# BEM1002DA3

Managing People



[1]

'Management - LibGuides at University of Exeter'. [Online]. Available: http://libguides.exeter.ac.uk/ManagementHomePage

[2]

Acas, 'Bullying and harassment at work: a guide for employees'. Advisory, Conciliation and Arbitration Service, London, 2014 [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=797

[3]

'Parents and carers | Workplace advice & guidance', 2018. [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=1362

[4]

Acas, 'Rights at work: discipline, grievances and dismissals'. Advisory, Conciliation and Arbitration Service, London, 2009 [Online]. Available: http://www.acas.org.uk/media/pdf/e/9/Acas\_\_Discipline\_Grievances\_\_\_dismissals\_rights\_at\_work\_RW01(APRIL2009).pdf

[5]

Acas, 'Code of practice on disciplinary and grievance procedures'. Advisory, Conciliation and Arbitration Service, London, 2015 [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=2174

[6]

E. Davis, 'The Bottom Line: Is there a business case for having a diverse workforce?' BBC Radio 4, London, Oct. 21, 2017 [Online]. Available:

https://learningonscreen.ac.uk/ondemand/index.php/prog/0FF8BB70?bcast=125380266

[7]

Department for Business, Innovation and Skills, 'The Impact of the Working Time Regulations on the UK labour market: A review of evidence', vol. BIS/14/1287. Department for Business, Innovation and Skills, London, 2014 [Online]. Available: https://www.gov.uk/government/publications/working-time-regulations-impact-on-uk-labou

[8]

r-market

J. Bratton and J. Gold, Human resource management: theory and practice, 5th ed. Basingstoke: Palgrave Macmillan, 2012 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137000958

[9]

'Brexit: The implications for employment law', 2018. [Online]. Available: https://brodies.com/news/brexit-what-happens-next/brexit-the-implications-for-employmen t-law

[10]

V. Macdonald, 'How blowing the whistle cost two men their NHS careers', Oct. 26, 2013. [Online]. Available:

https://www.channel4.com/news/by/victoria-macdonald/blogs/blowing-whistle-cost-men-nh s-careers

[11]

CIPD, 'Employment Status Q&As: Commonly asked questions on the legal issues relating to employment status', 1AD. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/emp-law/employees/status-questions

[12]

J. E. Evans, 'Uber drivers are "workers" – but why does this matter?', Nov. 14, 2017. [Online]. Available:

http://www2.cipd.co.uk/community/blogs/b/the\_blawg/archive/2017/11/14/uber-drivers-are -workers-but-why-does-this-matter

[13]

C. Dewberry, 'Performance Appraisal – The Manager's Toolkit: A Practical Guide to Managing People at Work'. University of London, London, 2018 [Online]. Available: https://www.coursera.org/lecture/people-management/performance-appraisal-Z8Y6y

[14]

'King v Royal Bank of Canada Europe Ltd UKEAT/0333/10/DM', Oct. 23, 2011. [Online]. Available: https://www.employmentcasesupdate.co.uk/site.aspx?i=ed9670

[15]

'What is the Equality Act?', Oct. 30, 2017. [Online]. Available: https://www.equalityhumanrights.com/en/equality-act-2010/what-equality-act

[16]

M. Boersma, '"Flexible working – the backlash" [in] The Financial Times', The Financial Times, May 2013 [Online]. Available: https://www.ft.com/content/9897d768-b3ed-11e2-b5a5-00144feabdc0

[17]

C. Binham, "US postal official was misled in Barclays whistleblower hunt" [in] The Financial Times', The Financial Times, Apr. 2018 [Online]. Available: https://www.ft.com/content/19dfd0c2-3e64-11e8-b7e0-52972418fec4

[18]

J. F. Gaultney and J. Collins-McNeil, '"Lack of Sleep in the Workplace: What the Psychologist-Manager Should Know About Sleep" [in] Psychologist-Manager Journal', Psychologist-Manager Journal, vol. 12, no. 2, pp. 132–148, 2009 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=pbh&AN=39359302&site=ehost-live

[19]

'Browse: Contracts of employment and working hours', 2018. [Online]. Available: https://www.gov.uk/browse/employing-people/contracts

[20]

'Employment contracts: Written statement of employment particulars', 2018. [Online]. Available:

https://www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars

[21]

'Employment status', 2018. [Online]. Available: https://www.gov.uk/employment-status

[22]

HSE, 'The health and safety toolbox: how to control risks at work', 2018. [Online]. Available: http://www.hse.gov.uk/toolbox/index.htm

[23]

C. Mattice Zundel, 'Handling complaints from your team members'. HSTalks, London, Sep. 28, 2017 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://hstalks.com/t/3596/handling-complaints-from-your-team-members/?business

[24]

E. Kallen, Social inequality and social injustice: a human rights perspective. New York: Palgrave Macmillan, 2004.

[25]

K. Regmi, J. Naidoo, and S. Regmi, '"Understanding the effect of discrimination in the workplace: A case study amongst Nepalese immigrants in the UK" [in] Equal Opportunities International, Vol. 28, no. 5, pp. 398–414, 2009 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/0 2610150910964259

[26]

