

# BEM1002DA3

## Managing People

View Online



---

1.

Management - LibGuides at University of Exeter [Internet]. Available from:  
<http://libguides.exeter.ac.uk/ManagementHomePage>

2.

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

3.

Parents and carers | Workplace advice & guidance [Internet]. London: Advisory, Conciliation and Arbitration Service; 2018. Available from:  
<http://www.acas.org.uk/index.aspx?articleid=1362>

4.

Acas. Rights at work: discipline, grievances and dismissals [Internet]. London: Advisory, Conciliation and Arbitration Service; 2009. Available from:  
[http://www.acas.org.uk/media/pdf/e/9/Acas\\_\\_Discipline\\_Grievances\\_\\_dismissals\\_rights\\_at\\_work\\_RW01\(APRIL2009\).pdf](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 [Internet]. London: Advisory, Conciliation and Arbitration Service; 2015. Available from:  
<http://www.acas.org.uk/index.aspx?articleid=2174>

6.

Davis E. The Bottom Line: Is there a business case for having a diverse workforce? [Internet]. London: BBC Radio 4; 2017. Available from: <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 [Internet]. London: Department for Business, Innovation and Skills; 2014. Available from: <https://www.gov.uk/government/publications/working-time-regulations-impact-on-uk-labour-market>

8.

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

9.

Brexit: The implications for employment law [Internet]. Edinburgh: Brodies LLP 2018; 2018. Available from: <https://brodies.com/news/brexit-what-happens-next/brexit-the-implications-for-employment-law>

10.

Macdonald V. How blowing the whistle cost two men their NHS careers [Internet]. London: Channel 4 News; 2013. Available from: <https://www.channel4.com/news/by/victoria-macdonald/blogs/blowing-whistle-cost-men-nhs-careers>

11.

CIPD. Employment Status Q&As: Commonly asked questions on the legal issues relating to employment status [Internet]. Wimbledon: Chartered Institute of Personnel and Development; 1AD. Available from: <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/employees/status-questions>

12.

Evans JE. Uber drivers are 'workers' – but why does this matter? [Internet]. Wimbledon: Chartered Institute of Personnel and Development; 2017. Available from: [http://www2.cipd.co.uk/community/blogs/b/the\\_blawg/archive/2017/11/14/uber-drivers-are-workers-but-why-does-this-matter](http://www2.cipd.co.uk/community/blogs/b/the_blawg/archive/2017/11/14/uber-drivers-are-workers-but-why-does-this-matter)

13.

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

14.

King v Royal Bank of Canada Europe Ltd UKEAT/0333/10/DM [Internet]. Employment Cases Update; 2011. Available from: <https://www.employmentcasesupdate.co.uk/site.aspx?i=ed9670>

15.

What is the Equality Act? [Internet]. Manchester: Equality and Human Rights Commission; 2017. Available from: <https://www.equalityhumanrights.com/en/equality-act-2010/what-equality-act>

16.

Boersma M. 'Flexible working – the backlash' [in] The Financial Times. The Financial Times [Internet]. London: F.T.Ltd; 2013 May 23; Available from: <https://www.ft.com/content/9897d768-b3ed-11e2-b5a5-00144feabdc0>

17.

Binham C. 'US postal official was misled in Barclays whistleblower hunt' [in] The Financial Times. The Financial Times [Internet]. London: F.T.Ltd; 2018 Apr 12; Available from: <https://www.ft.com/content/19dfd0c2-3e64-11e8-b7e0-52972418fec4>

18.

Gaultney JF, Collins-McNeil J. 'Lack of Sleep in the Workplace: What the Psychologist-Manager Should Know About Sleep' [in] Psychologist-Manager Journal. Psychologist-Manager Journal [Internet]. Taylor & Francis; 2009;12(2):132-148. Available from: <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 [Internet]. London: UK Government; 2018. Available from: <https://www.gov.uk/browse/employing-people/contracts>

20.

Employment contracts: Written statement of employment particulars [Internet]. London: UK Government; 2018. Available from: <https://www.gov.uk/employment-contracts-and-conditions/written-statement-of-employment-particulars>

21.

Employment status [Internet]. London: UK Government; 2018. Available from: <https://www.gov.uk/employment-status>

22.

HSE. The health and safety toolbox: how to control risks at work [Internet]. Bootle: Health and Safety Executive; 2018. Available from: <http://www.hse.gov.uk/toolbox/index.htm>

23.

