Braverman, H. (1974) *Labour and Monopoly Capitalism*, New York: Basic.

Brenner, L. (1996) 'The Disappearing HRM Department', *CFO*, 12 (March): 61–3.

Brian, B. and Gerhart, B. (1996) 'The Impact of Human Resource Management on Organisational Performance: Progress and Prospects', *Academy of Management Journal*, 39 (August): 779–801.

Brewster, C., Mayrhofer, W. and Morley, M. (2004) *Human Resource Management in Europe: Evidence of Convergence?* London: Elsevier.

Brewster, C., Sparrow, P. and Harris, H. (2005) 'Towards a New Model of Globalizing HRM', *International Journal of Human Resource Management*, 16(6): 949–70.

Brewster, C., Tregaskis, O., Hegewisch, A. and Mayne, L. (1996) Comparative Research in Human Resource Management: A Review and an Example, *International Journal of Human Resource Management*, 7(3): 585–604.

Brief, A. P. (ed.). (2008) *Diversity at Work*, Cambridge: Cambridge University Press.

Briscoe, D. R., Schuler, R. S. and Claus, L. (2009) *International Human Resource Management: Policies and Practices for Multinational Enterprises*, London: Routledge.

Brislin, R. and Horvath, A. M. (1997) 'Cross-cultural Training and Multicultural Education', in K. Bronfenbrenner, S. Friedman, R. Hurd, R. Oswald and R. Seeber (eds) (1998) *Organizing to Win: New Research on Union Strategies*, Ithaca, NY: Cornell University Press.

Brockman, K. and Brockman, J. (1996) *How Things Are: A Science Toolkit for the Mind*, London: Phoenix.

Brodie, D. (2005) *The Employment Contract: Legal Principles, Drafting and Interpretation*, Oxford: Oxford University Press.

Bronfenbrenner, K., Friedman, S., Hurd, R., Oswald, R. and Seeber, R. (eds) (1998) *Organizing to Win: New Research on Union Strategies*, Cornell University Press, Ithaca.

Brooking, A. (1996) *Introduction to Intellectual Capital*, Cambridge: The Knowledge Broker.

Brown, W. A. (1972) 'A Consideration of Custom and Practice', *British Journal of Industrial Relations*, 10(1): 42–61.

Brown, W., Marginson, P. and Walsh, J. (2003) 'The Management of Pay as the Influence of Collective Bargaining Diminishes', in P. Edwards (ed.) *Industrial Relations: Theory and Practice in Britain*, 2nd edition, Oxford: Blackwell.

Bruce, C. J. and Cerby-Hall, J. (1991) *Rethinking Labour-Management Relations*, London: Routledge.

Brungardt, G. (1996) 'The Making of Leaders: A Review of the Research in Leadership Development and Education', *Journal of Leadership Studies*, 3(3): 81–95.

Bryman, A. (2004) *The Disneyisation of Society*, London: Sage.

Budd, J. W. (2004) *Employment with a Human Face: Balancing Efficiency, Equity and Voice*, London: ILR Press.

Budd, J. and Bhave, D. (2008) 'Values, Ideologies, and Frames of Reference in Industrial Relations', in P. Blyton, N. Bacon, J. Fiorito and E. Heery (eds) *The Sage Handbook of Industrial Relations*, London: Sage.

Budhwar, P. S. and Bhatnagar, J. (eds) (2009) *The Changing Face of People Management in India*, London: Routledge.

Budhwar, P. S. and Sparrow, P. R. (2002) 'An Integrative Framework for Understanding Cross National Human Resource Management Principles', *Human Resource Management Review*, 10(7): 1–28.

Burke, J. and Cooper, C. (eds) (2008) *The Peak Performing Organization*, London: Routledge.

Burns, C. and Conchie, S. M. (2007) 'Trust and the Psychological Contract for Health and Safety', paper presented at the fourth EIASM workshop of trust within and between organizations, October, Amsterdam, The Netherlands.

Burroughs, K. (2006) 'Socialist Realism', *Financial Times* '*How to Spend It*' magazine, August: 31.

Butterfield, K. D., Trevino, L. K. and Ball, G. A. (1996) 'Punishment from the Manager's Perspective: A Grounded Investigation and Inductive Model', *Academy of Management Journal*, 39: 1479–512.

Cameron, J. and Pierce, W. D. (2002) *Rewards and Intrinsic Motivation: Resolving the Controversy*, Westport, CT: Bergin and Garvey.

Cameron, S. (1987) 'Trade unions and Productivity: Theory and Evidence', *Industrial Relations Journal*, 18(3): 170–6.

Canter, D. and Donald, I. (1990) 'Accident by Intention', paper presented at the annual conference of the British Association for the Advancement of Science, Swansea, UK.

Cappelli, P. (2008) 'Talent Management for the Twenty-first Century', *Harvard Business Review*, 86(3), March: 74, 76–81.

Cappelli, P. (2008a) *Talent on Demand: Managing Talent in an Age of Uncertainty*, Cambridge, MA: Harvard Business School.

Cascio, W. F. (2000) 'Managing a Virtual Workplace', *The Academy of Management Executive*, 14(3): 81–90.

Cassel, C. (1999) 'A Fatal Attraction? Strategic HRM and the Business Case for Women's Progression at Work', *Personnel Review*, 25(5): 51–66.

CEBC (2004) *Driving Performance and Retention through Employee Engagement*, London: The Corporate Executive Board Company.

Chamberlain, N. W. and Kuhn, J. W. (1966) *Collective Bargaining*, New York: McGraw-Hill.

Chawla, S. and Renesch, J. E. (ed.) (2006) *Learning Organizations: Developing Cultures for Tomorrow's Workplace*, London: Taylor and Francis.

Chen, C. J. (2004) 'The Effects of Knowledge Attribute, Alliance Characteristics, and Absorptive Capacity on Knowledge Transfer Performance', *R&D Management*, 34(3): 311–21.

Chen, G. M. and Starosta, W. J. (1996) 'Intercultural Communication Competence: A Synthesis', in B. R. Burleson and A. W. Kunkel (eds) *Communication Yearbook*, Thousand Oaks, CA: Sage Publications 19: 353–83.

Child, J. (2000) 'Theorising about Organisation Cross-nationally', in J. L. Cheng and R. B. Perterson (eds) *Advances in International Comparative Management*, 13, Stanford, CA: JAI Press.

Child, J. and Kieser, A. (1979) 'Organisation and Managerial Roles in British and West German Companies: An Examination of the Culture-free Thesis', in C. J. Lammers and D. J. Hichson (eds) *Organisations Alike and Unlike: International and Inter-institutional Studies*, London: Routledge, 251–71.

Chingos, P. T. (ed.) (2002) *Paying for Performance: A Guide to Compensation Management*, New York: John Wiley and Son.

Ciarrochi, J., Forgas, J.P. and Mayer, J. D. (2006) *Emotional Intelligence in Everyday Life: A Scientific Inquiry*, New York: Psychology Press.

CIPD (2002) *Employment Law: Survey Report*, London: Chartered Institute of Personnel and Development.

CIPD (2005) *Tackling Age Discrimination in the Workplace: Creating a New Age for All*, London: Chartered Institute of Personnel and Development.

CIPD (2006) *Managing Diversity: Measuring Success*, London: Chartered Institute of Personnel and Development.

CIPD (2006a) *Recruitment, Retention and Turnover: Annual Survey Report 2006*, London: Chartered Institute of Personnel and Development.

CIPD (2006b) *Recruitment and Retention*, London: Chartered Institute of Personnel and Development.

CIPD (2007) *Employee Turnover and Retention*, London: Chartered Institute of Personnel and Development.

CIPD (2008) *Retention Factsheet*, London: Chartered Institute of Personnel and Development.

CIPD (2008a) *Recruitment, Retention and Turnover: Survey Report*, London: Chartered Institute of Personnel and Development.

Chiu, L. H. (1972) 'A Cross-cultural Comparison of Cognitive Styles in Chinese and American Children', *International Journal of Psychology*, 7(4): 235–42.

Clark, E. and Geppert, M. (2002) 'Management Learning and Knowledge Transfer in Transforming Societies: Approaches, Issues and Future Directions', *Human Resource Development International*, 5(3): 263–77.

Clarke, S. and Cooper, C. (2004) *Managing the Risk of Workplace Stress: Health and Safety Hazards*, London: Routledge.

Clarke, T. and Rollo, C. (2001) 'Corporate Initiative in Knowledge Management', *Education and Training*, 43(4/5): 206–14.

Clay, H. (1929) *The Problem of Industrial Relations and Other Lectures*, London: Gill and Macmillan.

Clegg, H. (1979) 'Pluralism in Industrial Relations', *British Journal of Industrial Relations*, 13(3): 309–16.

Coats, D. (2005) *Raising Lazarus: The Future of Organized Labour*, Fabian Society pamphlet no. 618, London.

Cohen, W. M. and Levinthal, D. A. (1990) 'Absorptive Capacity: A New Perspective on Learning and Innovation', *Administrative Science Quarterly*, 35(1): 128–52.

Cohn, S. (1993) *When Strikes Make Sense – and Why: Lessons from Third Republic French Coal Miners*, New York, Plenum Press.

Cokins, G. (2009) *Performance Management: Integrating Strategy Execution, Methodology, Risk, and Analytics*, New York: Wiley.

Collett, P. and Cook, T. (2000) 'A Survey on Managing Diversity in the UK, an Economic and Social Research Council funded project (ESRC H52427500996)', Department of Experimental Psychology, University of Oxford, untitled document: http://users.ox.ac.uk/~hert0159/diversity/mngdiv.

Collins, H. M. (2001) 'Tacit, Knowledge, Trust and the Q of Sapphire', *Social Studies of Science*, 31(1): 71–85.

Collins, J. and Porras, J. I. (2002) *Built to Last*, London: HarperCollins.

Colvin, A. J. S. (2003) Institutional Pressures, Human Resource Strategies, and the Rise of Nonunion Dispute Resolution Procedures', *Industrial and Labor Relations Review*, 56: 375–92.

Colvin, A. J. S. (2004) The Relationship between Employee Involvement and Workplace Dispute Resolution', *Relations Industrielles*, 59(4): 681–704.

Conchie, S. M., Donald, I. J. and Taylor, P. J. (2006) 'Trust: Missing Piece(s) in the Safety Puzzle', *Risk Analysis*, 26: 1097–104.

Conger, J. A. and Riggio, R. E. (eds) (2007) *The Practice of Leadership: Developing the Next Generation of Leaders*, San Francisco, CA: Jossey-Bass.

Contu, A. and Willmott, H. (2003) 'Re-embedding Situatedness: The Importance of Power Relations in Learning Theory', *Organization Science*, 14(3): 283–96.

Conway, N. and Briner, R. B. (2007) *Understanding Psychological Contracts at Work: A Critical Evaluation of Theory and Research*, Oxford: Oxford University Press.

Cooke, B. (2004) 'HR/Benefits Outsourcing: Updating the Conventional Thinking', *Employee Benefit Plan Review*, 58: 18–21.

Cooper, C. and Rousseau, D. (eds) (1998) *Trends in Organizational Behaviour*, New York: John Wiley and Son.

Cooper, M. and White, B. (1995) 'Organisational Behaviour', in S. Tyson (ed.) *Strategic Prospects for HRM*, Institute of Personnel and Development.