D. Lewis, P. Megicks, and P. Jones, "Bullying and harassment and work-related stressors: Evidence from British small and medium enterprises" [in] International Small Business Journal', International Small Business Journal, vol. 35, no. 1, pp. 116–137, 2017 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://journals.sagepub.com/doi/abs/10.1177/0266242615624039

[27]

'How does a bill become a law?', 2018. [Online]. Available: https://www.parliament.uk/about/how/laws/passage-bill/

[28]

'What is Secondary Legislation?', 2018. [Online]. Available: https://www.parliament.uk/about/how/laws/delegated/

[29]

E. Whitehouse, '"Brexit: who's got the answers?" [in] People Management', People Management, pp. 34–37, Aug. 2018 [Online]. Available: https://www.peoplemanagement.co.uk/long-reads/articles/brexit-whos-got-answers-six-months

[30]

S. Simpson, "The 10 most important employment law cases in 2017" [in] Personnel Today, Personnel Today, Dec. 2017 [Online]. Available: https://www.personneltoday.com/hr/10-important-employment-law-cases-2017/

[31]

J. Faragher, "Pimlico Plumbers worker wins Supreme Court battle" [in] Personnel Today, Personnel Today, Jun. 2018 [Online]. Available:

https://www.personneltoday.com/hr/pimlico-plumbers-worker-wins-supreme-court-battle/

[32]

R. Saundry and M. Prior, 'The potential impact of Brexit on employment rights and fairness at work', 2018. [Online]. Available:

https://www.plymouth.ac.uk/news/pr-opinion/opinion-the-potential-impact-of-brexit-on-employment-rights-and-fairness-at-work

[33]

S. Taylor, 'Discipline and dismissal'. HSTalks, London, Apr. 30, 2018 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://hstalks.com/t/3724/discipline-and-dismissal/?business=&start=0

[34]

P. Sawer and L. Donnelly, 'Whistleblowing: "It's still not safe for us to speak out"', Feb. 11, 2015. [Online]. Available:

https://www.telegraph.co.uk/news/health/news/11405430/Whistleblowing-Its-still-not-safe-for-us-to-speak-out.html

[35]

H. Wilson, '"How whistleblower exposed a bank out of tune" [in] The Times', The Times, pp. 42–43, Apr. 2017 [Online]. Available:

https://www.nexis.com/docview/getDocForCuiReq?Ini=5NDN-NKJ1-DY9P-N4B5&csi=10939&oc=00240&perma=true

[36]

'The Race of Life (white privilege)'. YouTube, Oct. 07, 2017 [Online]. Available: https://www.youtube.com/watch?v=FBQx8FmOT\_0

[37]

Skill Boosters, 'Types of Discrimination'. YouTube, Jan. 24, 2013 [Online]. Available:

https://www.youtube.com/watch?v= TbvuqRMUO4

[38]

C. Boddy, 'Bullying and Corporate Psychopaths at Work: Clive Boddy at TEDxHanzeUniversity'. YouTube, Dec. 03, 2012 [Online]. Available: https://www.youtube.com/watch?v=tlB1pFwGhA4

[39]

E. Stewart, 'Why most employees want to work flexibly (and why you should let them)', Mar. 06, 2018. [Online]. Available:

https://www.virgin.com/virgin-unite/why-most-employees-want-work-flexibly-and-why-you-should-let-them

[40]

J. Stredwick, An introduction to human resource management, Third edition. London: Routledge, 2014 [Online]. Available:

http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781135017903

[41]

N. Thompson, People Management. Palgrave Macmillan, 2013 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137308450

[42]

N. Thompson and J. Campling, Promoting equality: working with diversity and difference, 3rd ed. Basingstoke: Palgrave Macmillan, 2011 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9780230345669

[43]

D. Torrington, L. Hall, C. Atkinson, and S. Taylor, Human resource management, Tenth edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112

### [44]

M. Armstrong and S. Taylor, 'Chapter 53: "The practice of industrial relations" [in] Armstrong's handbook of human resource management practice, in Armstrong's handbook of human resource management practice, 14th edition., London: Kogan Page, 2017, pp. 491–496 [Online]. Available:

https://contentstore.cla.co.uk/secure/link?id=68cf99d0-89ed-e811-80cd-005056af4099

### [45]

C. Bingham, 'Chapter 2: "Employee relations: setting the scene" [in] Employment relations: fairness and trust in the workplace', in Employment relations: fairness and trust in the workplace, Los Angeles: SAGE, 2016, pp. 19–46 [Online]. Available: https://contentstore.cla.co.uk/secure/link?id=235bd104-8aed-e811-80cd-005056af4099

### [46]

J. Bratton and J. Gold, Human resource management: theory and practice, 5th ed. Basingstoke: Palgrave Macmillan, 2012 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137000958

### [47]

J. Bratton and J. Gold, Human resource management: theory and practice, 6th edition. London: Palgrave Macmillan, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137586681

### [48]

D. E. Guest and N. Conway, Pressure at work and the psychological contract. London: Chartered Institute of Personnel Development, 2002.

### [49]

J. P. Kotter, '"The Psychological Contract: Managing the Joining-Up Process" [in] California Management Review', California Management Review, vol. 15, no. 3, pp. 91–99 [Online].

