

Revised examination paper: no alterations are required.

ENGINEERING TRIPOS PART IIA

2009

Module 3E5

HUMAN RESOURCE MANAGEMENT

*Answer not more than **two** questions.*

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.*

There are no attachments.

STATIONERY REQUIREMENTS

Single-sided script paper

SPECIAL REQUIREMENTS

None

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

- 1 Discuss the view that Human Resource Management (HRM) is simply another name for Personnel Management. [100 %]
- 2 (a) What are the characteristics of the European Social Model? [40 %]
- (b) Why is it said that the German Employment Relations System is a typical example of this Model? [60 %]
- 3 (a) Explain 'Taylorism'. [20 %]
- (b) Explain how the link between computerisation and telecommunications has enabled 'Taylorism' to be introduced into office employment in the form of the Call Centre. [80%]
- 4 Critically assess the view that job losses in Western manufacturing enterprises in recent decades have been caused by the impact of globalization. [100%]

END OF PAPER