Cooper, R. (2000) 'Getting Organised: A White Collar Union Responds to Membership Decline', *Journal of Industrial Relations*, 43(4): 422–37.

Copeland, L. (1988) 'Valuing Diversity', Part 2, 'Pioneers and Champions of Change', *Personnel*, July: 44–9.

Costigan, R. D., Iter, S. S., Insinga, R. C., Kranas, G., Berman, J. J. and Kureshov, V. A. (2005) 'An Examination of the Relationship of a Western Performance-Management Process to Key Workplace Behaviours in Transition Economies', *Canadian Journal of Administrative Science*, 22(3): 255–67.

Cowie, J. (2004) *Improving Staff Retention: Study 765*, London: Incomes Data Services.

Cox, S. J. and Cox, T. R. (1991) 'The Structure of Employee Attitudes to Safety: A European Example', *Work and Stress*, 5: 93–106.

Coyle-Shapiro, J. and Kessler, I. (2000) 'Consequences of the Psychological Contract for the Employment Relationship: A Large Scale Survey, *Journal of Management Studies*, 37: 903–30.

Craggs, R. A. (2002) *Entering Global Markets: An Approach to Designing HR Programs and Policies*, Scottsdale, AZ: WorldatWork.

Csíkszentmihályi, M., Rathunde, K. and Whalen, S. (1993) *Talented Teenagers: The Roots of Success and Failure*, Cambridge: Cambridge University Press.

Cullinane, N. and Dundon, T. (2006) 'The Psychological Contract: A Critical Review', *International Journal of Management Reviews*, 8(2): 113–29.

Cutler, J. (2005) *Cross-cultural Communication Trainer's Manual: Volume One: Designing Cross-cultural Training*, Aldershot: Ashgate Publishing.

Daniels, K. and Macdonald, L. (2005) *Equality, Diversity and Discrimination: A Student Text*, London: Chartered Institute of Personnel and Development.

Davenport, T. O. (1999) *Human Capital*, San Francisco, CA: Jossey Bass.

Davis, P. and Freedland, M. (eds) (1983) *Kahn-Freund's Labour and the Law*, London: Stevens.

Davis, S. H. (2005) 'How to Reduce Executive Failure through Induction', *People Management*, 11(9) May: 40–1.

Day, D. V. (2000) 'Leadership Development: A Review in Context', *Leadership Quarterly*, 11(4): 581–614.

de Cieri, H. and Dowling, P. J. (1999) 'Strategic Human Resource Management in Multinational Enterprises: Theoretical and Empirical Developments', in P. M. Wright, L. D. Dyer, J. W. Boudreau and G. T. Milkovich (eds) *Strategic Human Resource Management in the Twenty First Century*, Greenwich, CT: JAI Press: 305–27.

de Long, T. and Vijayaraghavan, V. (2003) 'Let's Hear It for B Players', *Harvard Business Review*, June: 96–102.

Dearlove, D. (2003) 'Outside is the In Place for Human Resources', *Times*, 30 October, UK.

Delancy, J. and Huselid, M. (1996) 'The Impact of Human Resource Management Practices on Perceptions of Organisational Performance', *Academy of Management Journal*, 39(4): 802–35.

Delery, J. E. and Doty, H. D. (1996) 'Modes of Theorizing in Strategic Human Resource Management: Tests of Universalistic, Contingency and Configurational Performance Predictions', *Academy of Management Journal*, 39: 802–35.

Delua, J. M. and McDowell, R. N. (1992) 'Managing Diversity: A Strategic "Grass-roots" Approach', in S. E. Jackson (ed.) *Diversity in the Workplace: Human Resources Initiatives, Society for Industrial and Organisational Psychology*, New York, NY: The Professional Practice series, Guildford Press.

D'Netto, B. and Sohal, A. S. (1999) 'Human Resource Practices and Workforce Diversity: An Empirical Assessment', *International Journal of Manpower*, 20(8): 530–47.

Derouin, R. E., Fritzsche, B. A. and Salas, E. (2004) 'Optimizing

E-learning: Research-based Guidelines for Learner-controlled Training', *Human Resource Management*, 43(2/3): 147–62.

DeSanctis, G. and Monge, P. (1998) 'Communication Processes for Virtual Organizations', *Journal of Computer-Medicated Communications*, 3(4): 1–12.

Dickens, L. (1994a) 'The Business Case for Women's Equality: Is the Carrot Better than the Stick?', *Employment Relations*, 16(8).

Dickens, L. (1994b) 'Wasted Opportunities? Equal Opportunity in Employment', in K. Sission (ed.) *Personnel Management in Britain*, Oxford: Blackwell.

Dickens, L. and Hall, M. (2003) 'Labour Law and Industrial Relations: A New Settlement', in L. Dickens (1994a) 'The Business Case for Women's Equality: Is the Carrot Better than the Stick?', *Employment Relations*, 16(8): 8–22.

Dolan, S., Belout, A. and Balkin, D. B. (2000) 'Downsizing without Downgrading: Learning how Firms Manage Their Survivors, *International Journal of Manpower*, 21(1): 34–47.

Domberger, S. (1998) *The Contracting Organisation: A Strategic Guide to Outsourcing*, Oxford: Oxford University Press.

Donald, I. (1995) 'Psychological Insights into Managerial Responsibility for Public and Employee Safety', in R. Bull and D. Carson (eds) *Handbook of Psychology in Legal Contexts*, Chichester: Wiley: 625–42.

Donald, I. and Canter, D. (1993) 'Psychological Factors and the Accident Plateau', *Health and Safety Information Bulletin*, 215: 5–8.

Donald, I. and Canter, D. (1994) 'Employee attitudes and safety in the Chemical Industry', *Journal of Loss Prevention in the Process Industries*, 17: 203–8.

Dowling, P. J. (1988) 'International and Domestic Personnel/Human Resource Management: Similarities and Differences', in R. S. Schuler, S. A. Youngblood and V. L. Huber (eds) *Readings in Personnel and Human Resource Management*, 3rd edition, St Paul, MN: West Publishing.

Dowling, P. J., Welch, D. and Schuler, R. S. (1999) *International Human Resource Management: Managing People in a Multinational Context*, 3rd edition, London: South Western College Publishing.

Duarte, D. L. and Snyder, N. T. (1999) *Mastering Virtual Teams: Strategies, Tools and Techniques that Succeed*, San Francisco, CA: Jossey-Bass.

Dulebohn, J. H., Molloy, J. C., Pichler, S. M. and Murray, B. (2009) 'Employee Benefits: Literature Review and Emerging Issues', *Human Resource Management Review*, 19(2): 86–103.

Duggan, M. H. and Jurgens, J. C. (2006) *Career Development Techniques: A Complete Guide for Human Service Professionals*, Reading, MA: Addison-Wesley.

Dundon, T. (2002) 'Policies and Procedures', in T. Redman and A. Wilkinson (eds) *The Informed Student Guide to Human Resource Management*, London: Thomson Learning.

Dundon, T. and Eva, D. (1998) 'Trade Unions and Bargaining for Skills', *Employee Relations*, 20(1): 57–72.

Dundon, T. and Gollan, P. (2007) 'Re-conceptualising Non-union Voice', *International Journal of Human Resource Management*, 18 (7): 1182–98.

Dundon, T. and Rollinson, D. (2004) *Employment Relations in Non-union Firms*, London: Routledge.

Dundon, T. and Wilkinson, A. (2003) 'Employment Relations in Small and Medium Sized Enterprises', in B. Towers (ed.) *Handbook of Employment Relations and Employment Law*, London: Kogan Press.

Dundon, T. and Wilkinson, A. (2009) 'Employee Participation', in T. Redman and A. Wilkinson (eds) *Contemporary Human Resource Management*, 3rd edition, London: Financial Times/Prentice Hall.

Dundon, T., Wilkinson, A., Marchington, M. and Ackers, P. (2004) 'The Meaning and Purpose of Employee Voice', *International Journal of Human Resource Management*, 15(6): 1149–70.

Dunphy, D. and Stace, D. (1993) 'The Strategic Management of Corporate Change', *Human Relations*, 46(8): 905–18.

Dye, R. and Sibony, O. (2007) 'How to Improve Strategic Planning', *McKinsey Quarterly*, 3: 40–8.

Earley, P. C. (2003) 'Redefining Interactions across Cultures and Organizations: Moving Forward with Cultural Intelligence', *Research in Organizational Behaviour*, 24(1): 271–99.

Earley, P. C. and Ang, S. (2003) *Cultural Intelligence: Individual Interactions across Cultures*, Stanford, CA: Stanford University Press.

Easterby-Smith, M., Araujo, L. and Burgoyne, J. G. (eds) (1999) *Organization Learning and the Learning Organization: Developments in Theory and Practice*, London: Sage Publications.

EBRI (2009) *Leave Benefits: Fundamentals of Employee Benefits Programs*, Washington, DC: Employee Benefit Research Institute, chapter 31.

Edenborough. R. (2002) *Effective Interviewing*, Edinburgh: Kogan Page.

Edwards, P. (1995) 'The Employment Relationship', in P. Edwards (ed.) *Industrial Relations: Theory and Practice in Great Britain*, Oxford: Blackwell.

Edwards, P. (ed.) (2003) *Industrial Relations: Theory and Practice in Britain*, 2nd edition, Oxford: Blackwell.

Edwards, P. K., Ferner, A. and Sission, K. (1996) 'The Conditions for International Human Resource Management: Two Case Studies', *International Journal of Human Resource Management*, 7(1): 20–40.

Elkouri, F. and Elkouri, E. (1997) *How Arbitration Works*, New York: BNA Books.

Ellig, B. R. (2007) *The Complete Guide to Executive Compensation*, revised and expanded edition, New York: McGraw-Hill.

Ellis, S. and Sonnerfield, J. A. (1995) 'Diverse Approaches to Managing Diversity', *Human Resource Management*, 33(1).

Elvira, M. E. and Davila, A. (eds) (2005) *Managing Human Resources in Latin America*, London: Routledge.

Erez, M. and Earley, P. C. (1993) *Culture, Self-identity, and Work*, New York: Oxford University Press.

Erikson, E. H. (1968) *Identity, Youth and Crisis*, New York: Norton.

Evans, P., Pucik, V. and Barsoux, J. L. (2002) *The Global Challenge: Frameworks for International Human Resource Management*, London: McGraw-Hill.

Evans, S. and M. Hudson (1993) 'Standardised Packages Individually Wrapped? A Study of the Introduction and Operation of Personal Contracts in the Port Transport and Electricity Supply Industry', *Warwick Papers in Industrial Relations*, no. 44, University of Warwick, July.

Fairbrother, P. and Yates, C. (eds) (2003) *Trade Unions in Renewal: A Comparative Study*, London: Routledge.

Farrell, W. (2007) 'A World of Differences: Train and Maintain Your Global Workforce', *Chief Learning Officer*, 6(7): 22–5.

Fay, C. H. and Tare, M. (2007) 'Market Pricing Concerns, *WorldatWork Journal*, 16(2): 61–9.

Fields, D., Chan, A., Aktar, S. and Blum, T. (2006) 'Human Resource Management Strategies under Uncertainty', *Cross Cultural Management: An International Journal*, 13(2): 171–86.