Mattice Zundel C. Handling complaints from your team members [Internet]. London: HSTalks; 2017. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://hstalks.com/t/3596/handling-complaints-from-your-team-members/?business>

24.

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

25.

Regmi K, Naidoo J, Regmi S. 'Understanding the effect of discrimination in the workplace: A case study amongst Nepalese immigrants in the UK' [in] Equal Opportunities International. Equal Opportunities International [Internet]. 2009;28(5):398-414. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/02610150910964259>

26.

Lewis D, Megicks P, Jones P. 'Bullying and harassment and work-related stressors: Evidence from British small and medium enterprises' [in] International Small Business Journal. International Small Business Journal [Internet]. 2017;35(1):116-137. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://journals.sagepub.com/doi/abs/10.1177/0266242615624039>

27.

How does a bill become a law? [Internet]. London: UK Parliament; 2018. Available from: <https://www.parliament.uk/about/how/laws/passage-bill/>

28.

What is Secondary Legislation? [Internet]. London: UK Parliament; 2018. Available from: <https://www.parliament.uk/about/how/laws/delegated/>

29.

Whitehouse E. 'Brexit: who's got the answers?' [in] People Management. People Management [Internet]. London: Personnel Publications; 2018 Aug 23;34-37. Available from: <https://www.peoplemanagement.co.uk/long-reads/articles/brexit-whos-got-answers-six-months>

30.

Simpson S. 'The 10 most important employment law cases in 2017' [in] Personnel Today. Personnel Today [Internet]. 2017 Dec 13; Available from: <https://www.personneltoday.com/hr/10-important-employment-law-cases-2017/>

31.

Faragher J. 'Pimlico Plumbers worker wins Supreme Court battle' [in] Personnel Today. Personnel Today [Internet]. 2018 Jun 13; Available from: <https://www.personneltoday.com/hr/pimlico-plumbers-worker-wins-supreme-court-battle/>

32.

Saundry R, Prior M. The potential impact of Brexit on employment rights and fairness at work [Internet]. Plymouth: University of Plymouth; 2018. Available from: <https://www.plymouth.ac.uk/news/pr-opinion/opinion-the-potential-impact-of-brexit-on-employment-rights-and-fairness-at-work>

33.

Taylor S. Discipline and dismissal [Internet]. London: HSTalks; 2018. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://hstalks.com/t/3724/discipline-and-dismissal/?business=&start=0>

34.

Sawer P, Donnelly L. Whistleblowing: 'It's still not safe for us to speak out' [Internet]. London: Daily Telegraph; 2015. Available from: <https://www.telegraph.co.uk/news/health/news/11405430/Whistleblowing-Its-still-not-safe-for-us-to-speak-out.html>

35.

Wilson H. 'How whistleblower exposed a bank out of tune' [in] The Times. The Times [Internet]. London: Times Newspapers; 2017 Apr 11;42–43. Available from: <https://www.nexis.com/docview/getDocForCuiReq?ini=5NDN-NKJ1-DY9P-N4B5&csi=10939&oc=00240&perma=true>

36.

The Race of Life (white privilege) [Internet]. YouTube; 2017. Available from: [https://www.youtube.com/watch?v=FBQx8FmOT\\_0](https://www.youtube.com/watch?v=FBQx8FmOT_0)

37.

Skill Boosters. Types of Discrimination [Internet]. YouTube; 2013. Available from: [https://www.youtube.com/watch?v=\\_TbvugRMUO4](https://www.youtube.com/watch?v=_TbvugRMUO4)

38.

Boddy C. Bullying and Corporate Psychopaths at Work: Clive Boddy at TEDxHanzeUniversity [Internet]. YouTube; 2012. Available from: <https://www.youtube.com/watch?v=tIB1pFwGhA4>

39.

Stewart E. Why most employees want to work flexibly (and why you should let them) [Internet]. London: Virgin Unite; 2018. Available from: <https://www.virgin.com/virgin-unite/why-most-employees-want-work-flexibly-and-why-you-should-let-them>

40.

Stredwick J. An introduction to human resource management [Internet]. Third edition. London: Routledge; 2014. Available from: <http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781135017903>

41.

Thompson N. People Management [Internet]. Palgrave Macmillan; 2013. Available from: <http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137308450>

42.

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

43.

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

44.

