

HUMAN RESOURCES METRICS AND ANALYTICS

Spring 2023

38:533:550:90

KEY POINTS

- Instructor:** Professor So Ri Park, M.A., M.S., MLER
- Course History:** This course is developed by Professor Michael Sturman, Ph.D., SPHR. Course contents, teaching philosophy, assignment and grading policies and many other components of the course are based on Prof. Sturman's previous classes on this course. I will implement this class as close to his original intentions as possible.
- Class Time:** This class will be run in a fully asynchronous format. Work will be organized by the week of the semester, and it is expected that you complete each week of work by Saturday (11:59pm EST) of that academic week.
- Technology:** The class is supported in Canvas. Note that the Canvas platform has instructions and tutorial to help you (see <https://canvas.rutgers.edu/students/>). Communication with the professor will be conducted using Zoom (<https://it.rutgers.edu/zoom/>), and email communication is welcome.
- Office Hours: (Policy)** Open Zoom office hours will be held once a week. Office hours will be an open discussion on any topic. Participation in office hours is ***NOT*** required and does ***NOT*** influence your grade. Questions can be asked or messaged to me through email or in Zoom. I will answer questions in the order they are received.
- Office Hours (Times)** Office hours will be in my Zoom room at the following times.
- Zoom meeting address, meeting ID, and password are shared in the Announcements section in CANVAS
 - Wednesday 9:00 AM-11:00 AM
 - I also recognize people may be in different time zones, have work schedules, or have other scheduling difficulties. If these times do not work, please do not hesitate to contact me to make an appointment. Please contact me by emails, preferably with 2 or 3 possible times (in order of preference, if any).
- E-mail:** sori.park@rutgers.edu
- Textbook:** *Investing in People: Financial Impact of Human Resource Initiatives*
Wayne F. Casio, John W. Boudreau, & Alexis A. Fink. Pearson Education, Inc. 3rd Edition (2019). ISBN: 978-1586446123
- The textbook is provided in CANVAS by chapter. You can also purchase it from the University Book Store if you want a paper copy. It is also available online through the Rutgers library system.
- Readings:** Readings should be accessible through the library system as well as the Canvas course webpage (<https://tlt.rutgers.edu/canvas>).
- Attendance:** No attendance is taken. The course is fully asynchronous. There are, however, weekly “in-class” assignments assessed through “quizzes” on the Canvas site. You are required to complete these quizzes each week.

- Flexibility:** If a student has personal/medical/family emergency during the semester, the asynchronous format of the course will allow for flexibility. Depending on the scope (and timing) of the emergency, I can work with you on revised due dates to help you complete the course.
- Grading:** All grading involves either assignments within Canvas or documents “handed in” to me through the Canvas system.

COURSE DESCRIPTION

This course is designed to introduce students to the fundamental logic, metrics, and methods necessary to conducting HR analytics. Organizations are increasingly relying on HR Analytics to improve decision-making in human resources, and ultimately contribute more effectively to organizational effectiveness. HR practitioners need to be skilled in understanding (1) the types of problems that can be addressed using HR analytics, (2) how to analyze and interpret human resource data, (3) how to evaluate the validity of those analyses, and (4) how to communicate analytical and statistical results in a way to influence decisions. The course is designed to teach basic HR Analytics skills and critical thinking skills with respect to HR decision-making. The course will involve data analysis and statistics, but its emphasis is on application and real-world problem solving.

COURSE OBJECTIVES

Upon successfully completing this course, students should be capable of the following:

- Relating the importance of using data-based reasoning to support HR decision-making
- Engaging in critical thinking, translating how human resource issues and questions can be tested
- Performing basic data analyses to answer human resource questions
- Conducting summary statistics, correlation analysis, and regression analysis to answer human resource questions
- Communicate, in writing and orally, the meaning and implications of HR analytics

MY TEACHING PHILOSOPHY

My goal, quite simply, is for you to learn. I want you coming out of this class knowing how to “do things” with HR Analytics that you did not know going into this course. I know people come to the course with different comfort levels with respect to their prior HR background, their comfort and knowledge of statistics, as well as their skills in using Excel. It is my view that it is my job to teach you how to engage in analytics. If you don’t know how to do something with Excel, or how to conduct a particular type of analysis, I should teach you. If I don’t cover what you need in a lecture, I should have. If there is something you need to know and I didn’t cover it, you should therefore ask about it in office hours (as, chances are, others will be similarly confused).