Finn, W. (1999) 'The Ins and Outs of Human Resources', *Director*, 53: 66–7.

Fitz-enz, J. (2000) *The ROI of Human Capital*, New York: Amacom.

Flanders, A. (1968) 'Collective Bargaining: A Theoretical Analysis', *British Journal of Industrial Relations*, 6(1): 1–26.

Flanders, A. (1970) *Management and Unions*, London: Faber and Faber.

Flanders, A. (1974) *Management and Unions*, London: Faber.

Flavell, J. H. (1987) 'Speculations about the Nature and Development of Metacognition', in F. E. Weinert and R. H. Kluwe (eds) *Metacognition, Motivation, and Understanding*, Hillsdale, NJ: Lawrence Erlbaum: 21–9.

Fletcher, B. and Hurd, R. (1998) 'Beyond the Organizing Model: The Transformation Process in Local Unions', in K. Bronfenbrenner, S. Friedman, R. Hurd, R. Oswald and R. Seeber (eds) *Organizing to Win: New Research on Union Strategies*, Ithaca, NY: Cornell University Press.

Fletcher, C. (2007) *Appraisal, Feedback and Development*, London: Routledge.

Fletcher, C. and Perry, E. L. (2001) 'Performance Appraisal and Feedback: A Consideration of National Culture and a Review of Contemporary Research and Future Trends', in N. Anderson, D. S. Ones, H. K. Sinangil and C. Wiswesvaran (eds) *Handbook of Industrial, Work and Organizational Psychology*, 1: 127–44, Thousand Oaks, CA: Sage Publications.

Flin, R., Burns, C., Mearns, K., Yule, S. and Robertson, E. M. (2006) 'Measuring Safety Climate in Health Care', *Quality and Safety in Health Care*, 15: 109–15.

Flynn, N. (2007) *Public Sector Management*, London: Sage.

Folger, R. and Cropanzano, R. (1998) *Organizational Justice and Human Resource Management*, Thousand Oaks, CA: Sage.

Fombrun, C. J., Tichy, N. M. and Devanna, M. A. (1984) *Strategic Human Resource Management*, New York: Wiley.

Forsaith, J. and Townsend, N. (2000) *Health and Safety Administration Handbook*, London: Chartered Institute of Personnel and Development.

Fowler, A. (1996) *Employee Induction: A Good Start*, London: IPM/CIPD.

Fox, A. (1966) 'Industrial Sociology and Industrial Relations', Royal Commission on Trade Unions and Employers Associations, research paper 3, HMSO, London.

Fox, A. (1974) *Beyond Contract: Work, Power and Trust Relations*, London: Faber and Faber.

Fox, A. (1985) *Man Mismanagement*, London: Hutchinson.

Fried, N. E. and Davis, J. H. (2004) *Developing Statistical Job-Evaluation Models*, Scottsdale, AZ: WorldatWork.

Fundamentals of Employee Benefit Programs (2009) 6th edition, Washington, DC: Employee Benefit Research Organization.

Gainey, T. W., Klaas, B. S. and Moore, D. (2002) 'Outsourcing the Training Function: Results from the Field', *Human Resource Planning*, 25: 18–21.

Gall, G. (2004) 'British Employer Resistance to Trade Union Recognition', *Human Resource Management Journal*, 14(2): 36–53.

Gall, G. (ed.) (2009) *Union Revitalisation in Advanced Economies: Assessing the Contribution of Union Organising*, London: Palgrave Macmillan.

Garvin, D. (1993) 'Building a Learning Organization', *Harvard Business Review*, 71(4): 78–91.

Gennard, J. and Judge, G. (2005) *Employee Relations*, 4th edition, London: Chartered Institute of Personnel and Development.

Gerhart, B. and Rynes, S. L. (2003) *Compensation: Theory, Evidence, and Strategic Implications*, Thousand Oaks, CA: Sage.

Gheraridi, S. (2000) 'Practice-based Theoretizing on Learning and Knowing in Organizations', *Organization*, 7(2): 211–23.

Gibson, C. B. and Cohen, S. G. (eds) (2003) *Virtual Teams that Work: Creating Conditions for Virtual Team Effectiveness*, San Francisco, CA: Jossey-Bass.

Giddens, A. (2006) *Sociology*, Cambridge: Polity.

Giddens, A. (2009) *Sociology*, Oxford: Blackwell.

Giles, C. (2009) 'Flexible Workers Reduce Need to Get on Their Bike', *Financial Times*, 10 June: 3.

Gilley, J. W. and Eggland, S. A. (1989) *Principles of Human Resources Development*, Reading, MA: Addison-Wesley.

Gladwell, M. (2002) 'The Talent Myth: Are Smart People Overrated?', *The New Yorker*, 22 July, available at www.gladwell.com/2002/2002_07_22_a_talent.htm.

Glendon, I. A., Clarke, S. and McKenna, E. F. (2006) *Human Safety and Risk Management*, London: Taylor and Francis.

Goetschy, J. and Jobert, A. (2004) 'Employment relations in France', in G. Bamber, R. Lansbury and N. Wailes (eds) *International and Comparative Employment Relations: Globalisation and the Developed Market Economies*, 4th edition, London: Sage.

Goldstein, I. L., Macey, W. H. and Prien, E. P. (2001) 'Needs Assessment Approaching for Training Development', in H. Meltzer and W. R. Nord

(eds) *Making Organizations More Humane and Productive: A Handbook for Practitioners*, New York: Wiley-Interscience.

Goleman, D. (1995) *Emotional Intelligence*, New York: Bantam Books.

Gollan, P. and Wilkinson, A. (2007) 'Implications of the EU Information and Consultation Directive and the Regulations in the UK: Prospects for the Future of Employee Representation', *International Journal of Human Resource Management*, 18(7): 1145–58.

Gomez, R., Gunderson, M. and Lucak, A. (2002) 'Mandatory Retirement: A Constraint in Transitions to Retirement', *Employee Relations*, 24(8): 736–47.

Gomez-Mejia, L. and Werner, S. (eds) (2008) *Global Compensation: Foundations and Perspectives*, New York: Routledge.

Goodman, A. (1995) *Basic Skills for the New Arbitrator*, New York: Solomon.

Goodrich, C. L. (1975) *The Frontier of Control*, London: Pluto Press.

Gostick, A. and Elton, C. (2007) *The Carrot Principle: How the Best Managers Use Recognition to Engage Their People, Retain Talent and Accelerate Performance*, New York: Free Press.

Greenberg, J. (2006) 'Losing Sleep over Organizational Injustice: Attenuating Insomniac Reactions to Underpayment Inequity with Supervisory Training in Interactional Injustice', *Journal of Applied Psychology*, 91: 58–69.

Greer, C., Youngblood, S. and Gray, D. (1999) 'Human Resource Management Outsourcing: The Make or Buy Decision', *Academy of Management Executive*, 13(3): 85–96.

Graham, M. D., Roth, T. A. and Dugan, D. (2008) *Effective Executive Compensation: Creating a Total Rewards Strategy*, New York: American Management Association.

Granrose, C. S. and Portwood, J. D. (1987) 'Matching Individual Career Plans and Organizational Career Management', *Academy of Management Journal*, 30(4): 699–720.

Grubman, E. L. (1998) *The Talent Solution*, New York: McGraw-Hill.

Guest, D. (1992) 'Right Enough to be Dangerously Wrong: An Analysis of the "In Search of Excellence Phenomenon"', in G. Salaman et al. (eds) *Human Resource Strategies*, London: Sage: 5–19.

Guest, D. (1997) 'Human Resource Management and Performance: A Review and Research Agenda', *International Journal of Human Resource Management*, 3(8): 263–76.

Guest, D. (1998) 'Is the Psychological Contract Worth Taking Seriously?', *Journal of Organizational Behaviour*, 19: 649–64.

Guest, D. (2001) 'Human Resource Management: When Research Confronts Theory', *International Journal of Human Resource Management*, 12(7): 1092–106.

Guest, D. (2004) 'The Psychology of the Employment Relationship: An Analysis Based on the Psychological Contract', *Applied Psychology*, 53: 541–55.

Guest, D. and Conway, N. (1998) 'Fairness at Work and the Psychological

Contract: Issues in People Management', London: Institute of Personnel and Development.

Guest, D. and Conway, N. (2002) 'Communicating the Psychological Contract: An Employee Perspective', *Human Resource Management Journal*, 12: 22–39.

Guest, D. and Peccei, R. (2001) 'Partnership at Work: Mutuality and the Balance of Advantage', *British Journal of Industrial Relations*, 39(2): 207–36.

Guest, D., Michie, J., Sheehan, N. and Conway, N. (2000a) *Employment Relations, HRM and Business Performance: An Analysis of the 1998 Workplace Employee Relations Survey*, London: Chartered Institute of Personnel and Development.

Guest, D., Michie, J., Sheehan, M., Conway, N. and Metochi, M. (2000b) *Effective People Management: Initial Findings of the Future of Work Study*, London: CIPD.

Gueutal, H. G. and Stone, D. L. (eds) (2005) *The Brave New World of e-HR: Human Resources Management in the Digital Age*, San Francisco, CA: Jossey-Bass.

Guldenmund, F. W. (2000) 'The Nature of Safety Culture: A Review of Theory and Research', *Safety Science*, 34: 215–57.

Gupta, K. (1999) *A Practical Guide to Needs Assessment*, San Francisco, CA: Jossey-Bass.

Gupta, N. and Shaw, J. D. (1998) 'Let the Evidence Speak: Financial Incentives Are Effective', *Compensation and Benefits Review*, March/April: 27–32.

Hall, K. (2009) 'Japan: No Model for Executive Compensation', *Business Week*, Executive Suite, 12 February.

Hall, L. and Torrington, D. (1998) *The Human Resource Function: The Dynamics of Change and Development*, London: Financial Times-Pitman Publishing.

Hamblin, A. C. (1974) *Evaluation and Control of Training*, Maidenhead, UK: McGraw-Hill.

Hamel, G. and Parahalad, C. K. (1985) 'Do You Really Have a Global Strategy?', *Harvard Business Review*, July–August: 139–48.

Hammer, M. and Champy, J. A. (1993) *Reengineering the Corporation: A Manifesto for Business Revolution*, New York: Harper Business Books.

Hammond, D. (2002) 'Firms Resist HRM Outsourcing', *People Management*, 13(8) June: 7.

Harris, H., Brewster, C. and Sparrow, P. (2003) *International Human Resource Management*, London: Chartered Institute of Personnel and Development.

Harry, W. and Jackson, K. (2007) 'Global Wave: A Critique of Western HRM Theory', *Management Revue*, 18: 472–82.

Harzing, A-W. and Ruysseveldt, J. V. (eds) (2004) *International Human Resource and Staffing*, London: Sage Publications Ltd.

Hay, D. (2004) *Managing the Impact of Recognition*, Scottsdale, AZ: WorldatWork.

Haynes, P. and Allen, M. (2000) 'Partnership as Union Strategy: A Preliminary Evaluation', *Employee Relations*, 23(2): 164–87.

Heery, E., Healy, G. and Taylor, P. (2004) 'Representation at Work: Themes and Issues', in G. Healy, E. Heery, P. Taylor and W. Brown (eds) *The Future of Worker Representation*, Basingstoke: Palgrave Macmillan.

