



Accountability in Human Resource Management (Improving Human Performance)

Jack J. Phillips

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Techniques for evaluating the human resource function, and measuring its bottom-line contribution.

This guide develops a results-based approach to human resources that keeps an eye on the bottom line. Based on actual experiences, accepted practices, and a strong 10-year research base, it clearly shows you how to:

Uncover and monitor the costs of human resource (HR) programs

Develop programs emphasizing accountability

Design data-collection instruments for evaluation

Measure the contribution of human resources

Calculate the return on investment

Elevate management's commitment to HR programs

Phillips' nine-step, results-based human resource model helps you analyze, create, and execute successful HR programs. In addition, you'll find a Human Resources Effectiveness Index you can use to measure the overall effectiveness of HR performance. A benchmarking chapter assists you in comparing your success against other organizations. HR professionals, top- and middle-level managers, and students of human resources management will find this book an invaluable resource in which each technique and idea has been tested and proven in actual practice.

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