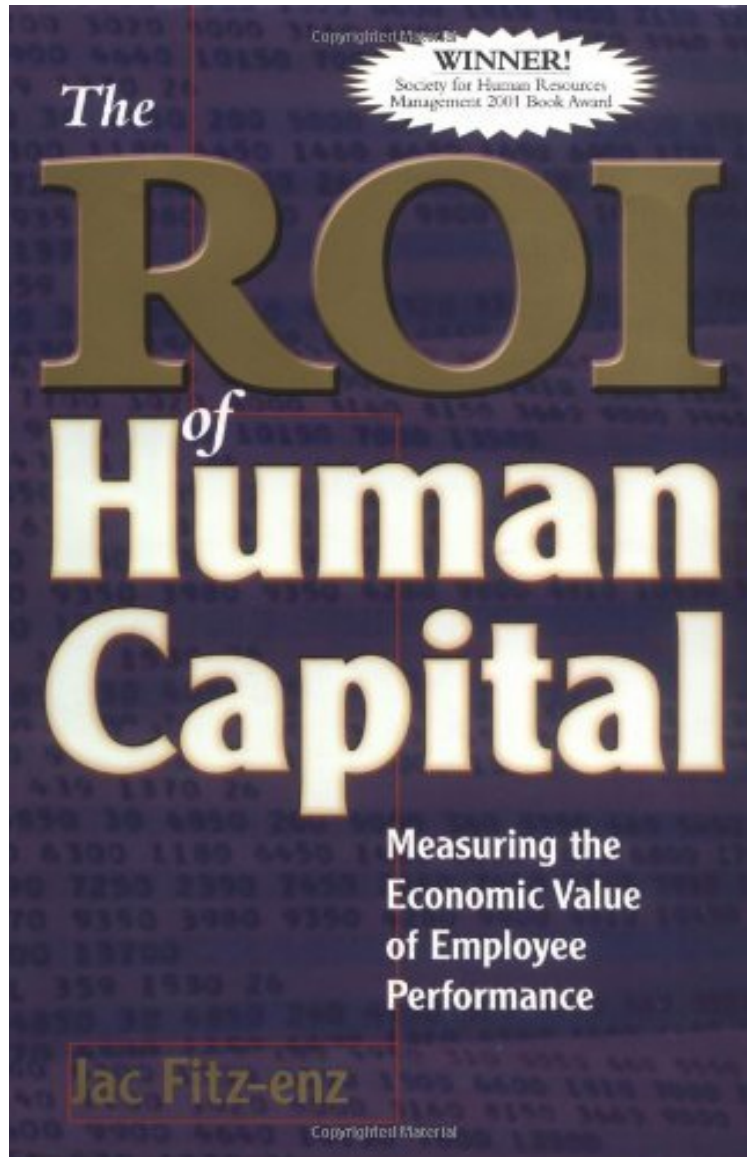


The ROI of Human Capital: Measuring the Economic Value of Employee Performance

Dr. Jac Fitz-enz

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Dr. Jac Fitz-enz : The ROI of Human Capital: Measuring the Economic Value of Employee Performance before purchasing it in order to gage whether or not it would be worth my time, and all praised The ROI of Human Capital: Measuring the Economic Value of Employee Performance:

8 of 9 people found the following review helpful. Your typical HR / Mgmt book that repackages what you know without cutting edge insights. By LanceI would not recommend this book. It does a fair job of framing the core issue

with HR: that it is inherently difficult to measure and track and thus HR leaders lose credibility within large organizations...but we all know that already. It then fails where we most need it to succeed, in proposing practical solutions to the problem. It offers a series of metrics (revenue per employee, satisfaction per employee) that are all either quite basic or largely useless and would not be considered credible by the individuals holding power and decision rights within an organization (CFOs, GMs, etc.). Unfortunately I view this book as emerging 20 years too late. These metrics may have been innovative then, but are far from it now. The true ROI of human capital is no longer taking some metric and dividing by the number of employees, or calculating back of the envelope the productivity lost due to employee attrition. Cutting edge organizations (which we all aspire to build by reading these types of books) are doing far more than this book even contemplates. Using data and regressions to identify what makes great managers or drives individuals to quit for example and complicated multi-factor problems. These problems are the key to unlock the ROI of human capital, but unfortunately the book does not delve into them. Look elsewhere. 0 of 0 people found the following review helpful. Five Stars By Dr. Soubjaki AMAZING 0 of 0 people found the following review helpful. Jac and his book ROI of Human Capital is an inspiration! By Louis Carter Jac is an inspiration - he has done groundbreaking work in the field of ROI - and this book proves his commitment to the field and all that he has brought to predictive analytics and the value of establishing and measuring ROI for human capital programs/HR.

"We all know that people--not cash, buildings, or equipment--are the lifeblood of any business enterprise. Yet, astonishingly, there has never been a reliable way to quantify the contribution of human capital to corporate profit...until now. In *The ROI of Human Capital*, Jac Fitz-enz draws on years of quantitative and qualitative research by his prestigious Saratoga Institute to provide a breakthrough methodology for measuring the bottom-line effect of employee performance. A prolific author, whose previous work includes *Human Value Management*, named *Book of the Year* by the Society for Human Resource Management, Fitz-enz has also been called ""the father of human performance benchmarking."" This new book offers a rare blend of management expertise and quantitative metrics, showing executives and HR professionals how to gauge human costs and productivity at three critical levels: * Organizational (contributions to corporate goals) * Functional (impact on process improvement) * Human resources management (value added by five basic HR department activities). With today's employee costs often exceeding 40 percent of corporate expense, measuring the value of this human capital is essential. Here, at last, is a resource that reveals how to do it and that helps managers determine how to invest most effectively in human productive potential."