Heery, E., Simms, M., Simpson, D., Delbridge, V and Salmon, J. (2000) 'Organising Unionism Comes to the UK', *Employee Relations*, 22(1): 38–57.

Heller, F., Pusic, E., Strauss, G. and Wilpert, B. (1998) *Organisational Participation: Myth and Reality*, Oxford: Oxford University Press.

Heller, K. A., Mönks, F. J. and Subotnik, R. (eds) (2000) *International Handbook of Giftedness and Talent*, London: Pergamon.

Hendry, C. (1994) *Human Resource Strategies for International Growth*, London: Routledge.

Heneerz, U. (1996) *Transnational Connections*, London: Routledge.

Heneman, R. L. (1992) *Merit Pay: Linking Pay Increases to Performance Ratings*, Reading, MA: Addison-Wesley.

Heneman, R. L. (2002) *Strategic Reward Management: Design, Implementation and Evaluation*, Greenwich, CT: Information Age Publishing.

Hernez-Broome, G. and Hughes, R. J. (2004) 'Leadership Development, Past, Present, and Future', *Human Resource Planning*, 27(1): 24–32.

Herod, R. (2009a) *Expatriate Compensation Strategies: Applying Alternative Approaches*, Alexandria, VA: Society for Human Resource Management.

Herod, R. (2009b) *Expatriate Compensation: The Balance Sheet Approach*, Alexandria, VA: Society for Human Resource Management.

Herzberg, F. W. (1968) 'One More Time: How Do You Motivate Employees?', *Harvard Business Review*, January–February: 109–20.

Herzberg, F. W. (2008) *One More Time: How Do You Motivate Employees?*, Boston, MA: Harvard Business Press.

Herzberg, F. W., Mausner, B. and Snyderman, B. (1957) *The Motivation to Work*, New York: Wiley.

Hicks-Clarke, D. and Iles, P. (2000) 'Climate for Diversity and Its Effects of Career and Organisational Attitudes and Perceptions', *Personnel Review*, 29(3): 324–45.

Hodgkinson, M. (2000) 'The Role of Higher Education Institutions in Facilitating Organization Learning with HRD Managers', *Human Resource Development International*, 3(3): 361–75.

Hofmann, D. A., Morgeson, F. P. and Gerras, S. J. (2003) 'Climate as a Moderator of the Relationship between Leader–Member Exchange and Content Specific Citizenship: Safety Climate as an Examplar', *Journal of Applied Psychology*, 88: 170–8.

Hofstede, G. (1984) *Culture's Consequences: International Differences in Work-Related Values*, abridged edition, London: SAGE.

Hofstede, G. (1991) *Culture and Organizations: Software of the Mind*, London: McGraw Hill.

Hofstede, G. (1993) 'Cultural Constraints in Management Theories', *Academy of Management Executive*, 7: 81–94.

Hofstede, G. (2003) *Culture's Consequences: Comparing Values, Behaviours, Institutions, and Organizations across Nations*, Thousand Oaks, CA: Sage Publications.

Hollinshead, G., Nicholls, P. and Tailby, S. (2003) *Employee Relations*, Harlow: Prentice-Hall/Financial Times.

Hollway, W. (1991) *Work Psychology and Organization Behaviour: Managing the Individual at Work*, London: Sage.

Holt Larsen, H. and Mayrhofer, W. (eds) (2006) *Managing Human Resources in Europe*, London: Routledge.

Honeyball, S. (1989) 'Employment Law and the Primacy of Contract', *Industrial Law Journal*, 18(2): 97–108.

Hooker, J. (2003) *Working across Culture*, Stanford, CA: Stanford University Press.

Hu, Y.-S. (1992) 'Global or Stateless Corporations Are National Firms with International Operations', *California Management Review*, 34(2): 107–26.

Hundley, S. P., Jacobs, F. and Drizin, M. (2007) *Workforce Engagement*, Scottsdale, AZ: WorldatWork.

Hunt, J. M. and Weintraub, J. R. (2007) *The Coaching Organization*, Thousand Oaks, CA: Sage Publications.

Huselid, M. A. (1995) 'The Impact of Human Resource Management Practices on Turnover, Productivity and Corporate Financial Performance', *Academy of Management Journal*, 38(3): 635–72.

Huselid, M. A. (1995) 'The Impact of Human Resource Management: An Agenda for the 1990s', *International Journal of Human Resource Management*, 1: 17–43.

Huselid, M. A. and Bechker, B. (1996) 'Methodological Issues in Cross-Sectional and Panel Estimates of the Human Resource-Firm Performance Link', *Industrial Relations*, 35(3): 400–22.

Huselid, M. A., Jackson, S. E. and Schuler, R. S. (1997) 'Technical and Strategic Human Resource Management Effectiveness as Determinants of Firm Performance', *Academy of Management Journal*, 40(1): 171–88.

Hyman, R. (1975) *Industrial Relations: A Marxist Introduction*, London: Macmillan.

Hyman, R. (2001) *Understanding European Trade Unionism: Between Market, Class and Society*, London: Sage.

Hyman, R. (2003) 'The Historical Evolution of British Industrial Relations', in P. Edwards (ed.) *Industrial Relations: Theory and Practice in Britain*, 2nd edition, Blackwell, Oxford.

Ichniowski, C., Kochan, T., Levin, D., Olson, C. and Strauss, G. (1996) 'What Works at Work: Overview and Assessment', *Industrial Relations*, 35(3): 299–333.

IHRIM (International Human Resource Information Management) Go-To-Guides, The Advanced Management Series, three volumes: 2001, 2002, 2003, Burlington, MA: IHRIM.

ILO (1980) *Conciliation and Arbitration Procedures in Labour Disputes*, Geneva: ILO.

Incomes Data Services (2005) *Assessment Centres*, IDS study no. 800, June, London: IDS.

Incomes Data Services (2006) *Online Recruitment*, IDS study no. 819, April, London: IDS.

Incomes Data Services (2008) *Improving Staff Retention*, HR study no. 863, London: IDS.

Ivancevich, J. M. (1969) 'Selection of American Managers for Overseas Assignments', *Personnel Journal*, 18(3): 189–200.

Jackson, K. and Tomioka, M. (2003) *The Changing face of Japanese Management* London: Routledge.

Jackson, K. and Debroux, P. (2009) *Innovation in Japan: Emerging Patterns, Enduring Myths*, London: Routledge.

Jackson, M. (1982) *Trade Unions*, London: Longman.

Jackson, S. W. and Schuler, R. S. (1995) 'Understanding Human Resource Management in the Context of Organisations and Their Environments', *Annual Review of Psychology*, 46: 237–64.

Jacoby, S. M. (1997) *Modern Manors: Welfare Capitalism since the New Deal*, Princeton, NJ: Princeton University Press (reviewed by the author in *Historical Studies in Industrial Relations*, 8, Autumn 1999: 188–94).

Jankowicz, A. D. (2000) *Business Research Projects*, London: Thomson Learning.

Jensen, D., McMullen, T. and Stark, M. (2007) *The Manager's Guide to Rewards: What You Need to Know to Get the Best for – and from – Your Employees*, New York: Amacom.

Jensen, M. C. and Murphy, K. J. (2007) *CEO Pay and What to Do About It: Restoring Integrity to Executive Compensation and Capital-Market Relations*, Cambridge, MA: Harvard University Press.

Johnson, N. and Jarley, P. (2004) 'Justice and Union Participation: An Extension and Test of Mobilisation Theory', *British Journal of Industrial Relations*, 42(3): 543–62.

Kahn-Freund, O. (1967) 'A Note on Status and Contract in British Labour Law', *Modern Law Review*, 30: 635–44.

Kahn-Freund, O. (1977) *Labour and the Law*, London: Stevens.

Kandola, B. and Fullerton, J. (1994) *Managing the Mosaic: Diversity in Action*, London: Institute of Personnel and Development.

Kanfer, R, Chen, G. and Pritchard, R. D. (eds) (2008) *Work Motivation: Past, Present, and Future*, New York: Routledge.

Kang, H. R., Yang, H. D. and Rowley, C. (2006) 'Factors in Team Effectiveness: Cognitive and Demographic Similarities of Software Development Team Members', *Human Relations*, 59(12): 1681–710.

Kaplan, R. S. and Norton, D. P. (1996) *The Balanced Scorecard: Translating Strategy into Action*, Cambridge, MA: Harvard Business School Press.

Katz, D. and Kahn, R. L. (1978) *The Social Psychology of Organizations*, 2nd edition, New York: John Wiley and Son.

Katzenback, J. R. and Smith, D. K. (2003) *The Wisdom of Teams: Creating the High-performance Organization*, Maidenhead, UK: McGraw-Hill.

Kaufman, B. (2004) *The Global Evolution of Industrial Relations: Events, Ideas and the IIRA*, Geneva: ILO.

Kavanagh, M. J. and Thite, M. (eds) (2008) *Human Resources Information Systems: Basics, Applications and Directions*, Thousand Oaks, CA: Sage Publications.

Kelly, J. (1996) 'Union Militancy and Social Partnership', in P. Ackers, C. Smith and P. Smith (eds) *The New Workplace and Trade Unionism*, London: Routledge.

Kelly, J. (1998) *Rethinking Industrial Relations: Mobilisation, Collectivism and Long Waves*, London: Routledge.

Kelly, J. (2005) 'Social Partnership Agreements in Britain', in M. Stuart and M. Martinez Lucio (eds) *Partnership and Modernisation in Employment Relations*, London: Routledge.

Kennerly, J. A. (1994) *Arbitration Cases in Industrial Relations*, London: Pitman.

Kerr, C., Dunlop, J. T., Harbison, F. H. and Myers, C. A. (1962) *Industrialism and Industrial Man: The Problems of Labour and Management in Economic Growth*, London: Heinemann Education.

Kersley, B., Alpin, C., Forth, J., Bryson, A., Bewley, H., Dix, J. and Oxenbridge, S. (2006) *Inside the Workplace: Findings from the 2004 Workplace Employment Relations Survey*, London: Routledge.

Kessler, I. and Purcell, J. (1995) 'Individualism and Collectivism in Theory and Practice: Management Style and the Design of a System', in P. Edwards (ed.) *Industrial Relations: Theory and Practice in Britain*, Oxford: Blackwell.

Kheet, T. and Lurie, W. (1999) *The Keys to Conflict Resolution*, New York: Four Walls.

Kilburg, R. R. (1996) 'Toward a Conceptual Understanding and Definition of Executive Coaching', *Consulting Psychology Journal: Practice and Research*, 48(2): 134–44.

Kim, D. H. (1993) 'The Link between Individual and Organizational Learning', *Sloan Management Review*, 35(1): 37–50.

Kirkpatrick, I. and Hoque, K. (2005) 'The Decentralisation of Employment Relations in the British Public Sector', *Industrial Relations Journal*, 36(1): 100–21.

Kirton, G. and Greene, A.-M. (2005) *The Dynamics of Managing Diversity: A Critical Approach*, Oxford: Elsevier Butterworth-Heinemann.

Klaas, B. (2009) 'Grievance and Discipline', in A. Wilkinson, N. Bacon, T. Redman and S. Snell (eds) *Handbook of Human Resource Management*, London: Sage.

Kline, J. (2005) *Ethics for International Business: Decision-making in a Global Political Economy*, London: Routledge.

