



MABALACAT CITY COLLEGE

INSTITUTE OF HOSPITALITY AND TOURISM MANAGEMENT

First Semester A.Y. 2023-2024

Outcome-Based Teaching and Learning Plan and Module Guide for *Organization and Management - ORGMAN*



VISION: Mabalacat City College envisions itself to be the top choice in the community it serves for quality education and training by 2025.

MISSION: The Mission of Mabalacat City College is to meet the needs of its community as a center for learning aiming for open admission policy.

COURSE DESCRIPTION:

This course is designed to familiarize students with the basic concepts, principles, and processes related to business organization, and the functional areas of management. Particular emphasis will be given to the study of management functions like planning, organizing, leading, and controlling, and orient the students on the importance of these functions and the role of each area in entrepreneurship.

PROGRAM INTENDED LEARNING OUTCOMES (PILO) (BASED ON CMO):

1. Produce food products and services complying with enterprise standards
2. Apply management skills in F & B service and operations
3. Perform and provide full guest cycle services for front office
4. Perform and maintain various housekeeping services for guest and facility operations
5. Plan and implement a risk management program to provide a safe and secure workplace
6. Provide food & beverage service and manage the operation seamlessly based on industry standards

PRE-REQUISITE: None

NUMBER OF UNITS: 3 Units





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LEARNING OUTCOMES:

1. Define management
2. Explain the roles of a manager in an organization
3. Discuss the core functions of management: Planning, Organizing, Leading and Controlling
4. Distinguish among strategic, tactical, and operational plans and explain the benefits of planning
5. Describe the important considerations in organizing resources
6. Evaluate leadership styles and their appropriateness of use
7. Explain the control process
8. Conduct situational analysis in formulating and resolving managerial problems

COURSE OUTLINE

Week	Topic	Learning Materials (with references following OER plagiarism and IPR policies)	Intended Learning Outcomes (ILO)	Assessment Tasks (Requirements with schedule or time allotment)	Sustainable Development Goals (SDG) Coherence
GLOBAL KNOWLEDGE					
3	Managers in the Workplace - Why managers are important - Who are managers & where do they work	Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall Suggested Web Reading - Buckingham, M. (2015). What Great Managers Do. Harvard Business Review. https://hbr.org/2005/03/what-great-managers-do	- Explain why managers are important to organizations - Tell who managers are and where they work - Describe the functions, roles, and skills of managers	Objective Type Quiz Mini Case Application: Tasting Success (True or False)	11 Sustainable Cities and Communities





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	<ul style="list-style-type: none"> - What do managers do - How is the manager's job changing - Why study management 	<p>Suggested Video to View</p> <ul style="list-style-type: none"> - California Management Review. (2017). Decision Making in Organization https://youtu.be/2YULdjmg3o0 	<ul style="list-style-type: none"> - Describe the factors that are reshaping and redefining the manager's job - Explain the value of studying management. 	September 18-21	16 Peace, Justice and Strong Institutions
4	<p>Making Decisions</p> <ul style="list-style-type: none"> - Decision-making process - Approaches to decision-making - Types of decision and decision-making conditions - Decision-making biases and errors <p>Managing the External Environment and the Organization's Culture</p> <ul style="list-style-type: none"> - The manager: omnipotent or symbolic? - The external environment and specific management 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Davenport, T. (2009). Make Better Decisions. Harvard Business Review. https://hbr.org/2009/11/make-better-decisions- - Lee Yohn, D. (2021). Company Culture Is Everyone's Responsibility. Harvard Business Review. https://hbr.org/2021/02/company-culture-is-everyones-responsibility <p>Suggested Video to View</p> <ul style="list-style-type: none"> - TED. (2018). 3 ways to make better decisions -- by thinking like a computer Tom Griffiths. https://youtu.be/1mLQFm3wEfw - TEDx Talks. (2019). 3 ways to create a work culture that brings out the best in employees Chris White TEDxAtlanta. https://youtu.be/1mLQFm3wEfw 	<ul style="list-style-type: none"> - Describe the eight steps in the decision-making process - Explain the four ways managers make decisions - Classify decisions and decision-making conditions - Describe how biases affect decision-making - Identify effective decision-making techniques - Contrast the actions of managers according to the omnipotent and symbolic views - Describe the constraints and challenges facing managers in today's external environment 	<p>Objective Type Quiz</p> <p>Mini Case Application: Where to Locate Next?</p> <p>Skills Exercise: Developing Environmental Scanning Skill</p> <p>September 25-28</p>	<p>8 Decent Work and Economic Growth</p> <p>17 Partnerships for the Goals</p>





