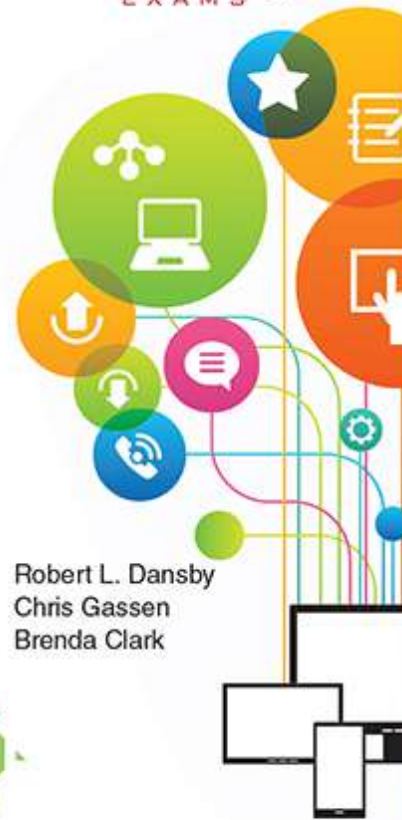


G-W Goodheart-Willcox Publisher

Principles of Business, Marketing, and Finance

PRECISION
EXAMS



Robert L. Dansby
Chris Gassen
Brenda Clark

Presentations for PowerPoint

Principles of Business, Marketing, and Finance

G-W
PUBLISHER

The Goodheart-Willcox Co., Inc.
Tinley Park, Illinois

9

Human Resources Management

Section 9.1

Human Resources

Objectives

- **Describe** the role of human resources within an organization.
- **Explain** the role of organized labor in society.

Key Terms

- human resources
- human resources management (HRM)
- job analysis
- job description
- compensation
- professional development
- salary
- incentive
- bonus
- commission
- piecework
- benefit
- labor union
- white-collar worker
- blue-collar worker
- collective bargaining
- arbitration
- strike



Essential Question

Why is human resource management important in any type of business?

Role of Human Resources

- **Human resources** are the employees who work for a business
- *Human resources (HR) department* oversees human resources within an organization
- *Human resources planning* is creating strategy to meet employment needs of a company
- **Human resources management (HRM)** is the process of hiring, training, and developing employees

Role of Human Resources

- Five basic functions of Human resources management



Role of Human Resources

- Recruiting and hiring: Most basic HRM function
 - **Job analysis** is a process that identifies the job requirements for a position, employee qualifications, and how success will be evaluated
 - **Job description** defines the position and expectations of a job
 - *Recruiting* is strategy to find qualified people
 - *Screening interview* is the first interview
 - **Compensation** is payment to an employee for work performed including wages or salaries, incentives, and benefits

Role of Human Resources

- Training: Specific and job-related to prepare new employee for the job
 - Orientation is overview of company and operations
 - Job-specific training is usually hands-on and in a classroom setting
 - **Professional development** is education for people who have already completed their formal schooling and training

Role of Human Resources

- Compensation: HR ensures compensation is in line with competition and industry standards
 - *Wage* is payment for work calculated hourly, daily, or weekly
 - **Salary** is fixed payment for work and is expressed as an annual figure
 - **Incentives** are a type of compensation based on performance; *pay for performance*
 - **Bonus** is money added to an employee's base pay
 - **Commission** is income paid as a percentage of sales made by a salesperson

Role of Human Resources

- Compensation (continued)
 - **Piecework** is a wage based on a rate per unit of work completed
 - **Benefit** is a form of noncash compensation received in addition to a wage or salary, such as medical and dental insurance, sick leave, vacation time, and profit-sharing

Role of Human Resources

- Performance evaluation: Assess how well employees are performing their jobs
 - *Performance appraisal* assesses job performance and progress toward set goals
 - Job *promotion* is the advancement of an employee within a company to a position of greater responsibility
 - *Termination* is the process of ending the relationship between an employer and an employee
 - *Downsizing* is a general reduction in the number of employees within a company

Role of Human Resources

- Legal compliance: Staying up-to-date with labor laws and regulations
 - Fair and equal treatment of employees
 - Working conditions
 - May differ from state to state