Knowles, M. S. (1990) *The Adult Learner: A Neglected Species*, 4th edition, Houston, TX: Gulf.

Kochan, T. and Barocci, T. (1985) *Human Resource Management and Industrial Relations*, Boston, MA: Little Brown.

Kohn, A. (1993) 'Why Incentive Plans Cannot Work', *Harvard Business Review*, September–October: 54–63.

Kram, K. (1988) *Mentoring at Work*, New York: University Press of America.

Krempl, S. F. and Pace, W. R. (2001) *Training Across Multiple Locations: Developing a System that Works*, San Francisco, CA: Berrett-Koehler.

Kwon, R. (2009) 'Taiwan's Workers Opt for More Qualifications', *Financial Times*, 2 April.

Laabs, J. (1998) 'The Dark Side of Outsourcing', *Workforce*, 77, September: 17–18.

Lam, S. S. and Schaubroeck, J. (1998) 'Integrating HR Planning and Organizational Strategy', *Human Resource Management Journal*, 8(3): 5–19.

Lane, C. (1995) *Industry and Society in Europe: Stability and Change in Britain, Germany and France*, Aldershot: Edward Elgar.

Latham, G. P. (2007) *Work Motivation: Theory, Research, and Practice*, Thousand Oaks, CA: Sage Publications.

Latham, G. P. and Pinder, C. C. (2005) 'Work Motivation: Theory and Research at the Dawn of the Twenty-First Century', *Annual Review of Psychology*, 56(1): 485–516.

Laurent, A. (1986) 'The Cross-Cultural Puzzle of International Human Resource Management', *Human Resource Management*, 25(1): 91–102.

Lawler, I., Edward, E. and Mohrman, S. A. (2003) 'HRM as a Strategic Partner: What Does It Take to Make It Happen?', *Human Resource Planning*, 26(3): 15–29.

Ledford, G. E. (2008) 'Factors Affecting the Long-Term Success of Skill-Based Pay', WorldatWork Journal 17(1): 6–17.

Lee, C. H. and Bruvold, N. T. (2003) 'Creating Value for Employees: Investment in Employee Development', *International Journal of Human Resource Management*, 14(6): 981–1000.

Lee, T. and Harrison, K. (2000) 'Assessing Safety Culture in Nuclear Power Stations', *Safety Science*: 34: 61–97.

Legge, K. (1995) *Human Resource Management: Rhetorics and Realties*, London: Macmillan.

Lever, S. (1997) 'An Analysis of Managerial Motivations behind Outsourcing Practices in Human Resources', *Human Resource Planning*, 20: 37–47.

Levinson, H., Price, C. R., Munden, K. J. and Solley, C. M. (1962) *Men, Management and Mental Health*, Cambridge, MA: Harvard University Press.

Levitt, T. (1983) 'The Globalisation of Markets', *Harvard Business Review*, 3: 92–102.

Lewis, D. and Sargeant, M. (2004) *Essentials of Employment Law*, 8th edition, London: CIPD Publishing.

Lewis. P., Thornhill, A. and Saunders, M. (2003) *Employee Relations: Understanding the Employment Relationship*, Harlow: Financial Times/Prentice Hall.

Liu, P. L. and Tsai, C. H. (2007) 'The Influence of Innovation Management on New Product Development Performance in Taiwan's Hi-Tech Industries', *Research Journal of Business Management*, 1(1): 20–9.

Liff, S. (1993) 'From Equality to Diversity: Organisations, Gender and Power', Warwick Papers in Industrial Relations, 48 (December).

257

Lilly, J. D., Gray, D. A. and Virick, M. (2005) 'Outsourcing the Human Resource Function: Environmental and Organisational Characteristics that Affect HR Performance', *Journal of Business Strategies*, 22(1): 55–73.

Lipman, F. D. and Hall, S. E. (2008) *Executive Compensation: Best Practices*, New York: Wiley.

Litvin, D. (1997) 'The Discourse of Diversity: From Biology to Management', *Organisation*, 4(2): 187–209.

Locke, E. A. and Associates (1999) *The Essence of Leadership*, New York: Lexington.

Locke, E. A. and Latham, G. P. (1984) *Goal-Setting: A Theory that Works*, Englewood Cliffs, NJ: Prentice Hall.

Locke, E. A. and Latham, G. P. (1990) *A Theory of Goal Setting and Task Performance*, Englewood Cliffs, NJ: Prentice Hall.

Logan, J. (2001) 'Is Statutory Recognition Bad News for British Unions? Evidence from the History of North American Industrial Relations', *Historical Studies in Industrial Relations*, 11 (Spring): 63–108.

Lowry, P. (1990) *Employment Disputes and the Third Party*, London: Macmillan.

Mabey, C. and Salaman, G. (1995) *Strategic Human Resource Management*, Oxford: Blackwell.

Mabey, C., Skinner, D. and Clark, T. (1998) *Experiencing Human Resource Management*, London: Sage.

McAdams, J. L. (1996) *The Reward Plan Advantage*, San Francisco, CA: Jossey-Bass.

MacAfee, M. (2007) 'How to Conduct Exit Interviews', *People Management*, 13(14), 12 July: 42–3.

McCall, M. R. Jr. and Hollenbeck, G. P. (2002) *Developing Global Executives: The Lessons of International Experience*, Boston, MA: Harvard Business School Press.

McCauley, C. D., Moxley, R. S. and van Velsor, E. (eds) (1998) *Handbook of Leadership Development*, San Francisco, CA: Jossey-Bass.

McDougall, M. (1996) 'Equal Opportunities Versus Managing Diversity, Another Challenge for Public Sector Management?', *International Journal of Public Sector Management*, 9(5): 62–72.

MacDuffie, J. (1995) 'Human Resource Bundles and Manufacturing Performance: Organisational Logic and Flexible Production Systems in the World Auto Industry', *Industrial and Labour Relations Review*, 48(2): 197–221.

McElwain, J. E. (1991) 'Succession Plans Designed to Manage Change', *HR Magazine*, 36(2): 67–71.

McFadzean, E. (2002) 'Developing and Supporting Creative Problem Solving Teams: Part 2 – Facilitator Competencies', *Management Decision*, 40(6): 537–51.

McGregor, D. (2005) *The Human Side of Enterprise: Annotated Guide*, New York: McGraw-Hill.

McInerney, C. R. and Day, R. E. (eds) (2007) *Rethinking Knowledge Management*, Berlin: Springer.

McKenna, E. (2000) *Business Psychology and Organisational Behaviour: A Student's Handbook*, Hove, East Sussex: Psychology Press.

McLoughlin, I. and Gourlay, S. (1994) *Enterprise without Unions: Industrial Relations in the Non-Union Firm*, Buckingham: Open University Press.

McMahon, J. R. and Hand, J. S. (2006) *Designing and Conducting a Salary Survey*, Scottsdale, AZ: WorldatWork.

Manas, T. M. and Graham, M. D. (2003) *Creating a Total Rewards Strategy: A Toolkit for Designing Business-Based Plans*, New York: American Management Association.

Marchington, M. (2005) 'Employee Involvement: Patterns and Explanations', in B. Harley, G. Hyman and P. Thompson (eds) *Participation and Democracy at Work: Essays in Honour of Harvie Ramsay*, London: Palgrave.

Marchington, M. and Grugulis, I. (2000) 'Best Practice Human Resource Management: Perfect Opportunity or Dangerous Illusion?', *International Journal of Human Resource Management*, 11(4): 905–25.

Marchington, M. and Wilkinson, A. (2002) *People Management and Development: Human Resource Management at Work*, London: Chartered Institute of Personnel and Development.

Marchington, M. and Wilkinson, A. (2005) 'Direct Participation', in S. Bach (ed.) *Personnel Management*, 4th edition, Oxford: Blackwell.

Marchington, M. and Wilkinson, A. (2008) *Human Resource Management at Work: People Management and Development*, London: Chartered Institute of Personnel and Development.

Marchington, M., Wilkinson, A. J., Ackers, P. and Dundon, T. (2001) *Management Choice and Employee Voice*, London: Chartered Institute of Personnel and Development.

Marchington, M., Wilkinson, A., Goodman, J. and Ackers, P. (1992) 'New Developments in Employee Involvement', Employment Department Research Paper, series no. 2.

Margerison, C. and Leary, M. (1975) *Industrial Conflict: The Mediator's Role*, Bradford: MCB Books.

Marinaccio, L. (1994) 'Outsourcing: A Strategic Tool for Managing Human Resources', *Employee Benefit Journal*, 19 March: 39–42.

Markey, R., Gollan, P., Hodgkinson, A., Chouraqui, A. and Veersmas, U. (2001) *Models of Employee Participation in a Changing Global Environment: Diversity and Interaction*, Aldershot: Ashgate.

Markowich, M. M. (2007) *Employee Benefits Basics*, Scottsdale, AZ: WorldatWork.

Marlow, S. (2002) 'Regulating Labour Management in Small Firms', *Human Resource Management Journal*, 12(3): 1–25.

Marquardt, M. (2002) *Building the Learning Organization: Mastering the 5 Elements for Corporate Learning*, New York: Davies-Black Publishing.

Marquardt, M. J. and Kearsley, G. (1999) *Technology-Based Learning: Maximizing Human Performance and Corporate Success*, Boca Raton, FL: St Lucie Press.

Martocchio, J. (2006) *Employee Benefits: A Primer for Human Resource Professionals*, 2nd edition, New York: McGraw-Hill.

259

Maslow, A. H. (1954) *Motivation and Personality*, New York: Harper and Row.

Maslow, A. H. (1987) *Motivation and Personality*, 3rd edition, New York: Harper and Row.

Mayer, J. D. and Salovey, P. (1997) 'What is Emotional Intelligence?', in P. Salovey and D. Sluyter (eds) *Emotional Development and Emotional Intelligence: Implications for Educators*, New York: Basic Books: 3–31.

Mayo, A. (1999) 'Making Human Capital Meaningful', *Knowledge Management Review*, January/February: 26–9.

Mayo, A. (2001) *The Human Value of The Enterprise: Valuing People as Assets*, London: Nicholas Brealy.

Mead, R. and Andrews, T. G. (2009) *International Management: Culture and Beyond*, Chichester: John Wiley.

Mearns, K., Flin, R., Gordon, R. and Fleming, M. (1997) *Organisational and Human Factors in Offshore Safety*, OTH 543 report, Suffolk: HSE Books.

Mearns, K., Flin, R., Gordon, R. and Fleming, M. (1998) 'Measuring safety climate on offshore installations', *Work and Stress*, 12: 238–54.

Mendenhall, M. and Oddou, G. (1985) 'The Dimensions of Expatriate Acculturation', *Academy of Management Review*, 10: 39–47.

Metcalf, D. (2005) *British Unions: Resurgence or Perdition?*, Provocation Series, vol. 1, no. 1, London: The Work Foundation.

Meyers, P. S. (1996) *Knowledge Management and Organization Design*, Oxford: Butterworth-Heinemann.

Michaels; E., Handfield-Jones, H. and Axelrod, B. (2001) *The War for Talent*, Cambridge, MA: Harvard Business School Press.

Miles, R. and Snow, C. (1978) *Organizational Strategy, Structure and Process*, New York: McGraw-Hill.

Milkman, R. (ed.) (2000) *Organising Immigrants*, Ithaca, NY: IRL Press.

