
Tuesday 29 April 2003

9 to 12

Paper P5

HUMAN RESOURCES

*Answer not more than **four** questions, of which not more than **two** may be taken from each of **sections A and B**.*

All questions carry the same number of marks.

*The **approximate** percentage of marks allocated to each part of a question is indicated in the right margin.*

You may not start to read the questions printed on the subsequent pages of this question paper until instructed that you may do so by the Invigilator

SECTION A

Answer not more than two questions from this section.

- 1 To what extent is management theory dominated by an 'engineering model' of organisations? [100%]
- 2 (a) What do you understand by the phrase 'emotional labour'? [40%]
(b) What benefits and drawbacks are associated with its use in work organisations? [60%]
- 3 (a) Explain why increasing organisational size is associated with increased bureaucracy. [40%]
(b) If this relationship holds good, then evaluate whether or not it is possible for large organisations to be post-bureaucratic. [60%]
- 4 'Post-structuralist analysis of organisations merely describes the mechanisms of the responsible autonomy control strategies identified by labour process analysis.' Explain and evaluate this statement. [100%]

SECTION B

Answer not more than two questions from this section.

5 (a) What is meant by the term Human Resource Management (HRM)? [20%]

(b) To what extent have HRM practices been adopted in Britain? [40%]

(c) What impact have British trade unions had on the adoption of such practices? [40%]

6 Discuss the significance of European Union employment legislation in improving equal opportunities for British women at work. [100%]

7 Analyse the short-term and long-term effects of new technology on employment levels, skills and work patterns on white-collar jobs in the office sector. [100%]

8 (a) What are the characteristics of a global economy? [20%]

(b) Discuss the impact of globalisation on the future of work. [80%]

END OF PAPER