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	Organizational culture: constraints and challenges		<ul style="list-style-type: none"> - Discuss the characteristics and importance of organizational culture - Describe current issues in organizational culture 		
5	<p>Managing in a Global Environment</p> <ul style="list-style-type: none"> - What's your global perspective? - Understanding the global trade environment - Doing business globally - Managing in global environment 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Neeley, T. (2015). Global Teams that Work. Harvard Business Review. https://hbr.org/2015/10/global-teams-that-work <p>Suggested Video to View</p> <ul style="list-style-type: none"> - TEDx Talks. (2019). 3 ways to create a work culture that brings out the best in employees Chris White TEDxAtlanta. https://youtu.be/1mLQFm3wEfw 	<ul style="list-style-type: none"> - Contrast ethnocentric, polycentric, and geocentric attitudes toward global business - Discuss the importance of regional trading alliances and global trade mechanisms - Describe the structures and techniques organizations use as they go international - Explain the relevance of the political/legal, economic, and cultural environments to global business 	<p>Objective Type Quiz</p> <p>Skills Exercise: Developing Collaboration Skill</p> <p>September 25-28</p>	<p>10 Reduced Inequalities</p> <p>17 Partnerships for the Goals</p>
5	<p>Managing Diversity</p> <ul style="list-style-type: none"> - Diversity 101 - The changing workplace - Types of workplace diversity 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Pedulla, D. (2020). Diversity and Inclusion Efforts That Really Work. Harvard Business Review. 	<ul style="list-style-type: none"> - Define workplace diversity and explain why managing it is important - Describe the changing workplaces in the United States and around the world. 	<p>Objective Type Quiz</p> <p>Ethics Dilemma: Biases, Prejudices, Stereotypes</p>	<p>5 Gender Equality</p> <p>10 Reduced Inequalities</p>





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	<p>Managing Social Responsibility and Ethics</p> <ul style="list-style-type: none"> - What is social responsibility? - Green management and sustainability - Managers and ethical behavior - Social responsibility and ethics issues in today's world - Challenges in managing diversity 	<p>https://hbr.org/2020/05/diversity-and-inclusion-efforts-that-really-work</p> <ul style="list-style-type: none"> - Stobierski, T. (2021). Types of Corporate Social Responsibility to be Aware of. Harvard Business Review. https://online.hbs.edu/blog/post/types-of-corporate-social-responsibility <p>Suggested Video to View</p> <ul style="list-style-type: none"> - TED. (2018). How to get serious about diversity and inclusion in the workplace Janet Stovall. https://youtu.be/kvdHqS3ryw0 - TEDx Talks. (2019). Corporate Social Responsibility: A Strategy for Peace and Hope. Mayuri Misra TEDxMITID. https://youtu.be/BkqCHIC6He4 	<ul style="list-style-type: none"> - Explain the different types of diversity found in workplaces. - Discuss the challenges managers face in managing diversity. - Discuss what it means to be socially responsible and what factors influence that decision. - Explain green management and how organizations can go green. - Discuss the factors that lead to ethical and unethical behavior - Describe management's role in encouraging ethical behavior 	<p>Mini Case Application: iPhone: A Technology Disruptor</p> <p>October 2-6</p>	
NATIONAL KNOWLEDGE					
6	<p>Managing Change and Disruptive Innovation</p> <ul style="list-style-type: none"> - The case for change - The change process - Areas of change 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Villar, M. (2023). Change Management. https://mb.com.ph/2023/3/14/change-management 	<ul style="list-style-type: none"> - Describe making the case for change - Compare and contrast views on the change process - Classify areas of organizational change 	<p>Objective Type Quiz</p> <p>Ethics Dilemma: Taking Credits</p> <p>October 9-14</p>	<p>9 Industry, Innovation and Infrastructure</p>