Armstrong M, Taylor S. Chapter 53: 'The practice of industrial relations' [in] Armstrong's handbook of human resource management practice. Armstrong's handbook of human resource management practice [Internet]. 14th edition. London: Kogan Page; 2017. p. 491–496. Available from: <https://contentstore.cla.co.uk/secure/link?id=68cf99d0-89ed-e811-80cd-005056af4099>

45.

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

46.

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

47.

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

48.

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

49.



Kotter JP. 'The Psychological Contract: Managing the Joining-Up Process' [in] California Management Review. California Management Review [Internet]. 15(3):91–99. Available from:  
<https://uoelibrary.idm.oclc.org/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=5048264&site=ehost-live>

50.

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

51.

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

52.

Rousseau DM. '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 [Internet]. 1990;11(5):389–400. Available from:  
<https://uoelibrary.idm.oclc.org/login?url=http://onlinelibrary.wiley.com/doi/10.1002/job.4030110506>

53.

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

54.

Wilson FM. Chapter 6: 'Motivation' [in] Organizational behaviour and work: a critical introduction. Organizational behaviour and work: a critical introduction [Internet]. 3rd ed. Oxford: Oxford University Press; 2010. p. 123–142. Available from:  
<https://contentstore.cla.co.uk/secure/link?id=96d682f2-8de6-e811-80cd-005056af4099>

55.

Southern Strike: 1979 comparisons & RMT v Tory debate [Internet]. London: BBC London;

2016. Available from: <https://learningonscreen.ac.uk/ondemand/index.php/clip/135666>

56.

Margaret Thatcher death: We look at her war with the National Union of Miners [Internet]. London: ITN; 2013. Available from: [https://www.youtube.com/watch?v=on7v6h5\\_4el&feature=youtu.be](https://www.youtube.com/watch?v=on7v6h5_4el&feature=youtu.be)

57.

CIPD. Employee Relations | Factsheets [Internet]. Available from: <https://www.cipd.co.uk/knowledge/fundamentals/relations/employees/factsheet#6059>

58.

gov.uk. Workplace Employment Relations Study (WERS) [Internet]. Available from: <https://www.gov.uk/government/collections/workplace-employment-relations-study-wers>

59.

CIPD. Discussion on Trade Union Landscape | Podcast [Internet]. Available from: <https://www.cipd.co.uk/podcasts/trade-unions>

60.

CIPD. Employee Relations | Factsheets [Internet]. Available from: <https://www.cipd.co.uk/knowledge/fundamentals/relations/employees/factsheet>

61.

Recreate Consulting. The Psychological Contract - The unwritten contract of employment! [Internet]. 12AD. Available from: <http://www.recreateconsulting.co.uk/ReCreate/psychological-contract-unwritten-contract-employment/>

62.

CIPD. Employee Voice | Factsheets [Internet]. Available from:  
<https://www.cipd.co.uk/knowledge/fundamentals/relations/communication/voice-factsheet>

63.

Purcell J, Hall M. Voice and Participation in the Modern Workplace: challenges and prospects. Available from:  
[http://www.acas.org.uk/media/pdf/g/7/Voice\\_and\\_Participation\\_in\\_the\\_Modern\\_Workplace\\_challenges\\_and\\_prospects.pdf](http://www.acas.org.uk/media/pdf/g/7/Voice_and_Participation_in_the_Modern_Workplace_challenges_and_prospects.pdf)

64.

Hansen Glass - YouTube [Internet]. Available from:  
<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 [Internet]. Available from:  
<https://www.personneltoday.com/hr/sports-directs-business-model-treats-workers-like-commodities-without-dignity/>

66.

Manage employee performance with new guidance from Acas. Available from:  
<http://www.acas.org.uk/index.aspx?articleid=3011>

67.

Help and advice for employers and employees - ACAS. Available from:  
<http://www.acas.org.uk/index.aspx?articleid=1461>

68.

Acas helps to improve working relations at a Midlands College. Available from:  
[http://www.acas.org.uk/media/pdf/5/f/Acas\\_helps\\_to\\_improve\\_working\\_relations\\_at\\_a\\_Midlands\\_College\\_\(accessible\\_version\\_April\\_2011\).pdf](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; Available from:  
[http://m.acas.org.uk/media/pdf/f/p/0212\\_Multidiscrim\\_TU\\_Equality\\_Reps.pdf](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 [Internet]. Available from: <https://www.youtube.com/watch?v=qRCyPuggd60>

71.

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

72.

Dealing with grievances at work - Citizens Advice [Internet]. Available from: <https://www.citizensadvice.org.uk/work/problems-at-work/dealing-with-grievances-at-work/>

73.

