UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Labour Market, Employment and Tourism

2122-1-E1501N140

Learning area

Learning objectives

1) Knowledge and understanding
The course aims at giving students the knowledge of:
- the main sources and tools for the analysis of the labour market,
- the main characteristics of the Italian labour market and employment in comparative perspective, with a focus on the specificities of the tourism sector, and recent trends of change.

2) Applying knowledge and understanding

Students will learn to identify and use data and information to analyze the characteristics and trends of the labour market in the tourism sector and they will learn to assess how trends of change in labour influence labour processes also in tourism.

Contents

The labour market and labour market changes are a very relevant aspect of more general social transformations. After discussing the main concepts, tools and sources to study the labour market and to study work in tourism, the main features and trends of the Italian labour market will be presented in the frame of the changes in the labour demand induced by the service economy, involving also tourism.

Detailed program

The first part of the course deals with the main concepts, tools and sources to study the labour market from a sociological perspective and it will be shown how they can be used to study the tourism labour market and which are the main difficulties and the integrative sources to the aim.

In the second part of the course, the transition to a service economy will be discussed together with its main consequences in terms of labour demand characteristics, level and characteristics of employment, changes in the demand of occupations and skills. An especial attention will be devoted to the tourism and hospitality sector, also considering international research contributions in the field of the sociology of work.

In the third part, the trends linked to the tertiarization process will be discussed in comparative perspective, taking into account the connection with the feminization of the labour market, work flexibility, labour demand polarization, immigrant labour and irregular work that are all important dimensions in the functioning of the tourism and hospitality labour market.

Prerequisites

No specific prerequisite.

Teaching methods

Lectures ad group work are the usual teaching methods.

Assessment methods

Written exam (open questions/multiple choice). The exam consists of a first part of multiple-choice questions with only one answer option correct aimed at assessing studying and of a second part of open questions aimed at assessing comprehension and understanding.

The evaluation will consider both correctness of answers, language accuracy and argumentative effectiveness in order to assess both learning and comprehension/understanding.

Textbooks and Reading Materials

The course bibliography will consist of handbooks and scientific articles on work in hospitality. At time due, the detailed list will be provided on this e-learning platform. The bibliographical **tentative** list is:

- Emilio Reyneri (2017), *Introduzione alla sociologia del mercato del lavoro,* Bologna, Il Mulino (selected chapters) (available also in electronic format https://www.pandoracampus.it/store/details/10.978.8815/332202)

- Fellini Ivana (2017), *Il terziario di consumo. Occupazione e professioni*, Roma, Carocci.

- Curley Caitriona and Royle Tony (2013), T*he degradation of work and the end of the skilled emotion worker at Aer Lingus: is it all trolley dollies now?*, in Work Employment and Society, n. 27, pp. 105-121 (available through the library online resources http://sfx-39bic.hosted.exlibrisgroup.com/sfxbic3/az/bicocca, it will be however available on the platform).

-Sherman Rachel (2011), *Beyond interaction: customer influence on housekeeping and room service work in hotels*, in Work Employment and Society, n. 25 pp. 19-33 (available through the library online resources, it will be however available on the platform).

- Warhurst Chris, Nickson Dennis, *Employee experience of aesthetic labour in retail and hospitality*, in Work Employment and Society, n. 21, p. 103-119 (available through the library online resources, it will be however available on the platform).