#### Available:

https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=5048264&site=ehost-live

[50]

K. Legge, Human resource management: rhetorics and realities. Basingstoke: Macmillan Business, 1995.

[51]

M. Marchington, A. Wilkinson, R. Donnelly, and A. Kynighou, Human resource management at work, 6th edition. London: Chartered Institute of Personnel and Development, 2016.

[52]

D. M. Rousseau, '"New hire perceptions of their own and their employer's obligations: A study of psychological contracts" [in] Journal of Organizational Behavior', Journal of Organizational Behavior, vol. 11, no. 5, pp. 389–400, 1990 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://onlinelibrary.wiley.com/doi/10.1002/job.403 0110506

[53]

D. Torrington, L. Hall, C. Atkinson, and S. Taylor, Human resource management, Tenth edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112

[54]

F. M. Wilson, 'Chapter 6: "Moitviation" [in] Organizational behaviour and work: a critical introduction', in Organizational behaviour and work: a critical introduction, 3rd ed., Oxford: Oxford University Press, 2010, pp. 123–142 [Online]. Available: https://contentstore.cla.co.uk/secure/link?id=96d682f2-8de6-e811-80cd-005056af4099

[55]

'Southern Strike: 1979 comparisons & RMT v Tory debate'. BBC London, London, Dec. 19, 2016 [Online]. Available: https://learningonscreen.ac.uk/ondemand/index.php/clip/135666

[56]

'Margaret Thatcher death: We look at her war with the National Union of Miners'. ITN, London, 2013 [Online]. Available:

https://www.youtube.com/watch?v=on7v6h5\_4el&feature=youtu.be

[57]

CIPD, 'Employee Relations | Factsheets'. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/relations/employees/factsheet#6059

[58]

gov.uk, 'Workplace Employment Relations Study (WERS)'. [Online]. Available: https://www.gov.uk/government/collections/workplace-employment-relations-study-wers

[59]

CIPD, 'Discussion on Trade Union Landscape | Podcast'. [Online]. Available: https://www.cipd.co.uk/podcasts/trade-unions

[60]

CIPD, 'Employee Relations | Factsheets'. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/relations/employees/factsheet

[61]

Recreate Consulting, 'The Psychological Contract - The unwritten contract of employment!', 12AD. [Online]. Available: http://www.recreateconsulting.co.uk/ReCreate/psychological-contract-unwritten-contract-employment/

[62]

CIPD, 'Employee Voice | Factsheets'. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/relations/communication/voice-factsheet

[63]

J. Purcell and M. Hall, 'Voice and Participation in the Modern Workplace: challenges and prospects' [Online]. Available:

http://www.acas.org.uk/media/pdf/g/7/Voice\_and\_Participation\_in\_the\_Modern\_Workplace\_c hallenges\_and\_prospects.pdf

[64]

'Hansen Glass - YouTube'. [Online]. Available: https://www.youtube.com/watch?v=LU1Mb9AnOAU&feature=youtu.be

[65]

'Sports Direct's business model treats workers like commodities and "without dignity" - Personnel Today'. [Online]. Available:

https://www.personneltoday.com/hr/sports-directs-business-model-treats-workers-like-commodities-without-dignity/

[66]

'Manage employee performance with new guidance from Acas' [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=3011

[67]

'Help and advice for employers and employees - ACAS' [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=1461

[68]

'Acas helps to improve working relations at a Midlands College' [Online]. Available: http://www.acas.org.uk/media/pdf/5/f/Acas\_helps\_to\_improve\_working\_relations\_at\_a\_Midlands College (accessible version April 2011).pdf

[69]

'Addressing discrimination in the workplace on multiple grounds – the experience of trade union Equality Reps', 2012 [Online]. Available:

http://m.acas.org.uk/media/pdf/f/p/0212\_Multidiscrim\_TU\_Equality\_Reps.pdf

[70]

'Lord Sugar claims "blackmail" in Apprentice employment tribunal - YouTube'. [Online]. Available: https://www.youtube.com/watch?v=qRCyPuggd60

[71]

'Lord Sugar vows to take on the "claim culture" - YouTube'. [Online]. Available: https://www.youtube.com/watch?v=3MI3iW-C1fQ

[72]

'Dealing with grievances at work - Citizens Advice'. [Online]. Available: https://www.citizensadvice.org.uk/work/problems-at-work/dealing-with-grievances-at-work/

[73]

CIPD, 'Workplace Mediation | Factsheets'. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/relations/disputes/mediation-factsheet

[74]

M. Armstrong and S. Taylor, Armstrong's handbook of human resource management practice, 14th edition. London: Kogan Page, 2017.

[75]

R. Boyatzis, '"Competencies in the 21st century" [in] Journal of Management', Journal of Management, vol. 27, no. 1, pp. 5–12, 2008 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edsemr&AN=edsemr.10.1108.02621710810840730&site=eds-live&scope=site

[76]

J. Bratton and J. Gold, Human resource management: theory and practice, 6th edition. London: Palgrave Macmillan, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137586681

[77]

CIPD, 'Resourcing and Talent Planning 2017'. Chartered Institute of Personnel and Development, London, 2017 [Online]. Available: https://www.cipd.co.uk/knowledge/strategy/resourcing/surveys

[78]

UK Civil Service, 'Civil Service competency framework'. UK Civil Service, London, 2012 [Online]. Available:

https://www.gov.uk/government/publications/civil-service-competency-framework

[79]

