

# Povzetki *Abstracts*

## **Načrtovanje proizvodnje s pomočjo prilagojenega sistema ERP v skandinavskem proizvodnem podjetju**

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Sistemi ERP (Enterprise Resource Planning), ki so jih v podjetjih po vsem svetu dobro sprejeli, saj predstavljajo preizkušeno in vsestransko programsko podlago za doseganje odličnosti na ključnih poslovnih področjih, so danes dosegli višjo inovativno in tehnološko raven. Posledica upravljanja nabave, proizvodnje, razvoja izdelkov, financ, prodaje in storitev z različnimi moduli ERP je bila – ob zapletenosti delovanja onkraj okvirov podjetij in v razmerah močne globalne konkurenčnosti – nenehna razprava o ERP, in to tako v teoriji kot v praksi. Pričujoči članek želi k temu prispevati empirično raziskavo in raziskati najpomembnejše postopke pri načrtovanju proizvodnje v prilagojenem okolju ERP. Pri tem uporablja kvalitativno metodologijo na primeru skandinavske tovarne brunaric. Ugotovitve kažejo, da koristi uporabe ERP v podjetju upravičujejo prilagoditev aplikacij na zgodnji stopnji namesto uporabe običajnih paketov ERP, in to kljub njihovi široki uporabnosti. Rezultati raziskave tudi kažejo, da prilagojeni sistemi ERP v primerjavi z običajnimi paketi ERP prinašajo prednosti, saj omogočajo učinkovito izvajanje proizvodnih načrtov.

*Ključne besede:* sistem ERP, načrtovanje proizvodnje, izdelava po naročilu, skandinavski, preskrbna veriga

## **Dojemanje poslovnih kompetenc pri študentih in njihovi podjetniški nameni**

*Marja-Liisa Kakkonen*

Raziskava je obravnavala dojemanje poslovnih kompetenc pri študentih in njihove podjetniške namene. Vzorec je obsegal študente poslovnih ved v drugem in tretjem letniku. Primerjali smo podatke po študijskih letih, spolu in narodnosti. Izsledki na splošno kažejo, da so študentje pri ocenjevanju svojih poslovnih kompetence dokaj samozavestni, njihove predstave o podjetniških namenih pa ostajajo na nižji ravni. Rezultati kažejo, da obstajajo le majhne razlike med študenti drugega in tretjega letnika, študentje iz tujine pa so se ocenili z višjimi ocenami, kot so si jih prisodili finski študentje. Rezultati tudi kažejo, da pri dojemanju poslovnih kompetenc in podjetniških namenov ni statistično pomembnih razlik med moškimi in ženskami. Študentje iz tujine so si prisodili višje ocene tako pri poslovnih kompetencah kot pri podjetniških namenih.

*Ključne besede:* poslovne kompetence, študentje, visoko šolstvo, dojemanje

## **Human Resource Managers and Their Ethical Dilemma**

*Mateja Primožič in Dana Mesner Andoljšek*

Douglas Renwick (2003) said that the personnel function plays the role of guardian of employees' wellbeing, but on the other hand, he said that personnel managers also tamper with the wellbeing of employees. Looking at Renwick's theory through Ulrich's model of personnel managers as guardians of employees' wellbeing, they play the role of strategic partners, managers of the changes and the role of the employees representatives. Gantz and Hayes (in Payne and Wayland, 1999) explicated a few fields where we can talk of ethical conflict while performing these roles: discrimination, psychological tests, anti-union behaviour, design of work flow, job insecurity, discipline, confidentiality, privacy, and firing because of technological redundancy. In this paper we explore the field of potential and real ethical conflicts of human resource managers. What are the most important values of human resources managers? In which areas do ethical conflicts occur? And how do they solve these conflicts on an everyday basis? We used questionnaires to gather data on these issues. We found out that managers who are in leading positions suffer the most, next are those who have had long tenure. In this situation ethical codes don't help much.

*Key words:* HR professionals, ethical dilemmas, the role of human resource management in the organization

## **Student Expectations of Higher Education Institution Services in the Light of Service Differentiation**

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New challenges witnessed also in Slovenian higher education require a different approach towards understanding students and their expectations, as higher education becomes increasingly market-oriented. Since research on assessing student expectations is still rare, we have decided to establish the expectations of students regarding their studies at the University of Primorska. With the help of factor analysis, we have determined that these expectations are related to the following six factors: relationship between teaching staff and students, faculty's reputation, faculty's environment, employment chances, academic excellence, and staff competence and expertise. Cluster analysis has revealed a difference between the expectations of students of professional study programmes and students of academic study programmes.

*Key words:* educational services, quality, expectations, students, marketisation

**Economic Factors for Television Programme Rating in Slovenia**

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Factors that influence television programme rating can be divided into environment, outer factors and internal factors of television programmes. In this paper we apply the regression analysis to study the influence of the number of unemployed, inflation rate, average salary, consumers' trust, households' financial status in the past 12 months and the economic state in Slovenia on rating of national, commercial and other television programmes in Slovenia in the 2000–2009 period. The results show that inflation, unemployment, average salary and economic state have a positive effect, whereas consumers' trust and households' financial status in the past 12 months have a negative impact on rating. The explanatory power of the models is relatively low. In order to study the topic further research, focusing (also) on factors not included in the analysis (e. g. culture) and internal factors of television programmes, is needed.

*Key words:* television programme, rating, factors of tv rating, Slovenia