

## Human resource management in health tourism-Thermal Spa Center of Peja

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### Abstract

The effects of tourism have a global character and righteously the enthusiasts of this sector are studying tourism as an industry itself. Its role is highlighted in the sustainability of economic development of a country. In the global economy, its role is increasingly being seen as a sector with multi-dimensional effects such as; economic, social, health, cultural and environmental. Tourism nowadays is turning into a carrier sector of social and economic development of a country, as seen by its components of the tourism sector itself (sub-sectors of tourism) tourism as a sector is very complex and multi-dimensional with multi-dimensional impacts on social and economic life of the today's modern society.

Kosovo in terms of tourism is divided into five tourist regions which constitute a diversified touristic offer competitive to local and foreign tourist markets. Almost all of these regions have the opportunity to develop health tourism, with thermal water resources and also natural heritage. The Peja spa with its natural specifics is undoubtedly a center of health tourism which overpasses the national boundaries and beyond, and at the same time is the object of study of this scientific work in terms of human resource management in health tourism.

**Keywords:** Health tourism, human resoures, Management, thermal center as management model, satisfaction of the tourist.

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