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The Impact of human capital on Company performance and the ...
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Human resource departments increasingly use the statistical analysis
of performance indicators as a way of demonstrating their contribution
to organizational performance. In this book, Steve Fleetwood and
Anthony Hesketh take issue with this 'scientific' approach by arguing
that its preoccupation with statistical analysis is misplaced because
it fails to take account of the complexities of organizations and the
full range of issues that influence individual performance. The book
is split into three parts. Part I deconstructs research into the
alleged link between people and business performance by showing that
it cannot explain the associations it alleges. Part II attributes
these shortcomings to the importation of spurious 'scientific'
methods, before going on to suggest more appropriate methods that
might be used in future. Finally, Part III explores how HR executives
and professionals understand their work and shows how a critical
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Human Performance provides the student and researcher with a comprehensive and accessible review of performance, in the real world and essential cognitive science theory. Four main sections cover both theoretical and practical issues: Section One outlines the perspectives on performance offered by contemporary cognitive science, including information processing and neuroscience perspectives. Section Two presents a multi-level view of the performer as biological organism, information-processor and intentional agent. It reviews the development of the cognitive theory of performance through experimental studies and also looks at practical issues such as human error. Section Three reviews the impact of stress factors such as noise, fatigue and illness on performance. Section Four assesses individual and group differences in performance with accounts of ability, personality and aging.

New rules require a new game plan. More than 80% of today's workforce comprises knowledge-and service-based workers, rendering obsolete the conventional understanding of organizational performance. New work roles require new managerial skills and methods. This innovative book shows how 'new human performance specialists' can mold and construct work situations that enhance performance, productivity, and profits. The methods go beyond individual improvement and show how to create and sustain work situations that foster high levels of performance. 'Human Performance Consulting' presents a comprehensive framework for designing and implementing highly effective, results-orientated programs that improve employee performance. It gives managers and human-performance professionals proven methods for boosting any organization's workforce productivity and operational performance – and without huge capital expenditures, high-profile programs, and major upheavals. James Pepitone describes the role of the internal performance consultant and explains how these individuals can add financial value to any organization by guiding human performance improvement. Case studies and examples give you a solid foundation for identifying and diagnosing performance problems. Step-by-step instructions supply guidelines for working with existing management to make skillful changes that will improve performance and add measurable value.

The second edition of a bestseller, Safety Differently: Human Factors for a New Era is a complete update of Ten Questions About Human Error: A New View of Human Factors and System Safety. Today, the unrelenting pace of technology change and growth of complexity calls for a

different kind of safety thinking. Automation and new technologies have resu

Today stakeholders demand accountability from government and nongovernmental human service organizations. Performance measurement has become the major method of performance accountability. So how can human service organizations develop and utilize program output, quality, and outcome performance measures to satisfy stakeholders? This Second Edition of Measuring the Performance of Human Service Programs explains in detail how to measure and assess program effectiveness. With special attention given to the four types of outcome performance measures—numeric counts, standardized measures, level of functioning (LOF) scales, and client satisfaction—this updated classic is the only resource focused exclusively on performance accountability and performance measurement in the human services. Features in This Edition Provides a fundamental understanding of performance accountability and performance measurement in human service programs with comprehensive and up-to-date material Utilizes the systems model as a conceptual framework— a common conceptual framework in social work and the human services Explains the different types of output (efficiency) performance measures—time, episode, material Includes updated examples of efficiency, quality, and effectiveness performance measures in human service organizations An Instructor's Resource site (http://www.sagepub.com/martinmeas2einstr) offers PowerPoint slides for each chapter and suggested assignments to accompany each chapter. Intended Audience This book is designed for graduate courses on social work and human services and is also a invaluable resource for practitioners in human service organizations.

Combining emerging concepts, theories, and applications of human factors knowledge, this volume focuses on discovery and understanding of human performance issues in complex systems, including recent advances in neural basis of human behavior at work (i.e. neuroergonomics), training, and universal design. The book is organized into ten sections that focus on the following subject matters: I: Neuroergonomics: Workload Assessment II: Models and Measurement in Neuroergonomics III: Neuroergonomics and Human Performance IV: Neuroergonomics and Training Issues V: Trainees: Designing for Those in Training VI: Military Human Factors: Designing for Those in the Armed Forces VII: New Programs/New Places: Designing for Those Unfamiliar with Human Factors VIII: Universal Design: Designing to Include Everyone IX: Designing for People with Disabilities X: Children and Elderly: Designing for Those of Different Ages Sections I through IV of this book focus on neuroscience of human performance in complex systems, with emphasis on the assessment and modeling of cognitive workload, fatigue, and training effectiveness. Sections V through X concentrate on applying human factors to special populations, with the caveat that the design information may not generalize to (or be of interest to) other populations. This broadens