CIPD. Workplace Mediation | Factsheets [Internet]. Available from: <https://www.cipd.co.uk/knowledge/fundamentals/relations/disputes/mediation-factsheet>

74.

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

75.

Boyatzis R. 'Competencies in the 21st century' [in] Journal of Management. Journal of Management [Internet]. 2008;27(1):5–12. Available from: <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.

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

77.

CIPD. Resourcing and Talent Planning 2017 [Internet]. London: Chartered Institute of Personnel and Development; 2017. Available from: <https://www.cipd.co.uk/knowledge/strategy/resourcing/surveys>

78.

UK Civil Service. Civil Service competency framework [Internet]. London: UK Civil Service; 2012. Available from: <https://www.gov.uk/government/publications/civil-service-competency-framework>

79.

Gaucher D, Friesen J, Kay AC. 'Evidence that gendered wording in job advertisements exists and sustains gender inequality' [in] Journal of Personality and Social Psychology. Journal of Personality and Social Psychology [Internet]. 2011;101(1):109–128. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://ovidsp.ovid.com/ovidweb.cgi?T=JS&C=Y&NEWS=N&PAGE=fulltext&AN=00005205-201107000-00009&LS LINK=80&D=ovft>

80.

Heath A, Cheung SY. Ethnic penalties in the labour market: Employers and discrimination [Internet]. London: Department for Work and Pensions; 2006. Available from: [http://webarchive.nationalarchives.gov.uk/20110205015701/http://research.dwp.gov.uk/asd/asd5/report\\_abstracts/rr\\_abstracts/rra\\_341.asp](http://webarchive.nationalarchives.gov.uk/20110205015701/http://research.dwp.gov.uk/asd/asd5/report_abstracts/rr_abstracts/rra_341.asp)

81.

Holincheck J. Unlocking the Strategic Value From Talent Management Application Investments [Internet]. Stamford, CT: Gartner; 2007. Available from:

<https://www.gartner.com/doc/571207/unlocking-strategic-value-talent-management>

82.

Hunt V, Layton D, Prince S. Diversity Matters [Internet]. New York, NY: McKinsey & Company; 2015. Available from:

<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 [Internet]. Los Angeles, CA: Korn Ferry Institute; 2014.

Available from:

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

84.

Mullins LJ, Christy G. Management and organisational behaviour [Internet]. Eleventh edition. Upper Saddle River, NJ: Pearson; 2016. Available from:

<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 [Internet].

London: Recruitment and Employment Confederation; 2017. Available from:

<https://www.rec.uk.com/research/perfect-match>

86.

Stredwick J. An introduction to human resource management [Internet]. Third edition. London: Routledge; 2014. Available from:

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

87.

Thompson N. People Management [Internet]. Palgrave Macmillan; 2013. Available from:

<http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781137308450>

88.

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

89.

Lewis D. Gender bias 'starts before a candidate is even hired' [Internet]. London: Personnel Publications; 2017. Available from:  
<https://www.peoplemanagement.co.uk/news/articles/gender-bias-recruitment>

90.

van den Brink M, Fruytier B, Thunnissen M. 'Talent management in academia: performance systems and HRM policies' [in] Human Resource Management Journal. Human Resource Management Journal [Internet]. 2013;23(2):180–195. Available from:  
<https://uoelibrary.idm.oclc.org/login?url=http://onlinelibrary.wiley.com/doi/10.1111/j.1748-8583.2012.00196.x>

91.

Groves K. Talent Management Best Practices: Identifying and Developing High Potential Leaders - YouTube [Internet]. Malibu, CA: Pepperdine University; 2011. Available from:  
[https://www.youtube.com/watch?v=zjLiNKV\\_Oso](https://www.youtube.com/watch?v=zjLiNKV_Oso)

92.

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

93.

Buchanan DA, Huczynski A. Organizational behaviour [Internet]. Ninth edition. Harlow, England: Pearson; 2017. Available from:  
<http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292117492>

94.

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

95.

Dent F, Holton V, Rabbetts J. 'Motivation and employee engagement in the 21st century' [in] Global Focus. Global Focus [Internet]. 2010;4(2):30-33. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://search.proquest.com/docview/863260346/737A742585EF4947PQ/1?accountid=10792>

96.

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

97.

MacLeaod D, Clarke N. Engaging for success: enhancing performance through employee engagement: a report to the government [Internet]. London: Department for Business, Innovation and Skills; 2009. Available from: <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=1084722450>

98.