I also think your education is more important than a schedule set up months ahead of time. It is more important to me that you learn than it is for me to show that I can enforce deadlines. If you will be late with an assignment, I would rather you do the assignment and hand it in late, rather than you not do the assignment. I give an assignment so you can learn from it, not to enforce a deadline or just have something with which to rationalize a grade. In my view, your learning from the assignment is more important than an arbitrary deadline. So, while I have the option of lowering your grade if it is late (and, honestly, I generally do not do that unless it gets extreme or it becomes a pattern), I would still rather you do the assignment than not. While the end-of-semester deadline is fixed (***I can’t accept assignments on or after Dec. 20 or Module 5 on or after Dec. 22, the last day of final exams***), because I have to get

everything graded and final grades entered into the system), I will take any late assignment up to and including on Dec. 20 and Module 5 up to and including on Dec. 22 and will not lower any assignment's and Module 5's grades more than one full letter grades for being late.

Finally, if something happens and you need some help or accommodation, please ask. I can't help you learn if I don't know what challenges you are facing. I will sincerely try to accommodate problems that arise so that you can come out of this class truly understanding and being able to apply HR Analytics.

SMLR LEARNING OBJECTIVES

This course is designed to help students attain the following specific SMLR learning objectives:

I) Written & Oral Communication — Communicate effectively at a level and in modes appropriate to an entry level professional.

- Communicate complex ideas effectively, in standard written English
- Analyze and synthesize information and ideas from multiple sources to generate new insights
- Produce high quality executive summaries
- Make an argument using contemporary and/or historical evidence
- Present ideas and arguments in a logical and effective way

II) Quantitative, Qualitative, and Analytical Skills — Apply appropriate quantitative and qualitative methods for research workplace issues.

- Formulate, evaluate, and communicate conclusions and inferences from quantitative information
- Apply quantitative methods to analyze data for HR decision making including cost-benefit analyses, ROI, etc. (HRM)
- Apply qualitative methods appropriately, alone and in combination with quantitative methods

III) Research Skills — Demonstrate an ability to collect, analyze and synthesize information to make logical and informed decisions impacting the workplace. Use evidence to evaluate hypotheses, theories and approaches to workplace issues.

- Analyze and synthesize information and ideas from multiple sources to generate new insights
- Assess and critique relevant evidence and research findings
- Use evidence-based analysis to appraise the validity of various hypotheses, theories, and approaches to workplace issues

V) Understanding Context — Evaluate the context of workplace issues, public policies, and management decisions

- Analyze issues related to business strategies, organizational structures, and work systems

VI) Application — Demonstrate an understanding of how to apply knowledge necessary for effective work performance

- Apply concepts and substantive institutional knowledge, to understanding contemporary developments related to work
- Understand the legal, regulatory and ethical issues related to their field
- Understand the internal and external alignment and measurement of human resource practices (HRM)

VIII) Diversity, Equity, and Inclusion — Evaluate the context of workplace issues, public policies, and management decisions.

- Analyze issues related to business strategies, organizational structures, and work systems
- Analyze issues related to the selection, motivation, and development of talent in a local and global context

GRADING

Material	Weight
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Reading Assignments: (20%)

For most weeks, there will be a reading and a corresponding homework assignment. The reading and assignment will be provided in the module in the week before it is due (so, the reading and reading assignment for Week 2 will be provided in Week 1’s module). All assignments should be written in double-spaced; 12-point font; Times New Roman; 1-inch margins. Also, I do not expect them to be too long; just 1 or 2 pages would suffice.

“Quizzes” in Canvas (meant to be like In-Class Assignments): (5%)

Although the class is asynchronous and virtual, each week is designed with the idea that some class time would be devoted to exercises related to that week’s material. Each week of class will contain one or more “quizzes” that you must complete. These quizzes typically ask you to engage in some analytical exercise and provide the answer to particular questions. **The quizzes are NOT GRADED, although you must complete them to get full credit.** Although not graded, I strongly encourage you to seriously engage in these exercises so as to fully learn the class material. You should spend about 15-20 minutes per week on the quizzes. If you find you are spending significantly more time than that, then you are probably taking them too seriously. Of course, feel free to spend as much time as you want on them, but I only expect you to spend 15-20 minutes. **And again, your grade on the quizzes DOES NOT affect your grade for the class. You just need to try to do them.**

Analytical Workbook (Due at the end of the specified weeks):

Students will be expected to regularly work on workbook using data provided on the hypothetical company, *Mr. Macky’s Cajun Cuisine*. Information about the company and the data will be provided in class. There are four modules due at various points during the semester, and the fifth module is due during finals period (please refer to due dates in our course schedule). Each module provides a series of exercises and analytics that you will need to compute and solve. The modules address different areas of analytics, and each module moves from simpler analyses to more complex analyses. Nonetheless, all statistical analyses can be conducted using Excel’s Analysis Toolpak add-in. Depending on your own skills, you can import the data into a statistical package and conduct your analyses with such tools as well.