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	<ul style="list-style-type: none"> - Managing change - Stimulating and Nurturing Innovation 	<p>Suggested Video to View</p> <ul style="list-style-type: none"> - Arriva Academy Philippines, Inc. (2023). Change Management in an Agile Environment. https://www.youtube.com/live/wqhjEUUktuQ?feature=share 	<ul style="list-style-type: none"> - Explain how to manage change - Discuss contemporary issues in managing change - Describe techniques for stimulating innovation. 		11 Sustainable Cities and Communities
7	<p>Planning Work Activities</p> <ul style="list-style-type: none"> - The what and why of planning - Goals and plans - Setting goals and developing plans 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Business Diary Philippines. (2023). The Keys to Successful Business Planning. https://businessdiary.com.ph/25324/the-keys-to-successful-business-planning/ <p>Suggested Video to View</p> <ul style="list-style-type: none"> - Chink Positive. (2022). Bakit Mahalaga and Business Planning Bago Mag-Negosyo? Chinkee Tan https://youtu.be/OPK13NEtgYQ 	<ul style="list-style-type: none"> - Define the nature and purposes of planning. - Classify the types of goals organizations might have and the plans they use. - Compare and contrast approaches to goal-setting and planning 	<p>Objective Type Quiz</p> <p>Skills Exercise: Making a To Do List That Works and Using It</p> <p>October 16-21</p>	<p>8 Decent Work and Economic Growth</p> <p>11 Sustainable Cities and Communities</p>
MIDTERM EXAM					
11	<p>Managing Strategy</p> <ul style="list-style-type: none"> - Strategic management - Strategic management process 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Department of Tourism. (2023). DOT chief unveils National Tourism Development Plan (NTDP) 2023-2028 at stakeholders' summit. https://beta.tourism.gov.ph/news_and_updates 	<ul style="list-style-type: none"> - Define strategic management and explain why it's important - Explain what managers do during the six steps of the strategic management process 	<p>Objective Type Quiz</p> <p>Skills Exercise: Developing Business Planning Skill</p>	<p>8 Decent Work and Economic Growth</p> <p>11</p>





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		<p>/dot-chief-unveils-national-tourism-development-plan-ntdp-2023-2028-at-stakeholders-summit</p> <p>Suggested Video to View</p> <ul style="list-style-type: none"> - ANC 24/7. (2023). Marcos approves PH Tourism Development Plan 2023-2028 ANC. https://youtu.be/MKuDaB_NW40 		November 20-21	Sustainable Cities and Communities
11	<p>Designing Organizational Structure</p> <ul style="list-style-type: none"> - Six elements of organizational design - Mechanistic and organizational structure - Contingency factors affecting structural choice <p>Managing Human Resources</p> <ul style="list-style-type: none"> - Why Human Resource Management Is Important and the Human Resource 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Waterfront Hotels and Casinos. (2023). Organizational Chart. https://www.waterfronthotels.com.ph/wpi-organizational-chart/ - Santos, T. (2023). SC: PAL retirement policy 'discriminating' vs women. https://newsinfo.inquirer.net/1740727/sc-pal-retirement-policy-discriminating-vs-women <p>Suggested Video to View</p> <ul style="list-style-type: none"> - Waterfront Cebu City Hotel & Casino. (2020) My Waterfront Story: Globalink CEO Mr. Patrick Tan. https://youtu.be/ow3pNjUgK_I - ABS CBN News. (2020). Cebu Pacific transgender flight attendant's next fight: Break 'servidora' 	<ul style="list-style-type: none"> - Describe six key elements in organizational design - Contrast mechanistic and organic design - Discuss the contingency factors that favor either the mechanistic model or the organic model of organizational design. - Explain the importance of human resource management and the human resource management process. - Describe the external influences that affect the human resource management process. 	<p>Objective Type Quiz</p> <p>Mini Case Application: A New Kind of Structure</p> <p>November 20-23</p>	<p>5 Gender Equality</p> <p>10 Reduced Inequalities</p>





