

<<人力资源管理>>

图书基本信息

书名：<<人力资源管理>>

13位ISBN编号：9787302027201

10位ISBN编号：730202720X

出版时间：1997-10

出版时间：清华大学出版社

作者：(美)德斯勒

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

<<人力资源管理>>

内容概要

内容提要

这是一部介绍美国人力资源管理的理论与方法的教材。

该书包括绪论共五部分十

八章。

绪论包括两章，主要介绍人力资源管理的战略作用以及有关美国法律。

正文第

一部分（共四章）介绍招聘的整个过程包括工作分析、录用计划、招聘测试和筛选、面试等主要环节。

第二部分（共五章）详述职员的培训和发展。

包括入门培训、管理

人才的培养、质量和生产效率的提高、表扬和个人事业发展等内容。

第三部分（共三

章）主要谈报酬，包括建立报酬制度、按劳付酬和经济激励、福利和服务等内容。

第

四部分则涉及劳动关系和保障问题，包括集体谈判、确保公平待遇、雇员安全与健康保障、以及跨国企业的人力资源管理等问题。

全书内容丰富、图文并茂，每章都有微型案例和相关练习，并将练习内容搬到了

国际互联网上，使本书显得更具时代特色。

由于本书具有非常强的实务性，因此不仅

适合作为大学教材，也适宜于企业人事经理参考使用。

<<人力资源管理>>

书籍目录

Chapter 1:

Andy Levin/Photo Researchers, Inc.

Ted Horowitz/Stock Market

Charles Gupturn/Stock Market

Jose L. Pelaez/Stock Market

Seth Resnick/Gamma-Liaison, Inc.

Michael Newman/PhotoEdit

Chapter 2

Howell-Liaison/Gamma Liaison, Inc.

Mugshots/Stock Market

Stacy Pick/Stock Boston

Chapter 3

M. Douglas/The Image Works

IBM

Chapter 4

Bob Daemmrich/Stock Boston

B. Daemmrich/The Image Works

Bob Daemmrich/Stock Boston

Chapter 5

Bob Daemmrich/Stock Boston

John Coletti/Stock Boston

W.B. Spunbarg/Picture Cube, Inc.

Chapter 6

Jim Pickerell/Stock Boston

Jose L. Peleaz/Stock Market

Dayna Cooper/Toyota

Chapter 7

Miro Vintoniv/Stock Boston

L. Skoogfors/Woodfin Camp & Associates

NASA/The Image Works

Chapter 8

Harvard Business School

Bob Gomel/Stock Market

Chapter 9

William Taufic/Stock Market

Gabe Palmer/Kane/Stock Market

Chapter 10

PBJ Pictures/Gamma-Liaison, Inc.

Richard Pasley/Stock Boston

Edward L. Miller/Stock Boston

Chapter 11

Jon Feingersh/Stock Market

Jim Bourg/Gamma-Liaison, Inc.

Randy Taylor/Sigma

Chapter 12

<<人力资源管理>>

J.D. Sloan/Picture Cube, Inc.
Sam Sargent/Gamma-Liaison, Inc.
Ken Straitor/Stock Market
Chapter 13
Stan Godlewski/Gamma-Liaison, Inc.
E.I. Du Pont De Nemours & Co., Inc.
Thomas Craig/Picture Cube, Inc.
Chapter 14
Stephen Frisch/Stock Boston
Bob Daemmrich/The Image Works
Arnold Zann/Black Star
Chapter 15
Charles Gupton/Stock Boston
David H. Wells/The Image Works
John Bazemore/AP/Wide World Photos
Chapter 16
Ferguson and Katzman Photography, Inc.
David Sams/Stock Boston
Toyota
Chapter 17
Joe Carini/The Image Works
Frank Fisher/Gamma-Liaison, Inc.
Phil Savoie/Picture Cube, Inc.
Chapter 18
Owen Frankern/Stock Boston
Will & Deni McIntyre/photo Researchers, Inc.
Dave Bartruff/Stock Boston
Preface xvii
Chapter 1 The Strategic Role of Human Resource Management
Chapter 1 Equal Opportunity and the Law
Part One: Recruitment and Placement
Chapter 3 Job Analysis
Chapter 4 Personnel Planning and Recruiting
Chapter 5 Employee Testing and Selection
Chapter 6 Interviewing Candidates
Part TWO: Training and Development
Chapter 7 Orientation and Training
Chapter 8 Developing Managers
Chapter 9 Managing Quality and Productivity
Chapter 10 Appraising Performance
Chapter 11 Managing Careers
Part Three: Compensation
Chapter 12 Establishing Pay Plans
Chapter 13 Pay-for-Performance and Financial Incentives
470
Chapter 14 Benefits and Services