Robinson D, Perryman S, Hayday S. The Drivers of Employee Engagement [Internet]. Brighton: Institute for Employment Studies; 2004. Available from: <https://www.employment-studies.co.uk/resource/drivers-employee-engagement>

99.



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

100.

Wilson FM. Chapter 6: 'Motivation' [in] Organizational behaviour and work: a critical introduction. Organizational behaviour and work: a critical introduction [Internet]. 3rd ed. Oxford: Oxford University Press; 2010. p. 123–142. Available from: <https://contentstore.cla.co.uk/secure/link?id=96d682f2-8de6-e811-80cd-005056af4099>

101.

Bradshaw D, Davis-Blake A. Catering to the millennials [Internet]. London: Financial Times Ltd; 2014. Available from: <https://www.ft.com/video/eddbf560-a731-3b48-a3b2-25437485d952>

102.

Nevid JS. 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 [Internet]. YouTube; 2010. Available from: <https://www.youtube.com/watch?v=u6XAPnuFjJc>

104.

Involve UK. What Do People Do All Day? - Employee Engagement [Internet]. YouTube; 2012. Available from: <https://www.youtube.com/watch?v=m2GUI5r09g0>

105.

Rich BL, Lepine JA, Crawford ER. 'Job engagement: antecedents and effects on job performance' [in] Academy of Management Journal. Academy of Management Journal. 2010;53(3):617–635.

106.

BlessingWhite. The 'X' model of employee engagement: Maximum Satisfaction meets Maximum Contribution [Internet]. YouTube; 2012. Available from: <https://www.youtube.com/watch?v=gZ3wxgog4nc>

107.

Glassdoor. Glassdoor: Expedia #1 Best Place to Work in the UK 2016 [Internet]. YouTube; 2015. Available from: [https://www.youtube.com/watch?v=\\_5-lbMZiB-E](https://www.youtube.com/watch?v=_5-lbMZiB-E)

108.

Glassdoor. Companies & Reviews [Internet]. Mill Valley, CA: Glassdoor, Inc.; 2008. Available from: <https://www.glassdoor.co.uk/Reviews/index.htm>

109.

Maslow A. Maslow's hierarchy of needs [Internet]. Wikimedia Commons; 2006. Available from: [https://commons.wikimedia.org/wiki/File:Maslow%27s\\_hierarchy\\_of\\_needs.svg](https://commons.wikimedia.org/wiki/File:Maslow%27s_hierarchy_of_needs.svg)

110.

Huda Al Anny. Training – motivation [Internet]. Huda Al Anny; 2016. Available from: <http://hudaalanny.weebly.com/people/motivation>

111.

MindToolsVideos. Motivating People Using Theory X and Theory Y [Internet]. YouTube; 2017. Available from: [https://www.youtube.com/watch?time\\_continue=33&v=zjvWicDVv\\_Y](https://www.youtube.com/watch?time_continue=33&v=zjvWicDVv_Y)

112.

SGA Recruitment. Theory X and Theory Y [Internet]. LinkedIn; 2016. Available from: <https://www.linkedin.com/pulse/theory-x-y-sga-recruitment/>

113.

Adams JS. Adams equity theory [Internet]. SlideShare; 2015. Available from: <https://www.slideshare.net/djssjoseph/adams-equity-theory>

114.

Knowledge Grab. Vroom's Expectancy Theory [Internet]. Knowledge Grab; 2018. Available from: <http://knowledgegrab.com/learners-zone/study-support/performance-management-review/framework-introduction-to-hrm/vrooms-expectancy-theory/>

115.

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

116.

Pink D. The puzzle of motivation [Internet]. New York, NY: TED; 2009. Available from: [https://www.ted.com/talks/dan\\_pink\\_on\\_motivation](https://www.ted.com/talks/dan_pink_on_motivation)

117.

Marks & Spencer. Why work for us? | M&S Careers [Internet]. London: Marks & Spencer; 2018. Available from: <https://careers.marksandspencer.com/why-work-here>

118.

Engage4Success. Engage for Success - Get Engaged! [Internet]. YouTube; 2012. Available from: <https://www.youtube.com/watch?v=xqO3sfRZDAE>

119.

Acas. Employee Engagement - Advice and Guidance [Internet]. London: Advisory, Conciliation and Arbitration Service; 2018. Available from: <http://www.acas.org.uk/index.aspx?articleid=2701>

120.

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

121.

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

122.

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

123.