Milkovich, G. T. and Wigdor, A. K. (1991) *Pay for Performance: Evaluating Performance Appraisal and Merit Pay*, Washington, DC: National Academy Press.

Miller, D. (1996) 'Equality Management: Towards a Materialist Approach', *Gender, Work and Organisation*, 3(4): 202–14.

Millmore, M., Lewis, P., Saunders, M., Thornhill, A. and Morrow, T. (2007) *Strategic Human Resource Management: Contemporary Issues*, Harlow, UK: Prentice Hall.

Millward, N., Bryson, A. and Forth, J. (2000) *All Change at Work: British Employment Relations 1980–1998, as Portrayed by the Workplace Industrial Relations Survey Series*, London: Routledge.

Minor, F. J. (1986) 'Computer Applications in Career Development Planning', in D. T. Hall and Associates (eds) *Career Development in Organizations*, San Francisco, CA: Jossey-Bass: 205–6.

Mládková, L. (2007) 'Management of Tacit Knowledge in Organization', *Economics and Management*, 803–8.

Mohrman, S. A. (1998) 'The Contexts for Geographically Dispersed Teams and Networks', in C. Cooper and D. Rousseau (eds) *Trends in Organizational Behaviour*, New York: John Wiley and Son: 63–80.

Monger, J. (2004) 'International Comparisons of Labour Disputes in 2002', *Labour Markey Trends*, 112(4): 145–53.

Morgan, G. (1986) *Images of Organization*, London: Sage.

Morrison, E. W. and Robinson, S. (1997) 'When Employees Feel Betrayed: A Model of How Psychological Contract Violation Develops', *Academy of Management Review*, 22: 226–56.

Mullins, L. (2006) *Management and Organisational Behaviour*, Harlow, UK: Prentice Hall/Financial Times.

Mumby, D. (2005) 'Theorising Resistance in Organizational Studies: A Dialectical Approach', *Management Communication Quarterly*, 19(1): 19–44.

Murphy, S. E. and Riggio, R. E. (eds) (2003) *The Future of Leadership Development*, Mahwah, NJ: Lawrence Erlbaum Associates.

Murphy, T. E. (2010) *Benefits and Beyond: A Comprehensive and Strategic Approach to Retirement, Health Care, and More*, Los Angeles, CA: Sage.

Murray, P. and Blackman, D. (2006) 'Managing Innovation through Social Architecture, Learning, and Competencies: A New Conceptual Approach', *Knowledge and Process Management*, 13(3): 132–43.

Nadler, L. (1984) 'Human Resource Development', in L. Nadler (ed.) *The Handbook of Human Resource Development*, New York: John Wiley and Son: 1–47.

Neal, A. and Griffin, M. A. (2006) 'A Longitudinal Study of the Relationships among Safety Climate, Safety Motivation, Safety Behavior, and Accidents at the Individual and Group Levels', *Journal of Applied Psychology*, 91: 946–53.

Negrelli, S. and Sheldon, P. (2004) 'Employment Relations in Italy', in G. Bamber, R. Lansbury and N. Wailes (eds) *International and Comparative Employment Relations: Globalisation and the Developed Market Economies*, 4th edition, London: Sage.

Noes, R. A. (2008) *Employee Training and Development*, New York: McGraw-Hill/Irwin.

Nolan, P. (1983) 'The Labour Market', in G. Bain (ed.) *Industrial Relations in Britain*, Oxford: Blackwell.

Nolan, P. and Marginson, P. (1988) 'Skating on Thin Ice?: David Metcalf on Trade unions and Productivity', *Warwick Papers on Industrial Relations*, no. 22, University of Warwick, Coventry.

Nolan, P. and O'Donnell, K. (2003) 'Industrial Relations, HRM and Performance', in P. Edwards (ed.) *Industrial Relations: Theory and Practice*, 2nd edition, Oxford: Blackwell.

Nonaka, I. and Takeuchi, J. (1995) *The Knowledge-creating Company*, New York: Oxford University Press.

Nonaka, I., Umemoto, K. and Senoo, D. (1996) 'From Information Processing to Knowledge Creation: A Paradigm Shift in Business Management', *Technology in Society*, 18(1): 203–18.

Nozick, R. (1974) *Anarchy, State and Utopia*, New York: Basic Books.

O'Connor, T. (1997) 'Using Learning Styles to Adapt Technology for

Higher Education', retrieved March 25, 2008, from http://iod.unh.edu/ EE/articles/learning-styles.html.

Ohmae, K. (2009) *The Next Global Stage: Challenges and Opportunities in Our Borderless World*, Philadelphia, PA: Wharton School Publishing.

Osterman, P., T. Kochan, R. M. Locke and M. J. Piore (2001) *Working in America: A Blueprint for the New Labour Market*, Cambridge, MA: MIT Press.

O'Sullivan, S. L. (1999) 'The Distinction between Stable and Dynamic Cross-cultural Competencies: Implications for Expatriate Trainability', *Journal of International Business Studies*, 30(4): 709–25.

Paauwe, J. and Boselie, P. (2005) '"Best Practice . . . in Spite of Perform-ance": Just a Matter of Imitation?' *International Journal of Human Resource Management*, 16(6): 987–1003.

Pauleen, D. J. (2007) *Cross-cultural Perspectives on Knowledge Management*, Westport, CT: Libraries Unlimited.

Parus, B. (2002) *Market Pricing: Methods to the Madness*, Scottsdale, AZ: WorldatWork.

Patterson, M., West, M., Lawthom, R. and Nickell, S. (1997) *The Impact of People Management Practices on Business Performance*, London: Institute of Personnel and Development.

Pedler, M., Burgoync, J. and Boydell, T. (1997) *The Learning Company: A Strategy for Sustainable Development*, 2nd edition, London: McGraw Hill.

Pelling, H. (1987) *A History of British Trade Unionism*, 4th edition, Har-mondsworth: Pelican.

People Management (2005) 'How to Select an Agency', *People Management*, 20 June: 22.

People Management (2007) 'Guide to Recruitment Marketing', *People Management*, 28 June: 18.

Perkins, S. J. (2006) *International Reward and Recognition*, London: Chartered Institute of Personnel and Development.

Personnel Today (2006) 26 September: 7.

Peterson, B. (2004) *Cultural Intelligence: A Guide to Working with People from Other Cultures*, Yarmouth, MA: Intercultural Press.

Pfeffer, J. (1992) *Managing with Power: Politics and Influence in Organisations*, Boston, MA: Harvard Business School Press.

Pfeffer, J. (1994) 'Competitive Advantage through People: Unleashing the Power of the Work Force', Harvard Business School, Boston, MA.

Pfeffer, J. (1998) *The Human Equation: Building Profits by Putting People First*, Boston, MA: Harvard Business School Press.

Pickard, J. (1998) Externally Yours, *People Management*, 23 July: 34–7.

Pieper, R. (1990) *Human Resource Management: An International Comparison*, Berlin: De Gruyter.

Piore, M. J. and Sabel, C. F. (1984) *The Second Industrial Divide: Possibilities for Prosperity*, New York: Basic Books.

Polet, R. and Nomden, K. (1997) 'Improving the Management of European Regional Development Policy', *European Planning Studies*, 5(6): 777–93.

Poole, M., Landsbury, R. and Wailes, N. (2001) 'A Comparative Analysis

of Developments in Industrial Democracy', *Industrial Relations*, 40(3): 490–525.

Porter, L. W., Bigley, G. A. and Steers, R. M. (eds) (2003) *Motivation and Work Behavior*, New York: McGraw-Hill.

Porter, M. (1985) *Competitive Advantage: Creating and Sustaining Superior Performance*, New York: Free Press.

Porter, M. E. (1986) 'Changing Patterns of International Competition', *California Management Review*, 28(2): 29–40.

Porter, M. E. (1990) *The Competitive Advantage of Nations*, London: Macmillan.

Prahalad, C. K. and Doz, Y. (1987) *The Multinational Mission: Balancing Local Demands and Global Vision*, New York: The Free Press.

Provis, C. (1996) 'Unitarism, Pluralism, Interests and Values', *British Journal of Industrial Relations*, 34(4): December: 473–95.

Purcell, J. (1987) 'Mapping Management Styles in Employee Relations', *Journal of Management Studies*, 24(5): 533–48.

Purcell, J. (1999) 'Best Practice and Best Fit: Chimera or Cul-de-sac?', *Human Resource Management Journal*, 9(3): 26–41.

Purcell, J. and Ahlstrand, B. (1993) *Strategy and Style in Employee Relations*, Oxford: Oxford University Press.

Purcell, J. and Sisson, K. (1983) 'Strategies and Practice in the Management of Industrial Relations', in G. Bain (ed.) *Industrial Relations in Britain*, Oxford: Basil Blackwell.

Purcell, J., Kinnie, N., Swart, J., Rayton, B. and Hutchinson, S. (2008) *People Management and Performance*, London: Routledge.

Quinn, J. B. (1999) 'Strategic Outsourcing: Leveraging Knowledge Capabilities', *Sloan Management Review*, 40 (Summer): 39–42.

Ramlall, S. (2004) 'A Review of Employee Motivation Theories and Their Implications for Employee Retention within Organizations', *Journal of American Academy of Business*, Oxford no. 5 1/2: 52–63.

Rankin, N. (2008) 'Labour Turnover Rates and Costs in the UK in 2007', *IRS Employment Review*, Oxford, 894, 4 April: 6 pp.

Rapport, N. and Overing, J. (2000) *Social and Cultural Anthropology: The Key Concepts*, London: Routledge.

Reardon, R. C., Peterson, G. W., Sampson, J. P. and Lenz, J. G. (2005) *Career Development and Planning: A Comprehensive Approach*, London: Thomson Custom.

Reda, J. F., Reifler, S. and Thatcher, L. G. (2008) *Compensation Committee Handbook*, 3rd edition, New York: John Wiley and Son.

Redman, T. and Wilkinson, A. (2006) *Contemporary Human Resource Management*, London: Financial Times/Prentice Hall.

Renwick, D. and Gennard, D. (2001) 'Grievance and Discipline', in T. Redman and A. Wilkinson (eds) *Contemporary Human Resource Management*, London: Financial Times/Prentice Hall.

Renzl, B., Matzler, K. and Hinterhuber, H. (eds) (2006) *The Future of Knowledge Management*, New York: Palgrave Macmillan.

Revans, R. (1980) *Action Learning: New Techniques for Action Learning*, London: Blond and Briggs.

Reynolds, C. (1999) *2000 Guide to Global Compensation and Benefits*, San Diego, CA: Harcourt Professional Publishing.

Reynolds, C. (2006a) *Compensating Globally Mobile Employees*, Scottsdale, AZ: WorldatWork.

Reynolds, C. (2006b) *Compensating North American Expatriates*, Scottsdale, AZ: WorldatWork.

Roberts, G. (2005) *Recruitment and Selection*, Maidenhead: Chartered Institute of Personnel and Development.

Roehling, M. V. (1997) 'The Origins and Early Development of the Psychological Contract Construct', *Journal of Management History*, 3: 204–17.

Rollinson, D. (2002) 'Grievance', in T. Redman and A. Wilkinson (eds) *The Informed Student Guide to Human Resource Management*, London: Thomson Learning.

