



## How to Measure Human Resource Management (3rd Revised edition)

By Jac Fitz-enz

McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, How to Measure Human Resource Management (3rd Revised edition), Jac Fitz-enz, Once thought of simply as the place where employee records are kept, today's human resources department has evolved into a manager of human capital. However, HR faces challenges - among them providing necessary services at competitive cost, enhancing productivity, and justifying budgets at a time when outsourcing firms threaten its very existence. Now more than ever, HR needs to position itself as a value-added partner that contributes to the strategic goals of its organization. This Third Edition of a human resources classic is the only book to provide a proven, quantifiable method for accurately measuring the productivity of all major HR functions. "How to Measure Human Resources Management" is nothing short of a must-have for HR managers - a tool that allows you to gauge the effectiveness of your department and communicate with senior management in the quantitative business language they understand. Thoroughly revised, this practical guide offers new chapters that show how to measure: intellectual capital; the effectiveness of the HR Web site - the employee handbook, retirement and benefits information, etc.; and, HR call centers and service centers....



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