

**BREVET DE TECHNICIEN SUPERIEUR**

**GROUPEMENT 1**

**LANGUE VIVANTE ETRANGERE**

**SESSION 2001**

**- EPREUVE D'ANGLAIS -**

***SUJET***

Durée : 2 heures

Le sujet est composé de 3 pages numérotées de 1/3 à 3/3.

**L'usage du dictionnaire bilingue est autorisé.**

<b>Spécialités</b>	<b>Coefficient</b>
ACTION COMMERCIALE	1,5
ASSURANCE	1
PROFESSIONS IMMOBILIERES	1
COMMUNICATION DES ENTREPRISES	1

## I – COMPREHENSION (10 points)

Vous rendrez compte en **FRANÇAIS** du phénomène décrit dans le texte en l'envisageant successivement du point de vue de l'employeur, de l'employé et des agences.

200 mots, à + ou – 10% près.

Vous indiquerez le nombre de mots utilisés.

Toute présentation sous forme de notes sera pénalisée.

### THE TEMP FOR ALL SEASONS

The summer has traditionally been a time when the unfamiliar voices of temps are heard in offices throughout the land. But like strawberries in supermarkets, temps are no longer a seasonal feature.

A Government survey shows that, while numbers of full-time permanent employees are declining, those of temps are growing. 'Temporary staffing is becoming strategic,' says Chris Leonard, the founder of Tempz.com, one of the few successful dot-com launches of recent months. 'Companies now have a core workforce of permanent staff and a flexible staffing strategy. It's an extension of the trend towards just-in-time resourcing. You just get in people when you need them.' His picture of the labour market is confirmed by Clive Davies, the associate director of Robert Half International, another leading agency. 'Companies are building a budget for temps into their labour costs,' he says. 'It's not just a seasonal phenomenon, although the demand for temps does go up during holiday periods. The main thing is that hiring temps enables companies to respond to sudden surges in demand for their goods or services without incurring any liabilities if it doesn't last.'

There is also a generational change developing in the way individuals look at their working lives. Daniel Kasmin, the human resources director of Manpower, says: 'Young people in general feel that taking on temporary work gives them more liberty to move around. The end of the job-for-life culture means they no longer see any advantage in not making the most of their years of freedom before they get committed to families and mortgages.'

Although employers recognise these changes, agencies report that few have developed coherent policies for integrating temps with their workforce. The usual pattern is that a call for a temp comes through an office manager who only gives the agency a few hours notice.

The boom in temporary employment has led to a proliferation of temp agencies. There are some big brand names, but plenty of others are competing for what can be highly profitable business. Increasingly, the big agencies are becoming employers in their own right, providing holiday pay, sickness benefits and skill training for the temps on their books, and covering them for insurance.

Adapted from *The Times*, August 17, 2000.

(363 words)

## **II – EXPRESSION (10 points)**

*Answer the following questions in English:*

- 1) Do you think the job-for-life culture is coming to an end? Justify your opinion.  
(120 words at least) **(5 pts)**
  
- 2) Would you like to work as a temp? (120 words at least) **(5 pts)**

# CORRIGE

**Ces éléments de correction n'ont qu'une valeur indicative. Ils ne peuvent en aucun cas engager la responsabilité des autorités académiques, chaque jury est souverain.**

## CORRIGÉ

### I. Compte rendu en français (200 mots)

Eléments que le candidat doit restituer

1. Idée générale (à exprimer dès l'introduction) : le travail intérimaire se généralise (1 pt)
2. Point de vue de l'employeur : (2 x 1pt = 2 pts)
  - nouvelle utilisation des ressources humaines qui s'inscrit dans une stratégie globale de souplesse, le personnel fixe se limitant désormais à un noyau ;
  - avantages : réduction des coûts de main d'œuvre et plus grande réactivité aux fluctuations de la conjoncture.
3. Point de vue de l'employé : (3 x 1pt = 3 pts)
  - phénomène générationnel, qui a un attrait pour les jeunes,
  - liberté et mobilité accrues,
  - absence d'engagement définitif.
4. Point de vue des agences d'intérim : (2 x 1pt = 2 pts)
  - elles profitent de la gestion à très court terme des ressources humaines par les entreprises,
  - les agences doivent répondre d'autant plus rapidement aux demandes.
5. Conséquences : (2 x 1pt = 2 pts)
  - dans ce contexte très concurrentiel, les agences d'intérim prolifèrent,
  - les plus importantes (les plus sérieuses ?) deviennent employeurs à leur tour, avec toutes les charges sociales que cela implique pour elles et les avantages que cela procure aux intérimaires.

Eléments pour une conclusion personnelle éventuelle (non exigée) :

- le phénomène a toutes les chances de s'amplifier dans la mesure où toutes les parties concernées y trouvent leur intérêt ;
- le paradoxe est que ces intérimaires ne le sont plus que dans le cadre de leurs missions et deviennent des « temporaires permanents » dans l'agence où ils sont inscrits.

### II. Expression

Pour chaque question, appliquer les critères suivants :

- **Fond :** (2 pts)
  - pertinence de la réponse par rapport à la question,
  - cohérence interne du développement.
- **Qualité de la langue :** (3 pts)
  - précision et variété du lexique,
  - utilisation pertinente de termes techniques,
  - correction linguistique.
- Toute réponse hors sujet (même dans une langue correcte) sera notée 0/5.
- Toute réponse rédigée dans une autre langue que l'anglais sera notée 0/5.
- Ne pas pénaliser systématiquement le dépassement du nombre de mots. Tenir compte de la qualité de la langue.
- Si le nombre de mots est notoirement insuffisant, la note finale sera calculée de manière proportionnelle (ex : si 60 mots sur 100, la note du candidat pour l'exercice ne pourra dépasser les 60% de la note accordée à l'exercice).

Suggestion for question 1:

*Fewer and fewer employees can now stay in the same company for their whole career. With the massive changes that are now taking place in the professional world, employees have to drop the idea of keeping the same job and being faithful to one firm. Technological changes have deeply modified our working world and its structures. What's more, the Internet has altered our vision of work. The development of new working structures, such as teleworking, part-time work and temporary work has changed people's attitude to work. I think we have reached a point of no-return. Those who stick to the job-for-life culture are going to be left behind because they will be offered fewer and fewer job opportunities. The future belongs to those who will adapt to this new work organisation. (131 mots)*

Suggestion for question 2:

*There are two sides to a coin... working as a temp can be seen as positive. Indeed, it enables you to discover different places, come across people from all walks of life, carry out varied tasks and thus enrich your personality. In case you don't get on well with the staff, you needn't bother because in two or three months' time you will have forgotten them. Needless to say, the freedom temporary work gives you is a boon.*

*Yet, how can one get committed to a company without spending time in it? Getting used to the surroundings, the atmosphere of a firm can't be achieved overnight. I don't think temporary workers would be efficient if they had to switch from one firm to the other. Getting involved in one's work takes time. The longer you have been in a firm, the more efficient you are... provided you like your job!* (150 words)