Role of Human Resources

Laws Affecting Human Resource Management

Law	Year	Description
Fair Labor Standards Act	1938	Supports workers rights by establishing the federal minimum wage, 40-hour workweek, requirements for overtime pay, and restrictions on child labor
Equal Pay Act	1963	Requires that women and men receive equal pay for equal work
Civil Rights Act	1964	Outlaws discrimination and segregation based on race, color, religion, sex, or national origin
Age Discrimination in Employment Act	1967	Protects employees age 40 and older from discrimination on the basis of age in hiring, promotion, discharge, and compensation
Occupational Safety and Health Act	1970	Requires employers to provide a workplace free of hazards that could affect the health and safety of workers
Americans with Disabilities Act	1990	Prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities
Family and Medical Leave Act	1993	Requires certain employees be granted temporary, job-protected leave based on qualifying events

Goodheart-Willcox Publisher

Organized Labor

- **Labor union** is a group of workers united as a single body to protect and advance the rights and interests of its members; *organized labor*
- A **white-collar worker** is one who primarily uses mental abilities and knowledge acquired in higher education
- A **blue-collar worker** is one whose job involves physical labor

Organized Labor

- **Collective bargaining** is the formal negotiation process between management and unions to resolve issues
 - In *mediation*, a neutral person attempts to find a solution acceptable to both sides
 - In **arbitration**, a third party reviews both sides and makes a legally-binding decision
- A **strike** is when union workers temporarily refuse to work

Section 9.1 Review

1. List the five basic functions of human resources management.

The five basic functions of human resources management are recruiting and hiring, training and development, compensation, performance evaluation, and legal compliance.

2. What are the two phases of new employee training?

New employee training is often divided into two phases: orientation and job-specific training.

Section 9.1 Review

3. What is the purpose of a performance appraisal?

A performance appraisal is an assessment of an employee's job performance and the progress made toward achieving set goals.

4. Why did labor unions begin to appear in the late nineteenth and early twentieth century?

Many employers of the time were not treating their employees well. Workers were subjected to low wages, long hours, and poor working conditions. As a result, workers started to band together and form labor unions.

Section 9.1 Review

5. Why do unions and union workers choose to strike?

When union members are unhappy with the bargaining process, they may choose to strike. Workers may strike when bargaining reaches a stalemate. Unions may also use a strike to emphasize the importance of certain bargaining issues.

Section 9.2

Workplace Environment

Objectives

- **Explain** corporate culture in the workplace.
- **Describe** components of an effective workplace environment.

Key Terms

- personal leave
- family leave
- flextime
- job sharing
- telecommuting
- work environment
- discrimination
- harassment
- ergonomics



Essential Question

How do companies develop their corporate culture?

Corporate Culture

- *Corporate culture* describes how the owners and employees of a company think, feel, and act as a business; *organizational culture*
- Includes *social responsibility*

Corporate Culture

- Options for work-life balance
 - **Personal leave** is a few days each year employees can use for personal reasons
 - **Family leave** is time off work for certain life events
 - **Flextime** is a policy allowing employees to adjust work schedules to better match personal schedules
 - **Job sharing** is an arrangement where two part-time employees handle the responsibilities of a single full-time position
 - **Telecommuting** is an arrangement where employees work away from the business site

Corporate Culture

- *Maslow's Hierarchy of Needs* states that needs motivate people to act
- *Motivation/hygiene theory* states that motivation factors and hygiene factors lead to employee satisfaction; *two-factor theory*
- Motivation factors:
 - Recognition
 - Achievement
 - Opportunity for growth
 - Responsibility
 - Meaningful work
- Hygiene factors:
 - Physical working conditions
 - Job benefits
 - Job security
 - Status
 - Interpersonal relations

Corporate Culture

- Effective employer/employee relationships are important to the success of an organization
 - Mutual respect
 - Mutual reliance
 - Openness
 - Gratitude
- *Diversity* is having people from different backgrounds, cultures, or demographics coming together in a group