Sleeping at work FAIL! [Internet]. YouTube; 2008. Available from: [https://www.youtube.com/watch?v=Y\\_85fuyfrMM&feature=youtu.be](https://www.youtube.com/watch?v=Y_85fuyfrMM&feature=youtu.be)

124.

Comaford C. Why Leaders Need To Embrace Employee Motivation [Internet]. New York, NY: Forbes; 2018. Available from: <https://www.forbes.com/sites/christinecomaford/2018/01/20/why-leaders-need-to-embrace-employee-motivation/#251dfdb01272>

125.

Ross H. What's Your Employee Engagement IQ? [Quiz] [Internet]. Seattle, WA: TINYhr Inc.; 2016. Available from: <https://www.tinypulse.com/blog/whats-your-employee-engagement-iq-quiz>

126.

ORC International. Global Perspectives 2015: worldwide trends in employee engagement

[Internet]. Princeton, NJ: Opinion Research Corporation International; 2015. Available from: <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 [Internet]. Washington, D.C.: Gallup, Inc; 2010. Available from: <https://www.gallup.com/services/176300/state-global-workplace.aspx>

128.

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

129.

Born L, Molleman E. 'Empowerment and rewards: a case study' [in] Empowerment in Organizations. Empowerment in Organizations [Internet]. 1996;4(3):30–33. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/abs/10.1108/09684899610126641>

130.

Gifford J. Could do better? Assessing what works in performance management: Research report [Internet]. London: Chartered Institute of Personnel and Development; 2016. Available from: <https://www.cipd.co.uk/knowledge/fundamentals/people/performance/what-works-in-performance-management-report>

131.

van Veen-Dirks P. 'Different uses of performance measures: The evaluation versus reward of production managers' [in] Accounting, Organizations and Society. Accounting, Organizations and Society [Internet]. 2010;35(2):141–164. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/S0361368209000269>

132.

Armstrong M, Brown D, Reilly P. 'Increasing the effectiveness of reward management: an evidence-based approach' [in] Employee Relations. Employee Relations [Internet]. 2011;33(2):106-120. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/01425451111096668>

133.

Ariza-Montes A, Arjona-Fuentes JM, Han H, Law R. '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 [Internet]. 2018;73:1-11. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/S0278431917306606>

134.

Topp CW, Østergaard SD, Søndergaard S, Bech P. 'The WHO-5 Well-Being Index: A Systematic Review of the Literature' [in] Psychotherapy and Psychosomatics. Psychotherapy and Psychosomatics [Internet]. 2015;84(3):167-176. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.karger.com/Article/FullText/376585>

135.

Money K, Hillenbrand C, Da Camara N. 'Putting Positive Psychology to Work in Organisations' [in] Journal of General Management. Journal of General Management [Internet]. 2009;34(3):21-36. Available from: <https://contentstore.cla.co.uk/secure/link?id=715fabe6-26e8-e811-80cd-005056af4099>

136.

Compton WC. An introduction to positive psychology. Belmont, Calif: Thomson/Wadsworth; 2005.

137.

Nicholson P, Mayho G, Robson S, Sharp C. Ageing and the workplace: a report from the BMA occupational medicine committee [Internet]. London: British Medical Association; 2016. Available from: <https://www.bma.org.uk/advice/employment/occupational-health/ageing-and-the-workplac>

e

138.

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

139.

Abrams D, Swift HJ, Drury L. 'Old and Unemployable? How Age-Based Stereotypes Affect Willingness to Hire Job Candidates' [in] Journal of Social Issues. Journal of Social Issues [Internet]. 2016;72(1):105–121. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://spssi.onlinelibrary.wiley.com/doi/10.1111/josi.12158>

140.

Bakker AB, Albrecht S. 'Work engagement: current trends' [in] Career Development International. Career Development International [Internet]. 2018;23(1):4–11. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.emeraldinsight.com/doi/full/10.1108/CDI-11-2017-0207>

141.

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

142.

CMI. Management 2020: Leadership to unlock long-term growth [Internet]. London: Chartered Management Institute; 2014. Available from: <https://www.managers.org.uk/insights/research/current-research/2014/july/management-2020>

143.

CIPD. Emerging technology and the future of work | Factsheets [Internet]. London: Chartered Institute of Personnel and Development; 2018. Available from: <https://www.cipd.co.uk/knowledge/work/technology/emerging-future-work-factsheet>

144.