Module 1: Summary Information (Due last day of Week #5—10/8) (10%)

You will conduct analytics that provide basic foundational information about Mr. Macky’s. In this module, you will find out summary information about current employees, employees who had been employed by Mr. Macky’s over the past few years, and on the various restaurant units of the restaurant chain. Information determined in this Module will help set up analyses for future modules.

Module 2: Performance & Turnover (Due Week #9—11/5) (15%)

Module 2 pushes you to consider in detail the effects associated with managerial performance ratings, and particularly to examine the relationship between job performance ratings and unit performance. The module then moves into considering the predictors and consequences of employee turnover. This includes by modeling how turnover rates relate to unit performance, as well as developing turnover models to predict the likelihood that individual employees will leave the organization.

Module 3: Engagement, Diversity & Selection (Due end of Week #12—11/26) (15%)

In Module 3, you will explore issues associated with engagement, diversity, and selection. This module will have you explore issues associated with the measure of employee engagement. It will also examine how successful Mr. Macky's has been in its selection efforts, both in terms of the performance ratings of those hired and the diversity of its recruitment and compensation practices. You will also look into what options Mr. Macky's has with respect to the design of a new selection system and explore ways that Mr. Macky's can improve the quality of its managerial hires. You will also help evaluate the different selection devices and their relative effectiveness.

Module 4: Employee Development & Compensation (Due end of Week #14—12/10) (15%)

In Module 4, you will engage in HR Analytics associated with employee development and compensation. Although Mr. Macky's does not provide much in the way of training, you can look at how employees develop within the organization. In this module, you will explore how much value there is to the organization in accumulating organizational experience. You will also try to understand how the company rewards performance and how effective their compensation practices are for incentivizing future performance and retaining high performers.

(Optional: Revise and Resubmit) For Modules 1-4, after each part submitted, I will endeavor to provide you with grades within one week. The grading will indicate which questions were answered incorrectly. You can then revise and resubmit your responses. The grade for resubmission will replace your initial grade of each module only if it is higher than the initial grade (which it should be, because you shouldn't change any correct answers). Although the resubmission is optional and you may choose not to resubmit your response, I encourage you to review your response for learning purposes. Modules ***may be resubmitted more than one time if desired. The last day to hand in resubmissions of Modules 1 - 4 is Dec. 20.***

Module 5: Cross-Function and Big Picture (Due on 12/22) (20%)

Module 5 covers all aspects of analytics covered in the course. It includes questions related to individual functions covered in the earlier modules, as well as analytics associated with multiple functional areas. It also provides questions related to the overall impact of various HR functions.

Note that with Module 5, you will NOT be able to revise and resubmit your answers to improve your grade.

FINAL GRADES

Final grades will be computed mathematically based on the aforementioned weighting and the scores on the various grade elements. Final grades for the class will be determined as follows:

90-100	A
85-89.9	B+
80-84.9	B
75-79.9	C+
70-74.9	C
< 70	F

COURSE INFORMATION, POLICIES, AND RESOURCES

Course Website:

The course Canvas website (<https://tlt.rutgers.edu/canvas>) will be the primary mechanism that I will use to communicate information to the entire class outside of lecture. All class material, lectures, readings, assignments, and grades will all be available on the course website.

Computer Use:

This class will make extensive use of Excel and the Data Analysis Add-In. Please make sure you can use the Data Analysis tools.

For Windows: <https://support.office.com/en-us/article/load-the-analysis-toolpak-in-excel-6a63e598-cd6d-42e3-9317-6b40ba1a66b4%23OfficeVersion=Windows>

For Mac: <https://support.office.com/en-us/article/load-the-analysis-toolpak-in-excel-6a63e598-cd6d-42e3-9317-6b40ba1a66b4#OfficeVersion=MacOS>

Note that Excel 2011 or earlier version on the MAC operating system will not feature the Data Analysis add-in. To install the most updated version of Excel, please visit <http://software.rutgers.edu> to download and install via your Rutgers NetID account.