<<人力资源管理>>

Part Four: Labor Relations and

Employee Security

Chapter15 Labor Relations and Collective Bargaining

Chapter16 Guaranteed FairTreatment

Chapter17 Employee Safety and Health

Chapter18 Managing Human Resources in an International
Business

Name and Organization Index

Subject Index

Preface xvii

Chapter 1:The Strategic Role ofHuman Resource
Management

HUMAN RESOURCE MANAGEMENT AT WORK

THE CHANGING ENVIRONMENT OF HUMAN

RESOURCE MANAGEMENT

TOMORROW'S HR TODAY

HR AND THE RESPONSIVE ORGANIZATION: ABB

ASEA BROWN BOVERI

STRATEGIC PLANNING AND HR

MANAGEMENT

THE PLAN OF THIS BOOK

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 2:Equal Opportunity and the Law

INTRODUCTION

EQUAL EMPLOYMENT OPPORTUNITY

1964-1991

DIVERSITY COUNTS: IN SEXUAL HARASSMENT

EQUAL EMPLOYMENT OPPORTUNITY 1991

PRESENT

GLOBAL HRM: ENFORCING THE 1991 CIVIL

RIGHTS ACT ABROAD

DEFENSES AGAINST DISCRIMINATION

ALLEGATIONS

ILLUSTRATIVE DISCRIMINATORY EMPLOYMENT
PRACTICES

THE EEOC ENFORCEMENT PROCESS

INFORMATION TECHNOLOGY AND HR: EQUAL

EMPLOYMENT: UTILIZATION ANALYSIS

DIVERSITY MANAGEMENT AND AFFIRMATIVE

ACTION PROGRAMS

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

<<人力资源管理>>

PART ONE: Recruitment and Placement

Chapter 3: Job Analysis

THE NATURE OF JOB ANALYSIS

METHODS OF COLLECTING JOB ANALYSIS INFORMATION

INFORMATION TECHNOLOGY AND HR:

COMPUTERIZED SKILLS INVENTORIES

WRITING JOB DESCRIPTIONS

SMALL BUSINESS APPLICATIONS: A PRACTICAL APPROACH

WRITING JOB SPECIFICATIONS

JOB ANALYSIS IN A "JOBLESS" WORLD

HR AND THE RESPONSIVE ORGANIZATION

JOB ANALYSIS, HR, AND THE DE-JOBBED COMPANY

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 4: Personnel Planning and Recruiting

THE RECRUITMENT AND SELECTION PROCESS

EMPLOYMENT PLANNING AND FORECASTING

BUILDING EMPLOYEE COMMITMENT:

PROMOTION FROM WITHIN

RECRUITING JOB CANDIDATES

SMALL BUSINESS APPLICATIONS

DIVERSITY COUNTS: RECRUITING SINGLE PARENTS

GLOBAL HRM: THE GLOBAL TALENT SEARCH

DEVELOPING AND USING APPLICATION FORMS

INFORMATION TECHNOLOGY AND HR:

RECRUITING ON THE INTERNET

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 5: Employee Testing and Selection

THE SELECTION PROCESS

BASIC TESTING CONCEPTS

ETHICAL AND LEGAL QUESTIONS IN TESTING

TYPES OF TESTS

WORK SAMPLES AND SIMULATIONS

INFORMATION TECHNOLOGY AND HR:

<<人力资源管理>>

COMPUTER-INTERACTIVE PERFORMANCE
TEST
OTHER SELECTION TECHNIQUES
SMALL BUSINESS APPLICATIONS: TESTING
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
APPENDIX 5.I
SPECIAL TOPICS IN TESTING
NOTES
Chapter 6: Interviewing Candidates
INTRODUCTION: BASIC FEATURES OF
INTERVIEWS
INFORMATION TECHNOLOGY AND HR:
COMPUTER APPLICATIONS IN INTERVIEWING: THE
COMPUTER-AIDED INTERVIEW
COMMON INTERVIEWING MISTAKES
DIVERSITY COUNTS: DRESSING FOR THE
INTERVIEW
DESIGNING AND CONDUCTING THE EFFECTIVE
INTERVIEW
SMALL BUSINESS APPLICATIONS
BUILDING EMPLOYEE COMMITMENT: A TOTAL
SELECTION PROGRAM
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
APPENDIX 6.I
GUIDELINES FOR THE INTERVIEWEES
NOTES
PART TWO: Training and Development
Chapter 7: Orientation and Training
ORIENTING EMPLOYEES
BUILDING EMPLOYEE COMMITMENT:
ORIENTATION AND SOCIALIZATION
THE TRAINING PROCESS
TRAINING NEEDS ANALYSIS
TRAINING TECHNIQUES
SMALL BUSINESS APPLICATIONS: TRAINING
TRAINING FOR SPECIAL PURPOSES
GLOBAL HRM: TRAINING
EVALUATING THE TRAINING EFFORT
INFORMATION TECHNOLOGY AND HR: TRAINING
VIA THE INTERNET
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET

<<人力资源管理>>

NOTES

Chapter 8: Developing Managers

NATURE AND PURPOSE OF MANAGEMENT

DEVELOPMENT

HR AND THE RESPONSIVE ORGANIZATION: THE
RESPONSIVE MANAGER

MANAGERIAL ON-THE-JOB TRAINING

GLOBAL HRM: GLOBAL JOB ROTATION AND
MANAGEMENT

OFF-THE-JOB MANAGEMENT DEVELOPMENT
TECHNIQUES

DIVERSITY COUNTS: DO WOMEN MAKE BETTER
MANAGERS?

INFORMATION TECHNOLOGY AND HR: A
COMPUTERIZED MANAGERIAL ASSESSMENT AND
DEVELOPMENT PROGRAM

USING HR TO BUILD A RESPONSIVE LEARNING
ORGANIZATION

INFORMATION TECHNOLOGY AND HR:
MANAGEMENT DEVELOPMENT AND

CD-ROMS

EXECUTIVE DEVELOPMENT: KEY FACTORS FOR
SUCCESS

SMALL BUSINESS APPLICATIONS

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 9: Managing Quality and Productivity

INTRODUCTION

ALTERNATIVE WORK ARRANGEMENTS

USING QUALITY CIRCLE PROGRAMS

TOTAL QUALITY MANAGEMENT PROGRAMS

INFORMATION TECHNOLOGY AND HR: ATTITUDE
SURVEYS

CREATING SELF-DIRECTED TEAMS

BUILDING EMPLOYEE COMMITMENT:

EMPOWERING WORK TEAMS

GLOBAL HRM: EXTENDING PARTICIPATIVE

DECISION MAKING ABROAD

HR AND BUSINESS PROCESS REENGINEERING

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 10: Appraising Performance

WHY SHOULD YOU APPRAISE

<<人力资源管理>>

PERFORMANCE?

HOW TO DEFINE THE JOB

THE APPRAISAL ITSELF: APPRAISAL METHODS

INFORMATION TECHNOLOGY AND HR:

COMPUTERIZED PERFORMANCE APPRAISALS

APPRAISING PERFORMANCE: PROBLEMS AND SOLUTIONS

DIVERSITY COUNTS: IN PERFORMANCE APPRAISAL

THE APPRAISAL INTERVIEW

PERFORMANCE APPRAISAL IN PRACTICE

THE ROLE OF APPRAISALS IN MANAGING PERFORMANCE

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

NOTES

Chapter 11: Managing Careers

INTRODUCTION: HR CAREER MANAGEMENT

FACTORS THAT AFFECT CAREER CHOICES

CAREER MANAGEMENT RESPONSIBILITIES OF THE MANAGER AND THE EMPLOYER

INFORMATION TECHNOLOGY AND HR: CAREER COUNSELLING

MANAGING PROMOTIONS AND TRANSFERS

DIVERSITY COUNTS: IN PROMOTION AND CAREER MANAGEMENT

BUILDING EMPLOYEE COMMITMENT: HELPING EMPLOYEES TO SELF-ACTUALIZE

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

APPENDIX 11.1

FINDING THE RIGHT JOB

INFORMATION TECHNOLOGY AND HR: FINDING A JOB ON THE INTERNET

NOTES

PART THREE: Compensation

Chapter 12: Establishing Pay Plans

BASIC ASPECTS OF COMPENSATION

BASIC FACTORS IN DETERMINING PAY RATES

ESTABLISHING PAY RATES

CURRENT TRENDS IN COMPENSATION

HR AND THE RESPONSIVE ORGANIZATION:

BROADBANDING

INFORMATION TECHNOLOGY AND HR:

COMPUTERIZED JOB EVALUATIONS

<<人力资源管理>>

BUILDING EMPLOYEE COMMITMENT:
COMPENSATION MANAGEMENT
PRICING MANAGERIAL AND PROFESSIONAL
JOBS
CURRENT ISSUES IN COMPENSATION
MANAGEMENT
DIVERSITY COUNTS: IN JOB EVALUATION
GLOBAL HRM: THE ISSUES OF COMPENSATING
EXPATRIATE EMPLOYEES
SMALL BUSINESS APPLICATIONS
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
APPENDIX 12.1
QUANTITATIVE JOB EVALUATION METHODS
NOTES
Chapter 13: Pay-for-Performance and Financial
Incentives
MONEY AND MOTIVATION: BACKGROUND AND
TRENDS
INCENTIVES FOR OPERATIONS EMPLOYEES
INCENTIVES FOR MANAGERS AND
EXECUTIVES
INCENTIVES FOR SALESPeOPLE
INCENTIVES FOR OTHER PROFESSIONALS
ORGANIZATIONWIDE INCENTIVE PLANS
DEVELOPING EFFECTIVE INCENTIVE PLANS
INFORMATION TECHNOLOGY AND HR: APPRAISAL
STATISTICS
SMALL BUSINESS APPLICATIONS
BUILDING EMPLOYEE COMMITMENT: EXAMPLE
OF A TOTAL COMPENSATION PROGRAM
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
NOTES
Chapter 14: Benefits and Services
INTRODUCTION
PAY FOR TIME NOT WORKED
INSURANCE BENEFITS
RETIREMENT BENEFITS
EMPLOYEE SERVICES BENEFITS
DIVERSITY COUNTS: IN BUILDING A FAMILY-
FRIENDLY BENEFITS PACKAGE
FLEXIBLE BENEFITS PROGRAMS
INFORMATION TECHNOLOGY AND HR: BENEFITS
SPREADSHEET

<<人力资源管理>>

SMALL BUSINESS APPLICATIONS: BENEFITS AND
EMPLOYEE LEASING
BUILDING EMPLOYEE COMMITMENT: EXAMPLE
OF A BENEFITS PROGRAM
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
NOTES
PART FOUR: Labor Relations and Employee
Security
Chapter 15: Labor Relations and Collective Bargaining
INTRODUCTION: THE LABOR MOVEMENT
UNIONS AND THE LAW
GLOBAL HRM: UNIONS GO GLOBAL
THE UNION DRIVE AND ELECTION
INFORMATION TECHNOLOGY AND HR:
COMPUTERS ASSIST BOTH LABOR AND
MANAGEMENT
THE COLLECTIVE BARGAINING PROCESS
INFORMATION TECHNOLOGY AND HR:
ESTIMATING OFFERS COSTS WITH
COMPUTERS
CONTRACT ADMINISTRATION: GRIEVANCES
DIVERSITY COUNTS: GENDER DIFFERENCES IN
DISPUTES AND DISPUTE RESOLUTION
THE FUTURE OF UNIONISM
BUILDING EMPLOYEE COMMITMENT
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET
NOTES
Chapter 16: Guaranteed Fair Treatment
INTRODUCTION
BUILDING TWO-WAY COMMUNICATIONS
GUARANTEED FAIR TREATMENT AND EMPLOYEE
DISCIPLINE
DIVERSITY COUNTS: GUARANTEED FAIR
TREATMENT: "COMPARING MALES AND FEMALES
IN A DISCIPLINE SITUATION."
MANAGING DISMISSALS
MANAGING SEPARATIONS: LAYOFF AND
RETIREMENT
BUILDING EMPLOYEE COMMITMENT: LIFETIME
EMPLOYMENT WITHOUT GUARANTEES
CHAPTER REVIEW
APPLICATION EXERCISES
TAKE IT TO THE NET

<<人力资源管理>>

NOTES

Chapter 17:Employee Safety and Health

WHY EMPLOYEE SAFETY AND HEALTH ARE
IMPORTANT

BASIC FACTS ABOUT OCCUPATIONAL SAFETY
LAW

SMALL BUSINESS APPLICATIONS: OSHA AND THE
SMALL BUSINESS

THE SUPERVISOR'S ROLE IN SAFETY

WHAT CAUSES ACCIDENTS?

HOW TO PREVENT ACCIDENTS

HR AND THE RESPONSIVE ORGANIZATION:

EMPLOYEE SAFETY AND HEALTH

EMPLOYEE HEALTH: PROBLEMS AND
REMEDIES

INFORMATION TECHNOLOGY AND HR: USING
COMPUTERS TO MONITOR SAFETY

DIVERSITY COUNTS: IN OCCUPATIONAL SAFETY
AND HEALTH

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

APPENDIX 17-1

NOTES

Chapter 18:Managing Human Resources in an International
Business

INTRODUCTION: THE INTERNATIONALIZATION
OF BUSINESS

IMPROVING INTERNATIONAL ASSIGNMENTS
THROUGH SELECTION

DIVERSITY COUNTS: SENDING WOMEN

MANAGERS ABROAD

TRAINING AND MAINTAINING INTERNATIONAL
EMPLOYEES

CHAPTER REVIEW

APPLICATION EXERCISES

TAKE IT TO THE NET

APPENDIX 18-1

A FINAL WORD: TOWARD AN HR PHILOSOPHY,
AND AUDITING THE HRM FUNCTION

BUILDING EMPLOYEE COMMITMENT: A

RECAP

NOTES

Name and Organization Index

Subject Index

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>