

HRD in the era of Smart Work

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Abstract

Each product is produced through five major stages of R&D, Development of Key Parts, Manufacturing, S&D (Sales and Distribution) and Service in sequence. The concept of smile curve suggests that R&D & Service stages generate biggest added values among those five different stages. This should surprise Korean workers and organizations that used to believe hard working would make the most value since manufacturing is the most lucrative process. Such a gap should suggest new way of working, need for different worker prototype, and different paradigm for human resource development. The current paper introduces human, social and organizational capital that human resources bring to organizations and discusses which capital should be more highlighted in the new era of smart work.