D. Gaucher, J. Friesen, and A. C. Kay, "Evidence that gendered wording in job advertisements exists and sustains gender inequality" [in] Journal of Personality and Social Psychology, vol. 101, no. 1, pp. 109–128, 2011 [Online]. Available:

 $\label{localization} $$ $$ https://uoelibrary.idm.oclc.org/login?url=http://ovidsp.ovid.com/ovidweb.cgi?T=JS&CS C=Y&NEWS=N&PAGE=fulltext&AN=00005205-201107000-00009&LS LINK=80&D=ovft $$$ $$$ 

[80]

A. Heath and S. Y. Cheung, 'Ethnic penalties in the labour market: Employers and discrimination', vol. Research Report No. 341. Department for Work and Pensions, London, 2006 [Online]. Available:

http://webarchive.nationalarchives.gov.uk/20110205015701/http://research.dwp.gov.uk/asd/asd5/report abstracts/rr abstracts/rra 341.asp

[81]

J. Holincheck, 'Unlocking the Strategic Value From Talent Management Application Investments', vol. G00152102. Gartner, Stamford, CT, 2007 [Online]. Available: https://www.gartner.com/doc/571207/unlocking-strategic-value-talent-management

[82]

V. Hunt, D. Layton, and S. Prince, 'Diversity Matters'. McKinsey & Company, New York, NY, 2015 [Online]. Available:

https://www.mckinsey.com/business-functions/organization/our-insights/why-diversity-matters

[83]

Korn Ferry Institute, 'Getting Past Competency Chaos: A Crucial Step on the Path to Talent Management Value Realization', vol. GPCCL2014. Korn Ferry Institute, Los Angeles, CA, 2014 [Online]. Available:

https://www.kornferry.com/institute/560-getting-past-competency-chaos-a-crucial-step-on-the-path-to-talent-management-value-realization

[84]

L. J. Mullins and G. Christy, Management and organisational behaviour, Eleventh edition. Upper Saddle River, NJ: Pearson, 2016 [Online]. Available:

http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292088518

[85]

REC, 'Perfect match: making the right hire and the cost of getting it wrong'. Recruitment and Employment Confederation, London, 2017 [Online]. Available: https://www.rec.uk.com/research/perfect-match

[86]

J. Stredwick, An introduction to human resource management, Third edition. London: Routledge, 2014 [Online]. Available:

http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781135017903

[87]

N. Thompson, People Management. Palgrave Macmillan, 2013 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137308450

[88]

D. Torrington, L. Hall, C. Atkinson, and S. Taylor, Human resource management, Tenth edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112

[89]

D. Lewis, 'Gender bias "starts before a candidate is even hired", Nov. 15, 2017. [Online]. Available: https://www.peoplemanagement.co.uk/news/articles/gender-bias-recruitment

[90]

M. van den Brink, B. Fruytier, and M. Thunnissen, "Talent management in academia: performance systems and HRM policies" [in] Human Resource Management Journal, Human Resource Management Journal, vol. 23, no. 2, pp. 180–195, 2013 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://onlinelibrary.wiley.com/doi/10.1111/j.1748-8583.2012.00196.x

[91]

K. Groves, 'Talent Management Best Practices: Identifying and Developing High Potential Leaders - YouTube'. Pepperdine University, Malibu, CA, May 03, 2011 [Online]. Available: https://www.youtube.com/watch?v=zJLiNKV Oso

[92]

M. Armstrong and S. Taylor, Armstrong's handbook of human resource management practice, 14th edition. London: Kogan Page, 2017.

[93]

D. A. Buchanan and A. Huczynski, Organizational behaviour, Ninth edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292117492

[94]

J. Bratton and J. Gold, Human resource management: theory and practice, 6th edition. London: Palgrave Macmillan, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137586681

[95]

F. Dent, V. Holton, and J. Rabbetts, '"Motivation and employee engagement in the 21st century" [in] Global Focus', Global Focus, vol. 4, no. 2, pp. 30–33, 2010 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://search.proquest.com/docview/863260346/737A742585EF4947PQ/1?accountid=10792

[96]

D. King and S. Lawley, 'Chapter 9: "Motivation and the meaning of work" [in] Organizational behaviour', in Organizational behaviour, Second edition., Oxford: Oxford University Press, 2016, pp. 291–328 [Online]. Available: https://contentstore.cla.co.uk/secure/link?id=005754bb-e1f7-e811-80cd-005056af4099

[97]

D. MacLeaod and N. Clarke, 'Engaging for success: enhancing performance through employee engagement: a report to the government', vol. BIS/Pub 8859/07/09NP. URN09/1075. Department for Business, Innovation and Skills, London, 2009 [Online]. Available:

http://webarchive.nationalarchives.gov.uk/20100503014813/http://www.businesslink.gov.uk/bdotg/action/detail?site=101&r.s=sc&r.l1=1073858787&r.lc=en&r.l3=1084721991&r.l2=1084688832&type=RESOURCES&itemId=10847224500

[98]

D. Robinson, S. Perryman, and S. Hayday, 'The Drivers of Employee Engagement', vol. IES Report No. 408. Institute for Employment Studies, Brighton, 2004 [Online]. Available: https://www.employment-studies.co.uk/resource/drivers-employee-engagement

[99]