Grant C. Digital resilience in a 24/7 world CIPD [Internet]. London: Chartered Institute of Personnel and Development; 2018. Available from: <https://www.cipd.co.uk/news-views/changing-work-views/future-work/thought-pieces/digital-resilience-24-7-world>

145.

Hislop D, Coombs C, Taneva S, Barnard S. Impact of artificial intelligence, robotics and automation technologies on work [Internet]. London: Copyright Chartered Institute of Personnel and Development; 2017. Available from: <https://www.cipd.co.uk/knowledge/work/technology/artificial-intelligence-workplace-impact>

146.

Briône P. Mind over Machines: New technology and employment relations [Internet]. London: Advisory, Conciliation and Arbitration Service; 2017. Available from: <https://www.ipa-involve.com/mind-over-machines>

147.

Sheppard D. 'Microchipping workers: What are the moral, practical and legal implications?' [in] Personnel Today. Personnel Today [Internet]. 2017 Aug 22; Available from: <https://www.personneltoday.com/hr/microchipping-workers-moral-practical-legal-implications/>

148.

McAfee A. What will future jobs look like? [Internet]. New York, NY: TED; 2013. Available from: [https://www.ted.com/talks/andrew\\_mcafee\\_what\\_will\\_future\\_jobs\\_look\\_like](https://www.ted.com/talks/andrew_mcafee_what_will_future_jobs_look_like)

149.

Debating Europe. What will the future of work look like? (infographic) [Internet]. Debating



Europe; 2016. Available from:

[https://www.debatingeurope.eu/2016/11/24/will-future-work-look-like/#.W-r\\_sNX7Rpg](https://www.debatingeurope.eu/2016/11/24/will-future-work-look-like/#.W-r_sNX7Rpg)

150.

Willcocks L. Prof Willcocks on the future of work: Part 5 [Internet]. London: London School of Economics; 2015. Available from: <https://www.youtube.com/watch?v=0DyLKW8SKwI>

151.

Willcocks L. Prof Willcocks on the future of work: Part 6 [Internet]. London: London School of Economics; 2015. Available from: <https://www.youtube.com/watch?v=wtF0gnViHm0>

152.

Goldbloom A. The jobs we'll lose to machines — and the ones we won't [Internet]. New York, NY: TED; 2016. Available from: [https://www.ted.com/talks/anthony\\_goldbloom\\_the\\_jobs\\_we\\_ll\\_lose\\_to\\_machines\\_and\\_the\\_ones\\_we\\_won\\_t#t-196900](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 [Internet]. YouTube; 2018. Available from: <https://www.youtube.com/watch?v=bH9AyDYbrEc>

154.

Office for National Statistics. Explore the gender pay gap and test your knowledge [Internet]. Newport: Office for National Statistics; 2017. Available from: <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/articles/explorethegenderpaygapandtestyourknowledge/2017-10-26>

155.

Women's Equality Party. Equal Pay & Opportunity - Women's Equality [Internet]. London: Women's Equality Party; 2018. Available from: [http://www.womensequality.org.uk/equal\\_pay\\_and\\_opportunity](http://www.womensequality.org.uk/equal_pay_and_opportunity)

156.

Fawcett Society. Gender Pay Gap Reporting Deadline Briefing [Internet]. London: Fawcett Society; 2018. Available from: <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 [Internet]. London: Resolution Foundation; 2017. Available from: <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 [Internet]. London: Women's Equality Party; 2018. Available from: [http://www.womensequality.org.uk/equal\\_pay\\_and\\_opportunity](http://www.womensequality.org.uk/equal_pay_and_opportunity)

159.

International Labour Organization [Internet]. Geneva: International Labour Organization; 2018. Available from: <https://www.ilo.org/global/lang-en/index.htm>

160.

Gender pay gap data [Internet]. London: UK Government; 2018. Available from: <https://gender-pay-gap.service.gov.uk/>

161.

Evans T. Understanding the gender pay gap in the UK [Internet]. Newport: Office for National Statistics; 2018. Available from: <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/articles/understandingthegenderpaygapintheuk/2018-01-17>

162.

CMI. Mind the Gender Pay Gap (infographic) [Internet]. London: Chartered Management Institute; 2018. Available from: <https://www.managers.org.uk/mindthepaygap>

163.

ILO. ILO: Large gender gaps remain across broad spectrum of global labour market [Internet]. Geneva: International Labour Organization; 2016. Available from: [https://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS\\_457267/lang--en/index.htm](https://www.ilo.org/global/about-the-ilo/newsroom/news/WCMS_457267/lang--en/index.htm)

164.