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	<p>Management Process</p> <ul style="list-style-type: none"> - External Factors that Affect the Human Resource Management Process - Identifying and Selecting Competent Employees - Providing Employees with Needed Skills and Knowledge 	<p>stereotype ANC. https://youtu.be/KBDzp444Otc</p>	<ul style="list-style-type: none"> - Discuss the tasks associated with identifying and selecting competent employees - Explain how companies provide employees with skills and knowledge. 		
LOCAL KNOWLEDGE					
12	<p>Managing Communication</p> <ul style="list-style-type: none"> - The Nature and Function of Communication - Methods and Challenges of Interpersonal Communication 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - De Guzman, S. (2018). Kapampangan — a dying language, a serious threat to culture and identity. https://www.philstar.com/opinion/2018/01/29/1782295/kapampangan-dying-language-serious-threat-culture-and-identity 	<ul style="list-style-type: none"> - Define the nature and function of communication. - Describe the communication process. - Explain how communication can flow most effectively in organizations. - Describe how the internet and social media affect managerial communication and organizations. 	<p>Objective Type Quiz</p> <p>Ethics Dilemma: Facebook Connections</p> <p>November 27- December 1</p>	<p>5 Gender Equality</p> <p>10 Reduced Inequalities</p> <p>17</p>





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	<ul style="list-style-type: none"> - Effective Organizational Communication - Communication in the Internet and Social Media Age 	<p>Suggested Video to View</p> <ul style="list-style-type: none"> - We the Lokal. (2019). KAPAMPANGAN TO ENGLISH Basic Kapampangan Greetings for Beginners. https://youtu.be/EGaHFcjJRGs 	<ul style="list-style-type: none"> - Discuss how to become a better communicator. 		Partnerships for the Goals
13	<p>Understanding and Managing Individual Behavior</p> <ul style="list-style-type: none"> - Focus and goals of organizational behavior - Attitudes and job performance - Personality - Perception - Learning <p>Motivating Employees</p> <ul style="list-style-type: none"> - What is motivation? - Theories of motivation - Current issues in motivation 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Sison, L. (2023). Discover the Culture of Pampanga: A Calendar of the Province's Top Festivals and Events. https://whereinpampanga.com/pampanga-calendar-of-festivals-and-events/ - Ocampo, A. (2023). History on the tongue. https://opinion.inquirer.net/164409/history-on-the-tongue <p>Suggested Video to View</p> <ul style="list-style-type: none"> - Juper TV. (2021). MGA LINYAHAN NI NANAY! (Kapampangan Moms be like!). https://youtu.be/cCX8cGzCcg8 - ABS CBN News. (2022). Pinoy restaurant na pag-aari ng Kapampangan chef patok sa Washington, DC https://youtu.be/T3qD1FmPvyY 	<ul style="list-style-type: none"> - Identify the focus and goals of individual behavior within organizations. - Explain the role that attitudes play in job performance. - Describe different personality theories. - Know how to be more self-aware. - Describe perception and factors that influence it. - Discuss learning theories and their relevance in shaping behavior. - Develop your skill at shaping behavior. - Define motivation. - Compare and contrast theories of motivation. - Discuss current issues in motivation. Discuss learning 	<p>Objective Type Quiz</p> <p>Skills Exercise: Developing Shaping Behavior</p> <p>Mini Case Application: Passion for the Outdoors and for People</p> <p>December 4-7</p>	<p>5 Gender Equality</p> <p>3 Good Health and Well Being</p> <p>10 Reduced Inequalities</p>