D. Torrington, L. Hall, C. Atkinson, and S. Taylor, Human resource management, Tenth

edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112

## [100]

F. M. Wilson, 'Chapter 6: "Moitviation" [in] Organizational behaviour and work: a critical introduction', in Organizational behaviour and work: a critical introduction, 3rd ed., Oxford: Oxford University Press, 2010, pp. 123–142 [Online]. Available: https://contentstore.cla.co.uk/secure/link?id=96d682f2-8de6-e811-80cd-005056af4099

### [101]

D. Bradshaw and A. Davis-Blake, 'Catering to the millennials'. Financial Times Ltd, London, Jan. 17, 2014 [Online]. Available: https://www.ft.com/video/eddbf560-a731-3b48-a3b2-25437485d952

### [102]

J. S. Nevid, Essentials of psychology: concepts and applications, Fifth edition. Boston, MA: Cengage Learning, 2018.

#### [103]

Royal Society of Arts, 'RSA ANIMATE: Drive: The surprising truth about what motivates us'. YouTube, Apr. 01, 2010 [Online]. Available: https://www.youtube.com/watch?v=u6XAPnuFjJc

### [104]

Involve UK, 'What Do People Do All Day? - Employee Engagement'. YouTube, Feb. 09, 2012 [Online]. Available: https://www.youtube.com/watch?v=m2GUI5r09g0

## [105]

B. L. Rich, J. A. Lepine, and E. R. Crawford, '"Job engagement: antecedents and effects on job performance" [in] Academy of Management Journal, Academy of Management Journal, vol. 53, no. 3, pp. 617–635, 2010.

#### [106]

BlessingWhite, 'The "X" model of employee engagement: Maximum Satisfaction meets Maximum Contribution'. YouTube, Mar. 06, 2012 [Online]. Available: https://www.youtube.com/watch?v=gZ3wxgog4nc

### [107]

Glassdoor, 'Glassdoor: Expedia #1 Best Place to Work in the UK 2016'. YouTube, Dec. 08, 2015 [Online]. Available: https://www.youtube.com/watch?v=\_5-lbMZiB-E

### [108]

Glassdoor, 'Companies & Reviews', 2008. [Online]. Available: https://www.glassdoor.co.uk/Reviews/index.htm

## [109]

A. Maslow, Maslow's hierarchy of needs. Wikimedia Commons, 2006 [Online]. Available: https://commons.wikimedia.org/wiki/File:Maslow%27s hierarchy of needs.svg

#### [110]

Huda Al Anny, 'Training – motivation', Feb. 26, 2016. [Online]. Available: http://hudaalanny.weebly.com/people/motivation

#### [1111]

MindToolsVideos, 'Motivating People Using Theory X and Theory Y'. YouTube, Oct. 13, 2017 [Online]. Available:

https://www.youtube.com/watch?time\_continue=33&v=zjvWicDVv\_Y

### [112]

SGA Recruitment, 'Theory X and Theory Y', Feb. 13, 2016. [Online]. Available: https://www.linkedin.com/pulse/theory-x-y-sga-recruitment/

#### [113]

J. S. Adams, 'Adams equity theory', Jan. 11, 2015. [Online]. Available: https://www.slideshare.net/djssjoseph/adams-equity-theory

### [114]

Knowledge Grab, 'Vroom's Expectancy Theory', 2018. [Online]. Available: http://knowledgegrab.com/learners-zone/study-support/performance-management-review/f ramework-introduction-to-hrm/vrooms-expectancy-theory/

### [115]

L. J. Mullins and G. Christy, Management and organisational behaviour, Eleventh edition. Upper Saddle River, NJ: Pearson, 2016 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292088518

### [116]

D. Pink, 'The puzzle of motivation'. TED, New York, NY, Jul. 2009 [Online]. Available: https://www.ted.com/talks/dan\_pink\_on\_motivation

#### [117]

Marks & Spencer, 'Why work for us? | M&S Careers', 2018. [Online]. Available: https://careers.marksandspencer.com/why-work-here

### [118]

Engage4Success, 'Engage for Success - Get Engaged!' YouTube, Sep. 11, 2012 [Online]. Available: https://www.youtube.com/watch?v=xqO3sfRZDAE

### [119]

Acas, 'Employee Engagement - Advice and Guidance', 2018. [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=2701

### [120]

Acas, 'The People Factor – engage your employees for business success'. Advisory, Conciliation and Arbitration Service, London, 2014 [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=2701

### [121]

D. Sanders, 'Placing Trust in Employee Engagement'. Advisory, Conciliation and Arbitration Service, London, 2012 [Online]. Available: http://www.acas.org.uk/index.aspx?articleid=2701

## [122]

K. Alfes, C. Truss, E. C. Soane, C. Rees, and M. Gatenby, 'Creating an Engaged Workforce: Findings from the Kingston Employee Engagement Consortium Project'. Chartered Institute of Personnel and Development, London, 2010 [Online]. Available: https://engageforsuccess.org/creating-an-engaged-workforce-cipd-report-2010

### [123]

'Sleeping at work FAIL!' YouTube, Dec. 12, 2008 [Online]. Available: https://www.youtube.com/watch?v=Y\_85fuyfrMM&feature=youtu.be