UK Government Equalities Office. Think, Act, Report [Internet]. London: UK Government; 2012. Available from: <https://www.gov.uk/government/publications/think-act-report/think-act-report>

165.

CIPD. Gender pay gap reporting | Factsheets [Internet]. London: Chartered Institute of Personnel and Development; 2018. Available from: <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 [Internet]. London: UK Government; 2017. Available from: <https://www.gov.uk/government/news/gender-pay-gap-reporting>

167.

Wainwright D. Equal pay day: What is the gender pay gap like where you are? [Internet]. London: BBC News; 2017. Available from: <https://www.bbc.co.uk/news/uk-england-41805053>

168.

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

169.

UK Parliament. Equal Pay Act 1970 (repealed) [Internet]. London: UK Parliament; 1970. Available from: <http://www.legislation.gov.uk/ukpga/1970/41/contents>

170.

New Globalization - New Business Models for a New Global Landscape [Internet]. Available from: <https://www.bcg.com/en-gb/publications/2017/globalization-new-business-models-global-landscape.aspx>

171.

Volkswagen: The scandal explained - BBC News [Internet]. 10AD. Available from: <https://www.bbc.co.uk/news/business-34324772>

172.

Human resource management : theory and practice [Internet]. London: Palgrave Macmillan; 2017. Available from: [https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008378959707446&context=L&vid=44UOEX\\_INST:default](https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008378959707446&context=L&vid=44UOEX_INST:default)

173.

Carroll AB. The pyramid of corporate social responsibility: Toward the moral management of organizational stakeholders [in] Business Horizons. Business Horizons [Internet]. 1991 Jul;34(4):39-48. Available from: <https://uoelibrary.idm.oclc.org/login?url=http://www.sciencedirect.com/science/article/pii/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 [Internet]. 2012;8(2012):51-732012. Available from: <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.

Ehnert I, Parsa S, Roper I, Wagner M, Muller-Camen M. 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* [Internet]. 2016 Jan 2;27(1):88–108. Available from:

<https://uoelibrary.idm.oclc.org/login?url=http://www.tandfonline.com/doi/full/10.1080/09585192.2015.1024157>

176.

Elkington J. Towards the Sustainable Corporation: Win-Win-Win Business Strategies for Sustainable Development [in] *California Management Review*. *California Management Review* [Internet]. 1994 Jan;36(2):90–100. Available from:

<https://uoelibrary.idm.oclc.org/login?url=http://journals.sagepub.com/doi/10.2307/41165746>

177.

Kramar R. 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* [Internet]. 2014 Apr 28;25(8):1069–1089. Available from:

<https://uoelibrary.idm.oclc.org/login?url=http://www.tandfonline.com/doi/abs/10.1080/09585192.2013.816863>

178.

Harish Manwani: Profit's not always the point | TED Talk [Internet]. Available from: [https://www.ted.com/talks/harish\\_manwani\\_profit\\_s\\_not\\_always\\_the\\_point/transcript](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* [Internet]. 2012;39(3):209–220. Available from:

<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 [Internet]. Available from:

<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 [Internet]. 2017;1. Available from:

[https://www.cipe.org/legacy/publication-docs/e35\\_09.pdf](https://www.cipe.org/legacy/publication-docs/e35_09.pdf)

182.

The Global Landscape of Corporate Vitality [Internet]. Available from:

<https://www.bcg.com/publications/2018/global-landscape-of-corporate-vitality.aspx>

183.

Collings DG, Scullion H, Caligiuri P, editors. Global talent management [Internet]. 2nd edition. Abingdon, Oxon: Routledge; 2019. Available from:

[https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008560579707446&context=L&vid=44UOEX\\_INST:default](https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991008560579707446&context=L&vid=44UOEX_INST:default)

184.

Torrington D, Hall L, Atkinson C, Taylor S. Human resource management [Internet]. Tenth edition. Harlow, England: Pearson; 2017. Available from:

<http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9781292129112>

185.

Holly Watt. Rolls-Royce apologises in court after settling bribery case. Guardian [Internet]. 2017 Jan 17; Available from:

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

186.

Kirk A. Mapped: Protectionism is on the rise as US and EU implement thousands of

restrictive trade measures [in] the Telegraph. 28AD; Available from:  
<https://contentstore.cla.co.uk/secure/link?id=d198d85f-b515-e911-80cd-005056af4099>