

Developing indicators of HRM effectiveness for Taiwan's healthcare  
organizations

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Abstract

The recent empirical evidences support the basic assumption that firm performance is influenced by the set of human resource management (HRM) practices, however, how effectively to evaluate HRM effectiveness is still unknown. Consequently, we have tried to construct a set of indicators of evaluating HRM effectiveness for Taiwan's healthcare organizations. Through the Delphi method, we found that three HRM objectives in Taiwan's healthcare organizations are the implement of traditional HRM, the accordance with government policies, and the application of knowledge management (KM), respectively. And 49 indicators of HRM effectiveness developed based on each objective for Taiwan's healthcare organizations will also be presented.

Keyword : Human resource management (HRM); healthcare organizations; knowledge management (KM); Delphi method