#### [124]

C. Comaford, 'Why Leaders Need To Embrace Employee Motivation', Jan. 20, 2018. [Online]. Available:

https://www.forbes.com/sites/christinecomaford/2018/01/20/why-leaders-need-to-embrace-employee-motivation/#251dfdb01272

#### [125]

H. Ross, 'What's Your Employee Engagement IQ? [Quiz]', May 02, 2016. [Online]. Available: https://www.tinypulse.com/blog/whats-your-employee-engagement-iq-quiz

### [126]

ORC International, 'Global Perspectives 2015: worldwide trends in employee engagement'. Opinion Research Corporation International, Princeton, NJ, 2015 [Online]. Available: https://engageforsuccess.org/wp-content/uploads/2015/10/ORC-Global-Perspectives-2015-worldwide-trends-in-employee-engagement.pdf

## [127]

Gallup, 'The State of the Global Workplace: a worldwide study of employee engagement and wellbeing - 2010'. Gallup, Inc, Washington, D.C., 2010 [Online]. Available: https://www.gallup.com/services/176300/state-global-workplace.aspx

### [128]

K. Alfes and S. S. Y. Leloglu, 'Chapter 16: "Case studies in employee engagement" [in] Employee engagement in theory and practice', in Employee engagement in theory and practice, Milton Park, Abingdon, Oxon: Routledge, 2013, pp. 291–312 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://ebookcentral.proquest.com/lib/exeter/reade r.action?docID=1524123&ppg=306

## [129]

L. Born and E. Molleman, "Empowerment and rewards: a case study" [in] Empowerment in Organizations', Empowerment in Organizations, vol. 4, no. 3, pp. 30–33, 1996 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/abs/10.1108/0 9684899610126641

#### [130]

J. Gifford, 'Could do better? Assessing what works in performance management: Research report'. Chartered Institute of Personnel and Development, London, 2016 [Online]. Available:

https://www.cipd.co.uk/knowledge/fundamentals/people/performance/what-works-in-performance-management-report

#### [131]

P. van Veen-Dirks, '"Different uses of performance measures: The evaluation versus reward of production managers" [in] Accounting, Organizations and Society', Accounting, Organizations and Society, vol. 35, no. 2, pp. 141–164, 2010 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/S 0361368209000269

## [132]

M. Armstrong, D. Brown, and P. Reilly, "Increasing the effectiveness of reward management: an evidence-based approach" [in] Employee Relations', Employee Relations, vol. 33, no. 2, pp. 106–120, 2011 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/01425451111096668

### [133]

A. Ariza-Montes, J. M. Arjona-Fuentes, H. Han, and R. Law, "Work environment and well-being of different occupational groups in hospitality: Job Demand-Control-Support model" [in] International Journal of Hospitality Management, International Journal of Hospitality Management, vol. 73, pp. 1–11, 2018 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/S 0278431917306606

### [134]

C. W. Topp, S. D. Østergaard, S. Søndergaard, and P. Bech, '"The WHO-5 Well-Being Index: A Systematic Review of the Literature" [in] Psychotherapy and Psychosomatics', Psychotherapy and Psychosomatics, vol. 84, no. 3, pp. 167–176, 2015 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://www.karger.com/Article/FullText/376585

#### [135]

K. Money, C. Hillenbrand, and N. Da Camara, '"Putting Positive Psychology to Work in Organisations" [in] Journal of General Management', Journal of General Management, vol. 34, no. 3, pp. 21–36, 2009 [Online]. Available: https://contentstore.cla.co.uk/secure/link?id=715fabe6-26e8-e811-80cd-005056af4099

### [136]

W. C. Compton, An introduction to positive psychology. Belmont, Calif: Thomson/Wadsworth, 2005.

### [137]

P. Nicholson, G. Mayho, S. Robson, and C. Sharp, 'Ageing and the workplace: a report from the BMA occupational medicine committee'. British Medical Association, London, 2016 [Online]. Available:

https://www.bma.org.uk/advice/employment/occupational-health/ageing-and-the-workplace

## [138]

BMI, 'Growing older in the UK: a series of expert-authored briefing papers on ageing and health'. British Medical Association, London, 2016 [Online]. Available: https://www.bma.org.uk/collective-voice/policy-and-research/public-and-population-health/healthy-ageing

### [139]

D. Abrams, H. J. Swift, and L. Drury, '"Old and Unemployable? How Age-Based Stereotypes Affect Willingness to Hire Job Candidates" [in] Journal of Social Issues', Journal of Social Issues, vol. 72, no. 1, pp. 105–121, 2016 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://spssi.onlinelibrary.wiley.com/doi/10.1111/josi.12158

## [140]

A. B. Bakker and S. Albrecht, "Work engagement: current trends" [in] Career Development International, vol. 23, no. 1, pp. 4–11, 2018 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/C DI-11-2017-0207

### [141]

J. Bratton and J. Gold, Human resource management: theory and practice, 6th edition. London: Palgrave Macmillan, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137586681

#### [142]

CMI, 'Management 2020: Leadership to unlock long-term growth'. Chartered Management Institute, London, 2014 [Online]. Available:

https://www.managers.org.uk/insights/research/current-research/2014/july/management-2020

#### [143]

CIPD, 'Emerging technology and the future of work | Factsheets', Apr. 12, 2018. [Online].