Work Environment

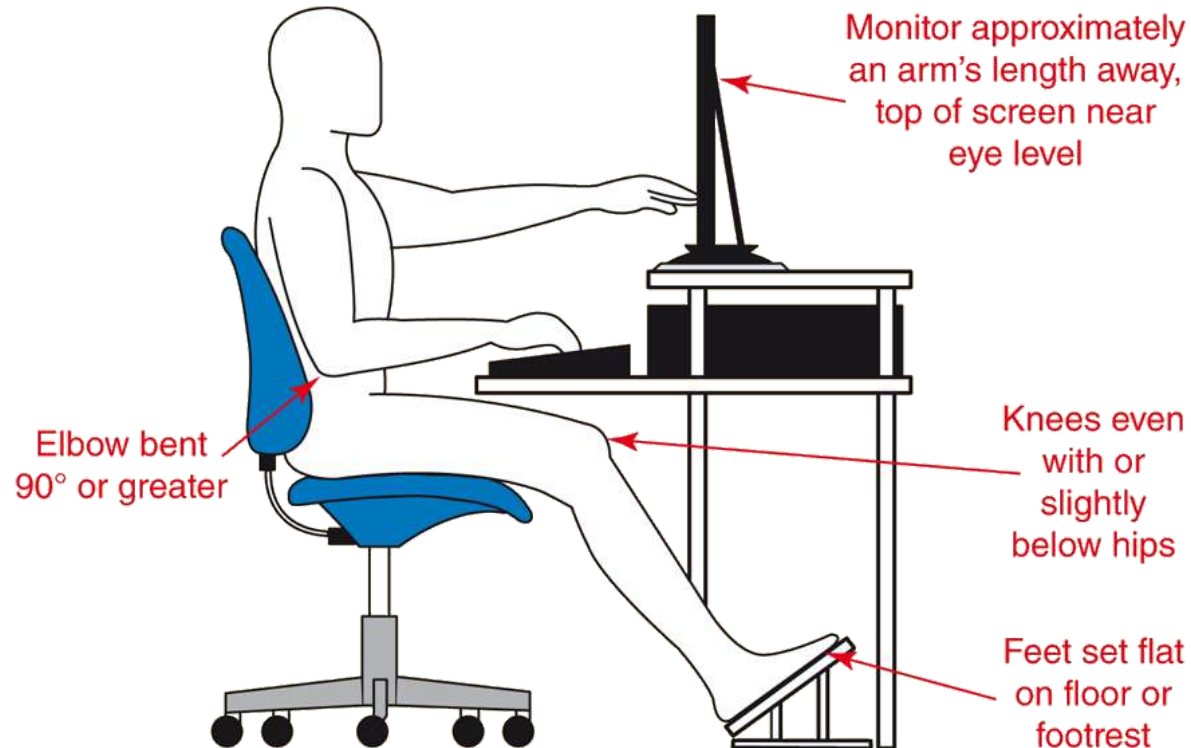
- **Work environment** is the location, physical conditions, and emotional atmosphere in which employees work
- Many laws on the proper treatment of employees
 - Workplace **discrimination** occurs when an individual is treated unfairly because of his or her race, gender, religion, national origin, disability, or age
 - **Harassment** is uninvited conduct toward a person based on his or her race, color, religion, sex, national origin, age, or disability

Work Environment

- Work environment must be safe and promote employee health and well-being
 - The *Occupational Safety & Health Administration (OSHA)* sets and enforces safety standards
 - *Emergency procedures* are series of actions to minimize risks during an emergency
 - **Ergonomics** is a science concerned with designing and arranging things people use so that they can interact efficiently and safely

Work Environment

Ergonomic Workstation



Section 9.2 Review

1. List five examples of methods businesses can use to promote a healthy work-life balance.

Five ways an organization may offer a work-life balance are personal leave, family leave, flextime, job sharing, and telecommuting.

2. What are common characteristics of an effective employer/employee relationship?

The most common characteristics of effective employer/employee relationships are mutual respect, mutual reliance, openness, and gratitude.

Section 9.2 Review

3. How is workplace diversity achieved?

Workplace diversity is achieved by employing people without regard to gender, age, ethnicity, or racial background.

4. According to the EEOC, when does harassment become unlawful?

Harassment becomes unlawful when enduring offensive conduct becomes a condition of employment or conduct creates a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Section 9.2 Review

5. What are some ergonomic accessories that may improve the comfort of reading on a computer screen?

Ergonomic accessories that may improve the comfort of reading on a computer screen include wrist rests, specially designed chairs, and back supports.