Rollinson, D. and Dundon, T. (2007) *Understanding Employment Relations*, London: McGraw Hill.

Rosenbloom, J. S. (ed.) (2005) *The Handbook of Employee Benefits: Design, Funding and Administration*, 6th edition, New York: McGraw Hill.

Rosenzweig, P. and Nohria, N. (1994) 'Influences of Human Resource Management Practices in Multinational Firms', *Journal of Business Studies*, 20(2): 229–52.

Rousseau, D. (1989) 'Psychological and Implicit Contracts in Organizations', *Employee Responsibilities and Rights Journal*, 2: 121–39.

Rousseau, D. (1995) *Psychological Contracts in Organisations: Understanding the Written and Unwritten Agreements*, London: Sage.

Rousseau, D. (2010) 'The Individual–Organizational Relationship: The Psychological Contract', in S. Zedeckm (ed.) *The American Psychological Association Handbook of Industrial and Organizational Psychology*, USA: American Psychological Association (APA), USA.

Rousseau, D. and Tijoriwala, S. (1998) 'Assessing Psychological Contracts: Issues, Alternatives and Measures', *Journal of Organisational Behaviour*, 19: 679–96.

Rowley, C. (2001a) 'Alan Fox', in M. Witzel (ed.) *Biographical Dictionary of Management*, Bristol: Thoemmes Press: 325–7.

Rowley, C. (2001b) 'Hugh Clegg', in M. Witzel (ed.) *Biographical Dictionary of Management*, Bristol: Thoemmes Press: 168–70.

Rowley, C. (2002a) 'Conciliation', in T. Redman and A. Wilkinson (eds) *The Informed Student Guide to HRM*, London: Thomson Learning: 39.

Rowley, C. (2002b) 'Mediation', in T. Redman and A. Wilkinson (eds) *The Informed Student Guide to HRM*, London: Thomson Learning: 157.

Rowley, C. (2002c) 'Allan Flanders', in M. Warner (ed.) *The International Encyclopedia of Business and Management*, London: Thomson Learning: 2036–41.

Rowley, C. (2003) *The Management of People: HRM in Context*, London: Spiro Press.

Rowley, C. and Benson, J. (2002) 'Convergence and Divergence in Asian HRM', *California Management Review*, 42(2): 90–109.

Rowley, C. and Cooke, F. (eds) (2010) *The Changing Face of Management in China*, London: Routledge.

Rowley, C. and Harry, W. (2010) *Managing People Globally: An Asian Perspective*, Oxford: Chandos.

Rowley, C. and Poon, H. F. (2008) 'HRM Best Practices and Transfers to the Asia Pacific Region', in C. Wankel (ed.) *21st Century Management: A Reference Handbook*, Thousand Oaks, CA: Sage Publications: 209–20.

Rowley, C. and Warner, M. (2004) 'HR Development in the Asia Pacific Region', *Journal of World Business*, 39(4): 308–10.

Rowley, C. and Warner, M. (2007a) 'Globalizing International HRM', *International Journal of Human Resource Management*, 18(5): 703–16.

Rowley, C and Warner, M. (eds) (2007b) *Management in South-East Asia: Business Culture, Enterprises and Human Resources*, London: Routledge.

Rowley, C. and Warner, M. (eds) (2008) *Globalising International Human Resource Management*, London: Routledge.

Rowley, C. and Yang, H. (2008) 'Performance Management in South Korea', in A. Varma, P. Budhwar and A. DeNisi (eds) *Performance Management Systems around the Globe*, London: Routledge: 316–40.

Rowley, C., Benson, J. and Warner, M. (2004) 'Towards an Asian Model of Human Resource Management? A Comparative Analysis of China, Japan and South Korea', *International Journal of Human Resource Management*, 15(4): 917–33.

Rowley, C. (with Yukongdi, V. and Wei, Q.) (2010) 'Managing Diversity: Women Managers in Asia', in M. Ozbilgin and J. Syed (eds) *Managing Gender Diversity in Asia*, London and New York: Edward Elgar: 345–93.

Roy, D. (1980) 'Repression and Incorporation: Fear Stuff, Sweet Stuff, and Evil Stuff: Management's Defences against Unionisation in the South', in T. Nichols (ed.) *Capital and Labour: A Marxist Primer*, Glasgow: Fontana.

Rubery, J., Earnshaw, J. and Marchington, M. (2004) 'Blurring the Boundaries to the Employment Relationship: From Single to Multi-Employer Relationships', in M. Marchington, D. Grimshaw, J. Rubery and H. Willmott (eds) *Fragmenting Work: Blurring Organisational Boundaries and Disordering Hierarchies*, Oxford: Oxford University Press.

Ryan, S., Wailes, N. and Bamber, G. (2004) 'Globalisation, Employment and Labour: Comparative Statistics', in G. Bamber, R. Lansbury and N. Wailes (eds) *International and Comparative Employment Relations: Globalisation and the Developed Market Economies*, 4th edition, London: Sage.

Rynes, S. L. and Milkovich, G. T. (1986) 'Wage Surveys: Dispelling Some Myths about the Market Wage' *Personnel Psychology*, 39(1): 71–90.

Sako, M. (1998) 'The Nature and Impact of Employee "Voice" in the European Car Components Industry', *Human Resource Management Journal*, 9(1): 5–13.

Salamon, M. (2000) *Industrial Relations: Theory and Practice*, Harlow: Pearson Education.

Saunders, M., Thornhill, A. and Lewis, P. (2007) *Research Methods for Business Students*, London: Financial Times/Prentice-Hall.

Schein, E. H. (1978) *Career Dynamics: Matching Individual and Organisational Needs*, Reading, MA: Addison-Wesley.

Schein, E. H. (1996) 'Career Anchors Revisited: Implications for Career Development in the 21st Century', *Academy of Management Executive*, 10(4): 80–8.

Schuler, P., Sowling, P. and de Cieri, H. (1993) 'An Integrative Framework of Strategic International Human Resource Management', *Journal of Management*, 19(2): 419–59.

Schultz, T. W. (1961) 'Investment in Human Capital', *American Economic Review*, 51 (March): 1–17.

Scullion, H. (1995) 'International Human Resource Management', in J. Storey (ed.) *Human Resource Management: A Critical Text*, London: Routledge.

Scullion, H. (2010) 'International Human Resource Management', in J. Storey (ed.) *Human Resource Management: A Critical Text*, 2nd edition, London: International Thompson Business Press.

Scullion, H. and Collings, D. S. (eds) (2006) *Global Staffing*, London: Routledge.

Scullion, H. and Collings, D. S. (2006) 'International Talent Management', in H. Scullion and D. S. Collings (eds) *Global Staffing*, London: Routledge: 87–116.

Seltz, S. P. and Heneman, R. L. (2004) *Linking Pay to Performance*, Scottsdale, AZ: WorldatWork.

Senge, P. (2006) *Fifth Discipline: The Art and Practice of the Learning Organization*, London: Doubleday.

Sera, K. (1992) 'Corporate Globalisation: A New Trend', *Academy of Management Executive*, 6(1): 89–96.

Sheridan, J. (1992) 'Organizational Culture and Employee Retention' *Academy of Management Journal*, 35(5): 1036–56.

Sims, R. S. (2006) *Human Resource Development: Today and Tomorrow*, Greenwich, CT: Information Age Publishing.

Sisson, K. and Storey, J. (2000) *The Realities of Human Resource Management*, Buckingham: Open University Press.

Sisson, K. and Marginson, P. (2003) 'Management: Systems, Structure and Strategy', in P. Edwards (ed.) *Industrial Relations: Theory and Practice in Britain*, 2nd edition, Oxford Blackwell.

Siu, O. (2001) 'A Study of Safety Climate, Work Stress and Safety Performance among Construction Workers in Hong Kong: A Facet Approach', *Proceeding of Facet Theory: Integrating Theory Construction with Data Analysis*, 15–18 July, Prague, Czech Republic.

Skinner, B. F. (1953) *Science and Human Behavior*, New York: Macmillan.

Smith, C. and Meiskins, P. (1995) 'System, Society and Dominance Effects in Cross-national Organisational Analysis', *Work, Employment and Society*, 2: 241–67.

Sparrow, P., Brewster, C. and Harris, H. (2004) *Globalizing Human Resource Management*, London: Routledge.

Spencer, L., McCelland, D. and Spencer, S. (1994) *Competency Assessment Methods*, Boston, MA: Hay/McBer.

Spreitzer, G. M., McCall Jr., M. W. and Mahoney, J. D. (1997) 'Early Identification of International Executive Potential', *Journal of Applied Psychology*, 82(1): 6–29.

Stogdill, P. M. (1948) 'Personal Factors Associated with Leadership', *Journal of Psychology*, 25(1): 35–71.

Storey, J. (1989) 'From Personnel Management to Human Resource Management', in J. Storey (ed.) *New Perspectives on Human Resource Management*, London: Routledge.

Storey, J. (ed.) (1989) *New Perspectives on Human Resource Management* London: Routledge.

Storey, J. and Bacon, N. (1993) 'Individualism and Collectivism: into the 1990s', *International Journal of Human Resource Management*, 4: 665–84.

Stumpf, S. A. and London, M. (1981) 'Management Promotions: Individual and Organizational Factors Influencing the Decision Process', *Academy of Management Review*, 6(4): 539–49.

Stringer, D. (1995) 'The Role of Women in Workplace Diversity Consulting', *Journal of Organisational Change Management*, 8(1): 44–51.

Swanson, R. A. and Holton III, E. F. (2001) *Foundations of Human Resource Development*, San Francisco, CA: Berrett-Koehler.

Takeuchi, N., Wakabayashi, M. and Chen, Z. (2003) 'The Strategic HRM Configuration for Competitive Advantage: Evidence from Japanese Firms in China and Taiwan', *Asia Pacific Journal of Management*, 20(4): 447–80.

Tan, J. S., Earley, P. C. and Ang, S. (2006) *CQ: Developing Cultural Intelligence at Work*, Stanford, CA: Stanford University Press.

Taylor, E. (1994) 'A Learning Model for Becoming Interculturally Competent', *International Journal of Intercultural Relations*, 18(3): 389–408.

Taylor, S. (1998) *Employee Resourcing*, London: Chartered Institute of Personnel and Development.

Taylor, S. (2002) *People Resourcing*, London: Chartered Institute of Personnel and Development.

Taylor, S. (2002a) *The Employee Retention Handbook: Developing Practice*, London: Chartered Institute of Personnel and Development.

Taylor, S. (2006) 'Are You Keeping Your Employees Happy?', *The HR Director*, 28 (September): 8–13.

Taylor, S. (2008) *People Resourcing*, London: Chartered Institute of Personnel and Development.

Tekleab, A. and Taylor, S. (2003) 'Aren't There Two Parties in the Employment Relationship? Antecedents and Consequences of Organization-Employee Agreement on Contract Obligations and Violations', *Journal of Organizational Behavior*, 24: 585–608.

Terry, M. (1977) 'The Inevitable Growth of Informality', *British Journal of Industrial Relations*, 15(1): 75–90.

Thomas, H. C. (2003) 'How to Design Induction Programmes', *People Management*, 9(9) May: 42–3.

Thomas, R. R. (1990) 'From Affirmative Action to Affirming Diversity', *Harvard Business Review*, March–April.