### Available:

https://www.cipd.co.uk/knowledge/work/technology/emerging-future-work-factsheet

### [144]

C. Grant, 'Digital resilience in a 24/7 world CIPD', Apr. 23, 2018. [Online]. Available: https://www.cipd.co.uk/news-views/changing-work-views/future-work/thought-pieces/digital-resilience-24-7-world

#### [145]

D. Hislop, C. Coombs, S. Taneva, and S. Barnard, 'Impact of artificial intelligence, robotics and automation technologies on work'. Copyright Chartered Institute of Personnel and Development, London, 2017 [Online]. Available:

https://www.cipd.co.uk/knowledge/work/technology/artificial-intelligence-workplace-impact

### [146]

P. Briône, 'Mind over Machines: New technology and employment relations', vol. 02/17. Advisory, Conciliation and Arbitration Service, London, 2017 [Online]. Available: https://www.ipa-involve.com/mind-over-machines

### [147]

D. Sheppard, '"Microchipping workers: What are the moral, practical and legal implications?" [in] Personnel Today', Personnel Today, Aug. 2017 [Online]. Available: https://www.personneltoday.com/hr/microchipping-workers-moral-practical-legal-implications/

#### [148]

A. McAfee, 'What will future jobs look like?' TED, New York, NY, Feb. 2013 [Online]. Available: https://www.ted.com/talks/andrew mcafee what will future jobs look like

### [149]

Debating Europe, What will the future of work look like? (inforgraphic). Debating Europe, 2016 [Online]. Available:

https://www.debatingeurope.eu/2016/11/24/will-future-work-look-like/#.W-r sNX7Rpg

## [150]

L. Willcocks, 'Prof Willcocks on the future of work: Part 5'. London School of Economics, London, Nov. 30, 2015 [Online]. Available: https://www.youtube.com/watch?v=0DyLKW8SKwI

#### [151]

L. Willcocks, 'Prof Willcocks on the future of work: Part 6'. London School of Economics, London, Nov. 30, 2015 [Online]. Available: https://www.youtube.com/watch?v=wtF0gnViHm0

## [152]

A. Goldbloom, 'The jobs we'll lose to machines — and the ones we won't'. TED, New York, NY, Feb. 2016 [Online]. Available: https://www.ted.com/talks/anthony\_goldbloom\_the\_jobs\_we\_ll\_lose\_to\_machines\_and\_the\_ones\_we\_won\_t#t-196900

### [153]

Finansforbundet's, 'Norway Child Experiment About Gender Equality'. YouTube, Mar. 08, 2018 [Online]. Available: https://www.youtube.com/watch?v=bH9AyDYbrEc

### [154]

Office for National Statistics, 'Explore the gender pay gap and test your knowledge', Oct. 26, 2017. [Online]. Available:

https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/articles/explorethegenderpaygapandtestyourknowledge/2017-10-26

### [155]

Women's Equality Party, 'Equal Pay & Opportunity - Women's Equality', 2018. [Online]. Available: http://www.womensequality.org.uk/equal pay and opportunity

## [156]

Fawcett Society, 'Gender Pay Gap Reporting Deadline Briefing'. Fawcett Society, Lonson, Apr. 03, 2018 [Online]. Available:

https://www.fawcettsociety.org.uk/gender-pay-gap-reporting-deadline-briefing

## [157]

Resolution Foundation, 'Gender pay gap falls to 5 per cent for Millennials in their 20s – but they are still set to face a huge lifetime earnings penalty', Jan. 04, 2017. [Online]. Available:

https://www.resolutionfoundation.org/media/press-releases/gender-pay-gap-falls-to-5-per-cent-for-millennials-in-their-20s-but-they-are-still-set-to-face-a-huge-lifetime-earnings-penalty/

### [158]

Women's Equality Party, 'Women's Equality Party Policy Document'. Women's Equality Party, London, 2018 [Online]. Available:

http://www.womensequality.org.uk/equal pay and opportunity

## [159]

'International Labour Organization', 2018. [Online]. Available: https://www.ilo.org/global/lang--en/index.htm

#### [160]

'Gender pay gap data', 2018. [Online]. Available: https://gender-pay-gap.service.gov.uk/

#### [161]

T. Evans, 'Understanding the gender pay gap in the UK', Jan. 17, 2018. [Online]. Available: https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/articles/understandingthegenderpaygapintheuk/2018-01-17

### [162]

CMI, Mind the Gender Pay Gap (inforgraphic). London: Chartered Management Institute, 2018 [Online]. Available: https://www.managers.org.uk/mindthepaygap

## [163]

ILO, 'ILO: Large gender gaps remain across broad spectrum of global labour market', Mar. 08, 2016. [Online]. Available:

https://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS\_457267/lang--en/index.htm

### [164]

UK Government Equalities Office, 'Think, Act, Report'. UK Govenrment, London, 2012 [Online]. Available:

https://www.gov.uk/government/publications/think-act-report/think-act-report

### [165]

CIPD, 'Gender pay gap reporting | Factsheets', Mar. 29, 2018. [Online]. Available: https://www.cipd.co.uk/knowledge/fundamentals/relations/gender-pay-gap-reporting/factsheet

#### [166]

UK Government Equalities Office, 'Gender Pay Gap Reporting: guidance for employers', Jan. 28, 2017. [Online]. Available:

https://www.gov.uk/government/news/gender-pay-gap-reporting

### [167]

D. Wainwright, 'Equal pay day: What is the gender pay gap like where you are?', Nov. 10, 2017. [Online]. Available: https://www.bbc.co.uk/news/uk-england-41805053

#### [168]

M. Armstrong and S. Taylor, Armstrong's handbook of human resource management practice, 14th edition. London: Kogan Page, 2017.

