
Chapter 18

Managing Human Resources

Business Ownership
Mrs. Deady



Objectives



- Identify the components of human resource management
- Explain how managers influence motivation
- Describe ways to maximize employee performance
- Explain the importance of delegation
- Explain how to assess motivational techniques used to increase performance levels

Definitions 18.1: Developing and Keeping Human Resources

- Human resources – personnel; people employed in a business
 - Human resource management – a business department that recruits and manages employees
 - Labor union – organization that represents workers in their dealings with employers regarding bargaining for wages, benefits, job security, working conditions
 - Educational activities – actions that prepare employees for advancement in the organization
 - Developmental activities – actions that prepare managers to lead the company into the future
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Definitions 18.1: Developing and Keeping Human Resources, cont'd

- Cost effective – economically worthwhile in terms of what is achieved for the money spent
 - Employee complaint procedure – formal procedure for handling employee complaints
 - Equal Employment Opportunity Commission (EEOC) – federal agency responsible for enforcement of laws and regulations designed to protect employees.
 - Pregnancy Discrimination Act – an example of a law enforced by the EEOC requiring that employers treat pregnant employees the same as other employees when determining benefits
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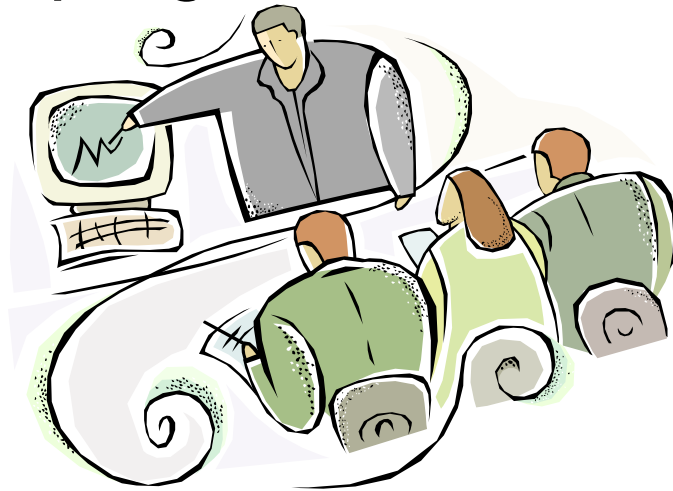
Components of Human Resource Management

- ❑ Recruiting and screening employees
- ❑ Managing dealings with unions
- ❑ Overseeing employee training and development
- ❑ Resolving day-to-day problems
- ❑ Ensuring equal opportunity
- ❑ Handling employee termination



Requirements of Training and Development

- Determine your needs
- Design your program
- Implement your program
- Evaluate your program for effectiveness



Definitions 18.2: Motivating Employees

- Theory X – belief that employees are basically lazy and need constant supervision
 - Theory Y – belief that employees are responsible, like to work, and want intrinsic rewards
 - Hygiene factors – compensation, working conditions, and fair company policies – needed to ensure employees are not dissatisfied
 - Motivating factors – achievement, recognition, responsibility, advancement, growth, and reward from doing the work itself.
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Definitions 18.2: Motivating Employees, cont'd

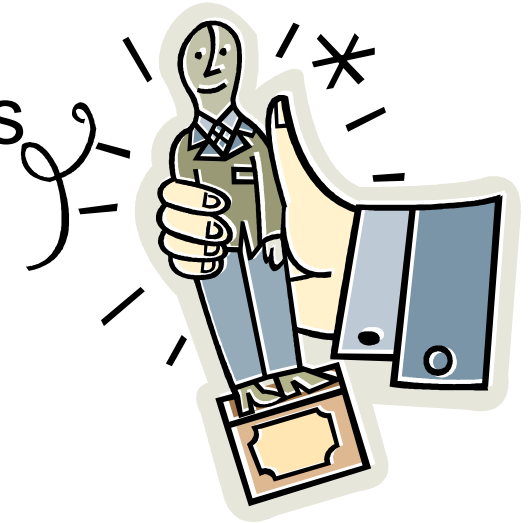
- Job enlargement – act of increasing the tasks, responsibilities, and scope of a job
 - Job enrichment – making a job more rewarding and less monotonous by adding elements at a different or higher skill level
 - Telecommuting – performing some or all of the job away from the business
 - Family leave – allows employees to take time off work to attend to significant personal events (birth, death, family illness) without fear of job loss
 - Flextime – allows employees to choose work hours and days most effective for their personal life
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Definitions 18.2: Motivating Employees, cont'd

- Management-by-objectives – employees are involved in setting their own objectives and gauging their own progress
 - Work team – group of employees assigned a task without direct supervision, and are responsible for results
 - Performance evaluation – process of judging how well an employee has performed the duties and responsibilities associated with a job.
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Motivational Techniques to Maximize Employee Performance

- Provide meaningful work
- Allow scheduling flexibility
- Involve employees in decision making
- Give recognition
- Provide performance evaluations
- Reward performance



Regarding the Motivation Program's Effectiveness:

- Is it working as a motivator?
- Does it need revision?
- Is it worth the cost?
- Can it be done a better way?

