتيجيات، الوظائف، المجالات، دار اليازوري، عمان.</li> <li>أبو قحف، عبد السلام، (2002)، إدارة الأعمال الدولية، الإسكندرية: دار الجامعة الجديدة.</li> <li>حمودة، عبد الناصر محمد علي، (2005)، إدارة التنوع الثقافي في الموارد البشرية، القاهرة: المنظمة العربية للتنمية الإدارية.</li> <li>براهيمي، زرزور، (2015)، إدارة التنوع الثقافي داخل المنظمات: الفرص والتحديات، المؤتمر الدولي الثامن: التنوع الثقافي /</li> </ul>
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طرابلس 21 - 23 مايو.

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