Thorndike, E. L. (1920) 'Intelligence and Its Uses', *Harper's Magazine*, 140(1): 227–35.

Thornhill, A., Lewis, P., Millmore, M. and Saunders, M. (2000) *Managing Change: A Human Resource Strategy Approach*, London: Financial Times/ Prentice Hall.

Tjosvold, D. and Leung, K. (2003) *Cross-cultural Management: Foundations and Future*, Hampshire, UK: Ashgate Publishing.

Toplis, J., Dulewicz, V. and Fletcher, C. (2004) *Psychological Testing*, Maidenhead: Chartered Institute of Personnel and Development.

Torbiorn, I. (1982) 'Living Abroad: Personal Adjustment and Personnel Policy in the Overseas Setting', New York: Wiley.

Torrington, D., Hall, L. and Taylor, S. (2009) *Fundamentals of Human Resource Management*, Harlow: Pearson.

Torrington, D., Taylor, S. and Hall, L. (2008) *Human Resource Management*, London: Prentice Hall.

Toynbee, P. (2001) 'Who's Afraid of Global Culture', in W. Hutton and A. Giddens (eds) *On The Edge: Living the Global Capitalism*, London: Jonathan Cape: 191–212.

Traxler, F. (2003) 'Bargaining (De)centralisation, Macroeconomic Performance and Control over the Employment Relationship', *British Journal of Industrial Relations*, 41(1): 1–28.

Traxler, F., Blanske, S. and B. Kittel (2001) *National Labour Relations in Industrialized Countries: A Comparative Study of Institutions, Change and Performance*, Oxford: Oxford University Press.

Treiman, D. J. (1979) *Job Evaluation: An Analytic Review*, Washington: National Academy of Sciences.

Tuckman, B. (1965) 'Development Sequence in Small Groups', *Psychological Bulletin*, 63(4): 384–99.

Tuckman, B. W. and Jensen, M. C. (1977) 'Stages of Small-group Development Revisited', *Group and Organization Studies*, 2(4): 419–70.

Tung, R. (1981) 'Selection and Training of Personnel for Overseas Assignments', *Columbia Journal of World Business*, 23: 129–43.

Tung, R. (1995) 'Managing Cross-national and Intro-national Diversity', *Human Resource Management*, 32(4): 461–77.

Tung, R. L. (1984) 'Strategic Management of Human Resources in the Multinational Enterprise', *Human Resource Management*, 23(2): 129–43.

Turner, N., Chmiel, N. and Walls, M. (2005) 'Railing for Safety: Job Demands, Job Control, and Safety Citizenship Role Definition', *Journal of Occupational Health Psychology*, 10: 504–12.

Turner, P. (2002) 'How to Do HR Forecasting and Planning', *People Management*, 8(6) March: 48–9.

Tyson, S. and Fell, A. (1986) *Evaluating the Personnel Function*, London: Hutchinson.

Ulrich, D. (1996) *Human Resource Champions*, Boston, MA: Harvard Business School Press.

Ulrich, D. (1998) 'A New Mandate for Human Resources', *Harvard Business Review*, January–February: 124–34.

van Dam, N. (2003) 'Educating a Global Workforce', *Chief Learning Officer*, 2(6): 17.

van der Heijden, K. (1996) *Scenarios: The Art of Strategic Conversation*, Chichester: John Wiley.

van der Heijden, K., Bradfield, R., Burt. G. and Cairns, G. (2002) *The Sixth Sense*, Chichester: John Wiley.

van der Spek, R. and Spijkervet, A. (1997) 'A Knowledge Management: Dealing Intelligently with Knowledge', *Knowledge Management and its Integrative Elements*, Boca Raton, FL: CRC Press.

Varma, A., Budhwar, P. and DeNisi, A. (eds) (2008) *Performance Management Systems*, London: Routledge.

Vroom, V. H. (1964) *Work and Motivation*, New York: Wiley.

Wakabayashi, M. and Graen, G. (1989) 'Human Resource Development of Japanese Managers: Leadership and Career Investment', *Research in Personnel and Human Resource Management*, supplement 1, Greenwich, CT: JAI Press: 235–56.

Walker, A. J. (ed.) (2001) *Web-Based Human Resources: The Technologies and Trends That Are Transforming HR*, New York: McGraw Hill.

Walker, R. E. and Foley, J. M. (1973) 'Social Intelligence: Its History and Measurement', *Psychology Reports*, 33: 839–64.

Wallace, J. and O'Sullivan, M. (2006) 'Contemporary Strike Trends since 1980: Peering through the Wrong End of a Telescope', in *Global Industrial Relations*, M. Morley, P. Gunnigle and D. Collings (eds) London: Routledge.

Walton, R. (1985) 'From Control to Commitment in the Workplace', *Harvard Business Review*, 63, March–April: 76–84.

Wanous, J. P. (1992) *Organizational Entry: Recruitment, Selection, Orientation and Socialisation of Newcomers*, Reading, MA: Addison-Wesley.

Waters, M. (1995) *Globalisation*, London: Routledge.

Watkins, K. E. and Marsick, V. J. (1993) *Sculpting the Learning Organization*, San Francisco, CA, Jossey-Bass.

Webb, S. and Webb, B. (1897) *Industrial Democracy*, London: Longman.

Weber, M. (1947) *The Theory of Social and Economic Organization*, translated by A. M. Henderson and Talcott Parsons, London: Collier Macmillan Publishers.

Weber, M. (2001) *The Protestant Ethic and the Spirit of Capitalism*, London: Routledge.

Wedderburn, K. W. (Lord) (1986) *The Worker and the Law*, 3rd edition, Penguin, Harmondsworth.

Werner, J. M. and DeSimone, R. L. (2006) *Human Resource Development*, 4th edition, Mason, OH: Thomson/South Western.

Wheeler, H. N., Klaas, B. S. and Mahony, D. M. (2004) *Workplace Justice without Unions*, Kalamazoo, MI: Upjohn Institute.

Whiddet, S. and Hollyforde, S. (2003) *The Competencies Handbook*, London: Institute of Personnel and Development.

White, G. and Druker, J. (eds) (2000) *Reward Management: A Critical Text*, London: Routledge.

Whitley, R. (1992) 'The Comparative Analysis of Business Systems', in R. Whitley (ed.) *European Business Systems: Firms and Markets in Their National Contexts*, Oxford: Oxford University Press.

Whitley, R. (1999) *Divergent Capitalism: The Social Structuring and Change of Business System*, Oxford: Oxford University Press.

Williams, K. Y. and O'Reilly, C. A. (1998) 'Demography and Diversity in Organisations: A Review of 40 Years of Research', in B. M. Staw and L. L. Cummings (eds) *Research in Organisational Behaviour*, Greenwich, CT: JAI Press: 77–140.

Wilkinson, A. (1998) 'Empowerment: Theory and Practice', *Personnel Review*, 27(1): 40–56.

Wilkinson, A. (2002) 'Empowerment', in M. Poole and M. Warner (eds) *International Encyclopaedia of Business and Management Handbook of Human Resource Management*, London: ITB Press: 501–17.

Wilkinson, A. and Dundon, T. (2010) 'Direct Participation', in A. Wilkinson, P. Gollan, M. Marchington and D. Lewin (eds) *Oxford Handbook of Organisational Participation*, Oxford: Oxford University Press.

Wilkinson, A., Dundon, T., Marchington, M. and Ackers, P. (2004) 'Changing Patterns of Employee Voice: Case Studies from the UK and Republic of Ireland', *The Journal of Industrial Relations*, 46(3): 297–321.

Winterscheid, B. C. (1980) 'A Career Development System Coordinates Training Efforts', *Personnel Administrator*, August: 28–32.

Wise, L. R. and Tschirhart, M. (2000) 'Examining Empirical Evidence on Diversity Effects: How Useful Is Diversity Research for Public Sector Managers?' *Public Administration Review*, 60(5): 386–94.

Wolff, C. (2007) 'Arriva; Dramatic Results on Diversity', *Equal Opportunities Review*, 160: 5–11.

Wood, S. (1995) The Four Pillars of HRM: Are They Connected? *Human Resource Management Journal*, 5(5): 49–59.

Wood, S. (1999a) 'Getting the Measure of the Transformed High-Performance Organisation', *British Journal of Industrial Relations*, 37: 391–418.

Wood, S. (1999b) 'Human Resource Management and Performance', *International Journal of Management Review*, 1(4): 367–413.

Wood, S. and Albanses, M. (1995) 'Can We Speak of a High Commitment Management on the Shop Floor?', *Journal of Management Studies*, 32(2): 215–47.

Wood, S. and de Menezes, L. (1998) 'High Commitment Management in the UK: Evidence from the Workplace Industrial Relations Survey and Employers' Manpower and Skills Survey', *Human Relations*, 51(4): 485–515.

Wood, S. and Wall, T. D. (2007) 'Work Enrichment and Employee Voice in Human Resource Management-performance Studies', *International Journal of Human Resource Management*, 18(7): 1335–72.

Woodall, J., Gourlay, S. and Short, D. (2000) 'Trends in Outsourcing HRD in the UK: The Implications for Strategic HRD', working paper.

Woolf, H. (ed.) (1990) *Webster's New World Dictionary of the American Language*, New York: John Wiley and Son.

WorldatWork (2006) *Survey Handbook and Directory: A Guide to Finding and Using Salary Surveys*, Scottsdale, AZ.

WorldatWork (2007) *Job Evaluation: Methods to the Process*, Scottsdale, AZ.

Wrench, J. (2002) 'A Critical Analysis of Critiques of Diversity Management', paper presented at the 7th International Metropolis conference 'Togetherness in Difference': Citizenship and Belonging, Oslo, 9–13 September 2002.

Wright, P., Dunford, B. and Snell, S. (2001) 'Human Resources and the Resource-Based View of the Firm', *Journal of Management*, 27: 701–21.

Yip, G. S. (1995) *Total Global Strategy*, Englewood Cliffs, NJ: Prentice Hall.

Yoo, Y., Rowley, C. and Lee, J. N. (2008) *Trends in Mobile Technology and Business in the Asia-Pacific Region*, Oxford: Chandos Publishing.

Youndt, M., Snell, S., Dean, J. and Lepak, D. (1996) 'Human Resource Management, Manufacturing Strategy and Firm Performance', *Academy of Management Journal*, 39(4): 836–66.

Young, S. and Hamill, J. (1992) *Europe and the Multinationals*, London: Edward Elgar.

Zakaria, N. (2000) 'The Effects of Cross-cultural Training on the Acculturation Process of the Global Workforce', *International Journal of Manpower*, 21(6): 492–511.

Zhu, Y., Rowley, C. and Warner, M. (2007) 'HRM with Asian Characteristics', *International Journal of Human Resource Management*, 18(5): 745–68.

Zhu, Y., Rowley, C. and Warner, M. (2009) 'HRM in Asia', in H. Bidgoli (ed.) *The Handbook of Technology Management*, Hoboken, NJ: Wiley.

Zingheim, P. K. and Schuster, J. R. (2000) *Pay People Right! Breakthrough Reward Strategies to Create Great Companies*, San Francisco, CA: Jossey-Bass.

Zohar, D. (1980) 'Safety Climate in Industrial Organizations: Theoretical and Applied Implications', *Journal of Applied Psychology*, 65: 96–102.