#### [169]

UK Parliament, Equal Pay Act 1970 (repealed). London: UK Parliament, 1970 [Online].

Available: http://www.legislation.gov.uk/ukpga/1970/41/contents

### [170]

'New Globalization - New Business Models for a New Global Landscape'. [Online]. Available:

https://www.bcg.com/en-gb/publications/2017/globalization-new-business-models-global-landscape.aspx

#### [171]

'Volkswagen: The scandal explained - BBC News', 10AD. [Online]. Available: https://www.bbc.co.uk/news/business-34324772

# [172]

Human resource management: theory and practice. London: Palgrave Macmillan, 2017 [Online]. Available:

https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008378959707446&context=L&vid=44UOEX INST:default

#### [173]

A. B. Carroll, 'The pyramid of corporate social responsibility: Toward the moral management of organizational stakeholders [in] Business Horizons', Business Horizons, vol. 34, no. 4, pp. 39–48, Jul. 1991 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/0 00768139190005G

#### [174]

Torres, Cristina A. CedilloGarcia-French, MercedesHordijk, RosemarieNguyen, Kim, 'Four Case Studies on Corporate Social Responsibility: Do Conflict Affect a Company's Corporate Social Responsibility Policy', Torres, Cristina A. Cedillo; Garcia-French, Mercedes; Hordijk, Rosemarie; Nguyen, Kim, vol. 8, no. 2012, pp. 51–732012, 2012 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edshol&AN=edshol.hein.journals.utrecht8.31&site=eds-live&scope=site

#### [175]

I. Ehnert, S. Parsa, I. Roper, M. Wagner, and M. Muller-Camen, 'Reporting on sustainability and HRM: a comparative study of sustainability reporting practices by the world's largest companies [in] The International Journal of Human Resource Management', The International Journal of Human Resource Management, vol. 27, no. 1, pp. 88–108, Jan. 2016 [Online]. Available:

https://uoelibrary.idm.oclc.org/login?url=http://www.tandfonline.com/doi/full/10.1080/0958 5192.2015.1024157

#### [176]

J. Elkington, 'Towards the Sustainable Corporation: Win-Win-Win Business Strategies for Sustainable Development [in] California Management Review', California Management Review, vol. 36, no. 2, pp. 90–100, Jan. 1994 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://journals.sagepub.com/doi/10.2307/4116574

### [177]

R. Kramar, 'Beyond strategic human resource management: is sustainable human resource management the next approach? [in] The International Journal of Human Resource Management', The International Journal of Human Resource Management, vol. 25, no. 8, pp. 1069–1089, Apr. 2014 [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://www.tandfonline.com/doi/abs/10.1080/0958 5192.2013.816863

### [178]

'Harish Manwani: Profit's not always the point | TED Talk'. [Online]. Available: https://www.ted.com/talks/harish manwani profit s not always the point/transcript

# [179]

Sugumar Mariappanadar, 'The harm indicators of negative externality of efficiency focused organizational practices [in] International Journal of Social', International Journal of Social, vol. 39, no. 3, pp. 209–220, 2012, doi: 10.1108/03068291211199378. [Online]. Available: https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=edsemr&AN=edsemr.10.1108.03068291211199378&site=eds-live&scope=site

#### [180]

'A Force for Change? CEOs Speak Out on Social Issues | Business Ethics'. [Online].

#### Available:

http://business-ethics.com/2017/09/21/a-force-for-change-ceos-speak-out-on-social-issues/

### [181]

'The Business Model of the New Economy [in] Economic Reform Today', Economic Reform Today, vol. 1, 2017 [Online]. Available:

https://www.cipe.org/legacy/publication-docs/e35 09.pdf

## [182]

'The Global Landscape of Corporate Vitality'. [Online]. Available: https://www.bcg.com/publications/2018/global-landscape-of-corporate-vitality.aspx

### [183]

D. G. Collings, H. Scullion, and P. Caligiuri, Eds., Global talent management, 2nd edition. Abingdon, Oxon: Routledge, 2019 [Online]. Available: https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008560579707446&context=L&vid=44UOEX\_INST:default

#### [184]

D. Torrington, L. Hall, C. Atkinson, and S. Taylor, Human resource management, Tenth edition. Harlow, England: Pearson, 2017 [Online]. Available: http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112

#### [185]

Holly Watt, 'Rolls-Royce apologises in court after settling bribery case', Guardian, Jan. 2017 [Online]. Available:

https://www.theguardian.com/business/2017/jan/17/rolls-royce-apologises-bribery-671m-uk-us-brazil

### [186]

A. Kirk, 'Mapped: Protectionism is on the rise as US and EU implement thousands of restrictive trade measures [in] the Telegraph', 28AD [Online]. Available:

https://contentstore.cla.co.uk/secure/link?id=d198d85f-b515-e911-80cd-005056af4099