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Nota di contenuto	Frontmatter -- Preface -- Contents -- About the editors -- List of contributing authors -- 1 The measurement of human capital and its relation to the generation of business value: empirical study / Gutiérrez-Broncano, Santiago / Rubio-Andrés, Mercedes / Zapata Valencia, Juan Carlos -- 2 A case of certified units in a Portuguese university: Interactions of ISO 9000 norms with HRM practices, employee performance and employee satisfaction / Ferreira, Ana Paula / Lopes, Marta -- 3 Management tools for supporting productivity in organizations - empirical evidence from Slovenia / Nedelko, Zlatko / Potocan, Vojko -- 4 Economic and social efficiency: The case for inverting the principle of productivity in public services / Oliveira, Teresa Carla / Holland, Stuart
Sommario/riassunto	Effective work practices and good employee relations are a real necessity of nowadays organizations, as they can help to reduce absenteeism, turnover, organizational costs, conducting to high levels of commitment, effectiveness, performance as well as productivity. Addressing these questions, this book focuses on the implications of

changes in productivity and organizational management, exploring models, tools and processes.