Assignment Policy:

Readings should be completed before the first lecture of each academic week; however, each week's reading assignment homework is officially due by the end (Saturday at 11:59pm EST) of each week. Any other assignments associated with a given week are also due at the end (Saturday at 11:59 pm EST) of that academic week. Assignments handed in after class *may* be marked down (although I usually do not do this). Note, however, that up until the final course deadline, no assignment will be marked down more than two letter grades. Thus, it is far better to hand in an assignment, even if it is very late, than to get a zero on it. It is always better to at least hand an assignment in late than not hand it in at all. Due to university constraints, though, all assignments due over the course of the semester must be handed in on or by Dec. 20 to allow me to get grades completed in time. Also, please see *Teaching Philosophy* above.

Academic Integrity:

All students enrolled in this course are responsible for abiding by the guidelines outlined in the University's Academic Integrity Policy. You can find the full policy at <http://academicintegrity.rutgers.edu/>. In particular, the principles of academic integrity require that a student do the following:

- *Properly acknowledge and cite all use of the ideas, results, or words of others.*
- *Properly acknowledge all contributors to a given piece of work.*

- *Make sure that all work submitted as his or her own in a course or other academic activity is produced without the aid of impermissible materials or impermissible collaboration.*
- *Obtain all data or results by ethical means and report them accurately without suppressing any results inconsistent with his or her interpretation or conclusions.*
- *Treat all other students in an ethical manner, respecting their integrity and right to pursue their educational goals without interference. This requires that a student neither facilitate academic dishonesty by others nor obstruct their academic progress.*
- *Uphold the canons of the ethical or professional code of the profession for which he or she is preparing.*

Accommodation:

Rutgers University welcomes students with disabilities into all of the University's educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation:

<https://ods.rutgers.edu/students/documentation-guidelines>. If the documentation supports your request for reasonable accommodations, your campus's disability services office will provide you with a Letter of Accommodations. Please share this letter with your instructors and discuss the accommodations with them as early in your courses as possible. To begin this process, please complete the Registration form on the ODS web site at <https://ods.rutgers.edu/>.

Student-Wellness Services

Rutgers provides several resources to assist student who may be experiencing distress or mental health concerns. The following are some of the resources that are available to you if you need them.

For more general information and links to receive support for (a) victim and mental health services, (b) academics, and (c) financial assistance (mainly emergencies), see <https://smlr.rutgers.edu/academic-programs/current-students>.

Other resources:

Counseling, ADAP & Psychiatric Services (CAPS)

(848) 932-7884 / 17 Senior Street, New Brunswick, NJ 08901 / www.rhscaps.rutgers.edu/

CAPS is a University mental health support service that includes counseling, alcohol and other drug assistance, and psychiatric services staffed by a team of professional within Rutgers Health services to support students' efforts to succeed at Rutgers University. CAPS offers a variety of services that include: individual therapy, group therapy and workshops, crisis intervention, referral to specialists in the community and consultation and collaboration with campus partners.

Violence Prevention & Victim Assistance (VPVA)

(848) 932-1181 / 3 Bartlett Street, New Brunswick, NJ 08901 / www.vpva.rutgers.edu/

The Office for Violence Prevention and Victim Assistance provides confidential crisis intervention, counseling and advocacy for victims of sexual and relationship violence and stalking to students, staff and faculty. To reach staff during office hours when the university is open or to reach an advocate after hours, call 848-932-1181.

Disability Services

(848) 445-6800 / Lucy Stone Hall, Suite A145, Livingston Campus, 54 Joyce Kilmer Avenue, Piscataway, NJ 08854 / <https://ods.rutgers.edu/>

The Office of Disability Services works with students with a documented disability to determine the eligibility of reasonable accommodations, facilitates and coordinates those accommodations when applicable, and lastly engages with the Rutgers community at large to provide and connect students to appropriate resources.

Scarlet Listeners: (732) 247-5555 / <http://www.scarletlisteners.com/>

Free and confidential peer counseling and referral hotline, providing a comforting and supportive safe space.

LECTURE TOPICS AND ASSIGNMENTS

Week #1: Introduction and Statistics Review

(9/5-9/10)

Week #2: HR Review (from an Analytics Perspective)

(9/11-9/17)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 1)
- Hammonds, K. H. (2005). Why we hate HR. *Fast Company*, August 2005, Issue 97, 41-47.
- Workplace evolution. (2023). *HR Magazine*, Summer, 33-67.