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			theories and their relevance in shaping behavior.		
14	<p>Being an Effective Leader</p> <ul style="list-style-type: none"> - Who are leaders and what is leadership? - Theories and views on leadership - Leadership issues 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Philippine Council for NGO Certification. (n.d.) Kapampangan Development Foundation, Inc. https://pcnc.com.ph/certified_ngo/kapampangan-development-foundation-inc/ <p>Suggested Video to View</p> <ul style="list-style-type: none"> - CLTV36 Official. (2021). Kapampangan Entrepreneurs shares their stories in overcoming the Mt. Pinatubo eruption CLTV36. https://youtu.be/qeWSEWAsVcs 	<p>-</p> <ul style="list-style-type: none"> - Define leader and leadership - Compare and contrast theories of leadership - Discuss contemporary issues affecting leadership. 	<p>Objective Type Quiz</p> <p>Skills Exercise: Choosing an Effective Leadership Style</p> <p>December 11-14</p>	<p>3</p> <p>Good Health and Well Being</p> <p>16</p> <p>Peace, Justice and Strong Institution</p>
15	<p>Monitoring and Control</p> <ul style="list-style-type: none"> - What is controlling and why is it important? - The control process - Controlling for Organizational and 	<p>Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall</p> <p>Suggested Web Reading</p> <ul style="list-style-type: none"> - Carungco, M. (2022). Clark Dev't Corp, partners to promote Kapampangan heritage. https://pia.gov.ph/news/2022/04/12/clark-devt-corp-partners-to-promote-kapampangan-heritage 	<ul style="list-style-type: none"> - Explain the nature and importance of control. - Describe the three steps in the control process. - Explain how organizational and employee performance are measured. - Know how to be effective at giving feedback. 	<p>Objective Type Quiz</p> <p>Mini Case Application: The Challenge of Healthy Fastfood</p> <p>January 18-17</p>	<p>12</p> <p>Responsible Consumption and Production</p> <p>16</p> <p>Peace, Justice and Strong Institution</p>





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	Employee Performance - Tools for Measuring Organizational Performance	Suggested Video to View - Metro Style. (2022). Chefs Sandy Daza and Claude Tayag’s food adventure in Pampanga The Crawl Angeles City. https://youtu.be/-qglQehupLI	- Describe tools used to measure organizational performance.		
FINAL EXAM					

SUMMARY OF REVISIONS

Revision	Date	Updated by	Short Description of Changes
1.0	August 2021	Kathryna V. Valencia, MM	Created Version suited for Cycle 1 or 2 Online Delivery
2.0	August 2022	Kathryna V. Valencia, MM	Updated to 18 weeks lesson and edited course description to suit internationalization agenda
3.0	August 2023	Kathryna V. Valencia, MM	Updated course description per CMO and aligned with SDG Coherence and Inclusion of Global, National and Local Knowledge. Compressed schedule to Week 3-8 and Week 11-16

GENERAL GUIDELINES AND POLICIES:

As the College currently follows Hybrid Delivery of Learning on its instruction, the following general guidelines and policies are set by the School to be followed by the faculty-in-charge and the students of the course.

Attendance

Checking of attendance during face-to-face classes is a requirement and will be strictly observed.

Academic Integrity





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Observance of the outmost academic integrity shall be observed by the students of the course. Plagiarism, cheating, and other forms of academic dishonesty shall not be tolerated by the faculty-in-charge nor the Institute.

Accomplishment of Requirements

All requirements given by the instructor/faculty-in-charge of the course to the students shall be called/referred to/addressed as “**work output**”. Each work output must be accomplished by the students until the schedule set by the instructor/faculty-in-charge. Final student’s output must also be accomplished by the schedule set by the instructor of the course.

Line of Communication

The course’s official line of communication shall be through the following:

The outmost respect and courtesy must be observed by students in communicating to their instructor/faculty-in-charge of the course and to their classmates and vice versa. Any form of disrespectful and discourteous way of communication shall not be tolerated by the School.

Instructional Materials (IMs)

Working students may avail of the modular type of teaching. MS Teams on-line platform may be utilized by the instructor/faculty-in-charge of the course to the students – adapting the flexible learning scheme.

Grading System:

Class Standing (Work Outputs and Summative Assessments)	60%
Major Examination (Midterms and Finals)	<u>40%</u>
	100%

References:

MCC Library Book:

Robbins, S. and Coulter, M. (2016). Management, 13th Edition/Global Edition. Prentice Hall
Rice University: OpenStax. (2019). Principles of Management. <https://openstax.org/details/books/principles-management>





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Pereda, P. (2014). Principles of Management and Organization. Rex Bookstore

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