

Course: People & Organisation

credits: 5

Course code	IFVP23PEO	Modes of delivery	Tutorial
Name	People & Organisation	Assessments	People & Organisation - Computer, organised by STAD examinations
Study year	2023-2024		
ECTS credits	5		
Language	English		
Coordinator	L.H.M. van Rijn		

Learning outcomes

The student:

1. Recognizes and names various organizational processes and identifies opportunities for redesign and relates them to facility processes;
2. Describes the various organizational structures at the organizational and departmental level and argues for the choice of a particular structure; considers the influence of tasks, functions, strategy and environment;
3. Understands the basics of marketing theory and its application to facility services;
4. Names from service marketing the characteristics of services and can apply this within the facility context and looks at it from a customer perspective;
5. Knows how to define (S)HRM; names HR policies and various HR tools in relation to job performance and knows how to give examples from a practical situation.

Content

Included in programme(s)

Facility Management, major International Facility Management
International Facility Management exchange programme

School(s)

Institute of Future Environments