DUE:

- **Reading Assignment #1**

Week #3: Scientific Method, Hypothesis Testing, and Evidence-Based Management

(9/18-9/24)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 2)
- Rockwood, K. (2023). Hidden figures. *HR Magazine*, Summer, 1-5.
- *Optional*: Schwab, D. P. (2004). *Research Methods for Organizational Studies*. Lawrence Erlbaum Associates: Mahwah, NJ. (Chapter 1)

DUE:

- **Reading Assignment #2**

Week #4: Metrics and Measures

(9/25-10/1)

Readings:

- Fink, A. A., & Sturman, M. C. (2017). "HR Metrics and Talent Analytics." In D. Collings, K. Mellahi, & W. F. Cascio (Eds.) *The Oxford Handbook of Talent Management*, pp. 375-395. Oxford University Press.
- WorldatWork (2021). *People Analytics Study*. March. WorldatWork, Scottsdale, AZ.

DUE:

- **Reading Assignment #3**

Week #5: The Value of Employee Performance

(10/2-10/8)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 9)

DUE:

- **Reading Assignment #4**
 - Do this **BEFORE** watching this week's lectures
- **Workbook: Module 1**

Week #6: Estimating the value of human resource interventions

(10/9-10/15)

Readings:

- DiClaudio, M. (2019). People analytics and the rise of HR: How data, analytics and emerging technology can transform human resources (HR) into a profit center. *Strategic HR Review*, 2, 42-46.

DUE:

- **Reading Assignment #5**

Week #7: Costing Turnover and Absenteeism

(10/16-10/22)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 4)
- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 5)

DUE:

- **Reading Assignment #6**

Week #8 Predicting Turnover

(10/23-10/29)

Reading:

- Harbert, T. (2020). The people puzzle. *HRMagazine*, 65(4), 39-45.
- Ramamurthy, K. N., Singh, M., Yu, Y., Aspis, J., Iames, M., Peran, M., & Held, Q. S. (2015). A talent management tool using propensity to leave analytics. *IEEE International Conference on Data Science and Advanced Analytics*, 1-10.

DUE:

- **Reading Assignment #7**

Week #9: Engagement, Wellness, and Attitude Metrics

(10/30-11/5)

Reading:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 6)
- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 7)
- McDade, S. (2022). Improving workforce engagement by measuring the right analytics. *Workspan Daily*.

DUE:

- **Reading Assignment #8**
- **Workbook: Module 2**

Week #10 EEO and Diversity Analytics

(11/6-11/12)

Reading:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 8)
- TRUSAIC (2021). Creating a culture of diversity, equity, and inclusion: Real progress requires sustained commitment. *Harvard Business Review Analytic Services*.
- Nagele-Piazza, L. (2020). The importance of pay equity. *HRMagazine*, 65(1), 16-18.

DUE

- **Reading Assignment #9**

Week #11: Staffing Analytics

(11/13-11/19)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 10)
- Shet, S., & Nair, B. (2022). Quality of hire: Expanding the multi-level fit employee selection using machine learning. *International Journal of Organizational Analytics*.
- Zielinski, D. (2020). All eyes on AI. *HRMagazine*, 65(2), 23-27.

DUE:

- **Reading Assignment #10**

Week #12: Training Evaluation and Quasi-Experiments

(11/20-11/26)

Readings:

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 11)
- Tucker, M. A. (2022). Mind the gap: How to conduct a skills gap analysis. *HR Magazine*, Winter, 16-17.

DUE:

- **Reading Assignment #11**
- **Workbook: Module 3**

Week #13: Compensation Analytics

(11/27-12/3)

Readings:

- Mortensen, M., & Edmondson, A. C. (2023). Rethink your employee value proposition. *Harvard Business Review*.
- Sturman, M. C., & McCabe, D. (2008). Choosing whether to lead, lag, or match the market: The case of Punk's Backyard Grill, a start-up restaurant. *Journal of Human Resources in Hospitality and Tourism*, 7, 85-97.

DUE:

- **Reading Assignment #12**

Week #14: Future of HR and Wrap Up

(12/4-12/10)

- Cascio, W. F., Boudreau, J. W., & Fink, A. A. (2019). *Investing in People* (3rd edition). Pearson Education: Upper Saddle River, NJ. (Chapter 12)
- Lytle, T. (2022). 2030 Vision. *HR Magazine*, Winter, 36-43.

DUE:

- **Reading Assignment #13**
- **Workbook: Module 4**

Post-Class Due Dates

Dec. 20

- **Last day to hand in late reading assignments**
- **Last day to resubmit Workbook Modules 1-4**

Dec. 22

- **Workbook: Module 5**