the conventional definition which limits special populations to those who have limitations in their functional abilities, i.e. those with chronic disabilities due to illness, injury, or aging. Thus, special populations can incorporate certain investigations and designs focused on military, students, or even developing countries and those naïve to the field of human factors, as well as those who are affected by disabilities and aging (both young and old). Many chapters of this book focus on analysis, design, and evaluation of challenges affecting students, trainees, members of the military, persons with disabilities, and universal design. In general, the chapters are organized to move from a more general, to a more specialized application. For example, the subtopics for those with disabilities include designing websites, workstations, housing, entrepreneur training, communication strategies, products, environments, public transportation systems, and communities. This book is of special value to a large variety of professionals, researchers and students in the broad field of human performance who are interested in neuroergonomics, training effectiveness, and universal design and operation of products and processes, as well as management of work systems in contemporary society. We hope this book is informative, but even more – that it is thought provoking. We hope it inspires, leading the reader to contemplate other questions, applications, and potential solutions in creating designs that improve function, efficiency, and ease-of-use for all. Seven other titles in the Advances in Human Factors and Ergonomics Series are: Advances in Human Factors and Ergonomics in Healthcare Advances in Applied Digital Human Modeling Advances in Cross-Cultural Decision Making Advances in Cognitive Ergonomics Advances in Occupational, Social and Organizational Ergonomics Advances in Human Factors, Ergonomics and Safety in Manufacturing and Service Industries Advances in Ergonomics Modeling & Usability Evaluation

This book presents a review of research on reaction processes and attention as it has evolved over the last 40 years in the context of the information processing tradition in cognitive psychology. It is argued and demonstrated that issues of reaction processes and attention are closely interconnected. Their common conceptualization can be seen in terms of limited processing capacity on the one hand, and stage analysis on the other. This volume concludes that, at present, a stage analysis metaphor offers better prospects as a conceptual starting point; the limited capacity metaphor was strongly tied to the digital computers of the 60s. The emphasis of the book is on behavioral research, but summaries of related findings on evoked potentials and other psychophysiological variables are included as well. From this perspective, it may be of interest to neuropsychologists who want to learn about the present state of cognitive experimental paradigms. Elements of Human Performance also addresses the question of the relationship between basic research and applications in the said areas. This is particularly urgent in view of the now common notion that the results of many simplified laboratory

tasks may be artifactual and of little applied value. A back-to-back research strategy is outlined to assess the validity of basic research results for real-life tasks.

The first two editions of the Handbook of Human PerformanceTechnology helped define the rapidly growing and vibrant fieldof human performance technology - a systematic approach toimproving individual and organizational performance. Exhaustivelyresearched, this comprehensive sourcebook not only updates keyfoundational chapters on organizational change, evaluation,instructional design, and motivation, but it also featuresbreakthrough chapters on "performance technology in action" andaddresses many new topics in the field, such as certification, SixSigma, and communities of practice. Boasting fifty-five new chapters, contributors to this newedition comprise a veritable "who's who" in the field ofperformance improvement, including Geary Rummler, Roger Kaufman,Ruth Clark, Allison Rossett, Margo Murray, Judith Hale, Dana andJames Robinson, and many others. Praise for the third edition of the Handbook of HumanPerformance Technology "If you are in the business of trying to improve organizationalperformance, this Handbook should be the first place youlook for answers to questions about human performancetechnology." - Joseph J. Durzo, CPT, Ph.D., senior vice president and chieflearning officer, Archstone-Smith "This newest edition of the Handbook provides anunparalleled, all-encompassing survey of the latest theory and itspractical application in this emergent field. This book is amust-have reference for any professional wishing to systematicallyimprove performance within their organization." - Weston McMillan, CPT, manager, training and development, eBayInc. "An invaluable, engaging resource for anyone charged withimproving workplace performance. It not only provides thebackground and foundations of our profession, but more importantly,it also provides the most up-to-date descriptions of how to applyHPT to drive results." - Rodger Stotz, CPT, vice president and managing consultant, MaritzInc. "This book is filled with insights--both for those who are newto the field and also for those who are experienced. It offersconcrete advice and examples on how to use HPT to impact businessresults and how to work successfully within organizations." - Anne Marie Laures, CPT, director, learning services, WalgreenCo. "The Handbook contains many of the secrets for improving theperformance of individuals, groups, and organizations." - Robert F. Mager, author, Analyzing Performance Problemsand How to Turn Learners On...Without Turning Them Off

This book examines recent advances in theories, models, and methods relevant to automated and autonomous systems. The following chapters provide perspectives on modern autonomous systems, such as self-driving cars and unmanned aerial systems, directly from the professionals working with and studying them. Current theories surrounding topics such as vigilance, trust, and fatigue are examined throughout as predictors of human performance in the operation of automated systems. The challenges related to attention and effort in

autonomous vehicles described within give credence to still-developing methods of training and selecting operators of such unmanned systems. The book further recognizes the need for human-centered approaches to design; a carefully crafted automated technology that places the "human user" in the center of that design process. Features Combines scientific theories with real-world applications where automated technologies are implemented Disseminates new understanding as to how automation is now transitioning to autonomy Highlights the role of individual and team characteristics in the piloting of unmanned systems and how models of human performance are applied in system design Discusses methods for selecting and training individuals to succeed in an age of increasingly complex human-machine systems Provides explicit benchmark comparisons of progress across the last few decades, and identifies future prognostications and the constraints that impinge upon these lines of progress Human Performance in Automated and Autonomous Systems: Current Theory and Methods illustrates the modern scientific theories and methods to be applied in real-world automated technologies.

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