

Impact of AI on productivity of employees at workplace (Amazon)

Research poster of dissertation

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Purpose and background

Introduction: Role of AI is increasing in daily work. However only making digital structure improvement don't give the desired output. Its advantages can be taken by better understanding/training of employees and their desire to incorporate it.

Aim of research: It is to evaluate the adoption of AI and its impact on productivity of employees in workplace particularly on Amazon.

Objectives: Evaluating the perspective of employees, learning productivity-adoption link, comparison of productivity on AI use.

Theoretical framework

TAM

Perceived result helps to explain the reasons of positive response of employees on technology.

JD- R

AI can create more job resources, but insecurity and pressure can increase too.

Methodology

Participants profile

60 participants
30% have warehouse role
Above 48% 1-3 year experience
25-44 are more than 70%
75% are full time

Analysis

Survey questionnaire
Consent, statistical analysis
5 scale responses
Cronbach's alpha
ANOVA, Regression, correlation

AI exposure at workplace

Was AI used at work?



Uncertainty suggests that some AI may be hidden inside familiar systems.

Descriptive findings

DESCRIPTIVE FINDINGS: MEAN SCORES (1–5)



Reliability of scale

Strong AI adoption $\alpha=.928$ | Challenges $\alpha=.886$

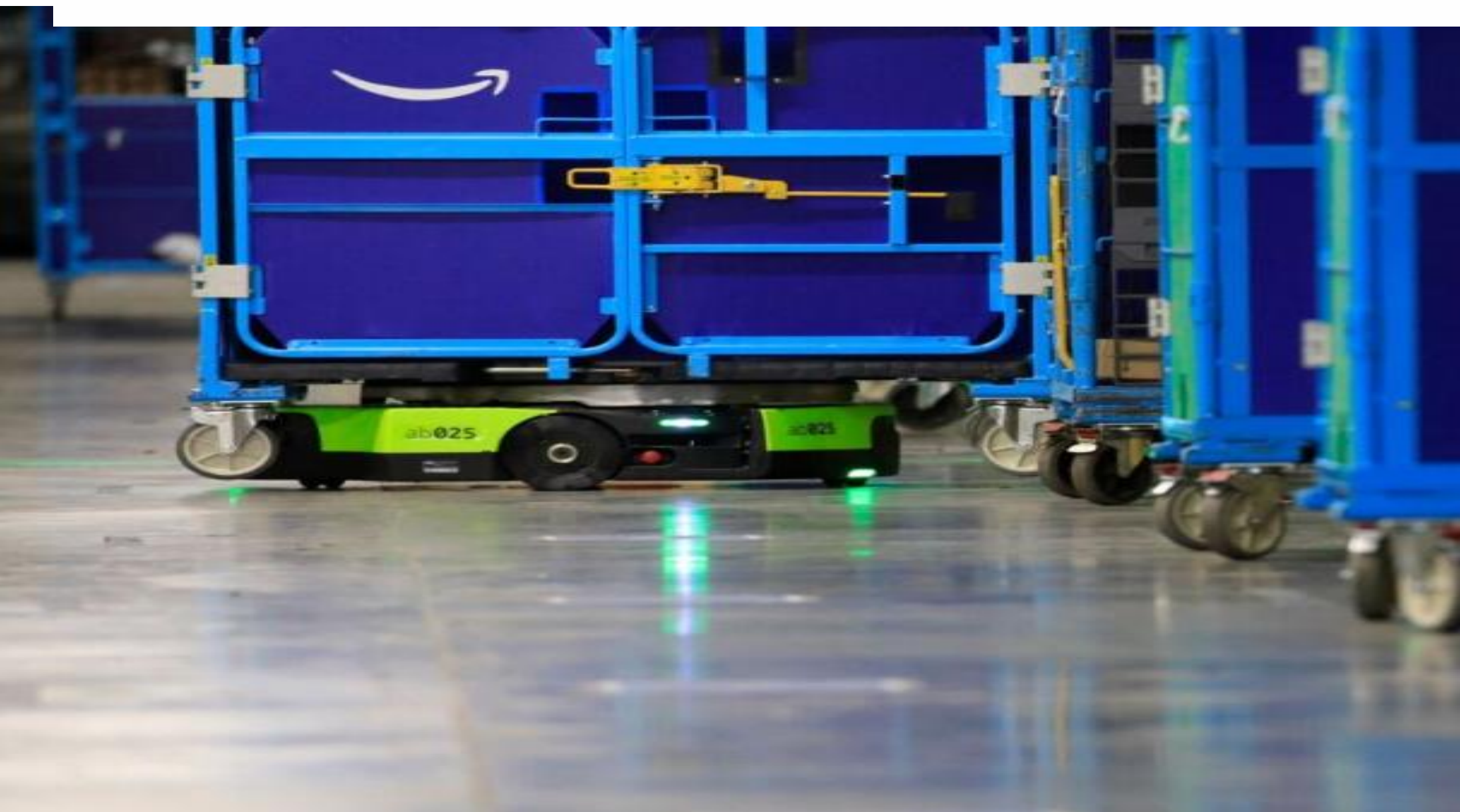
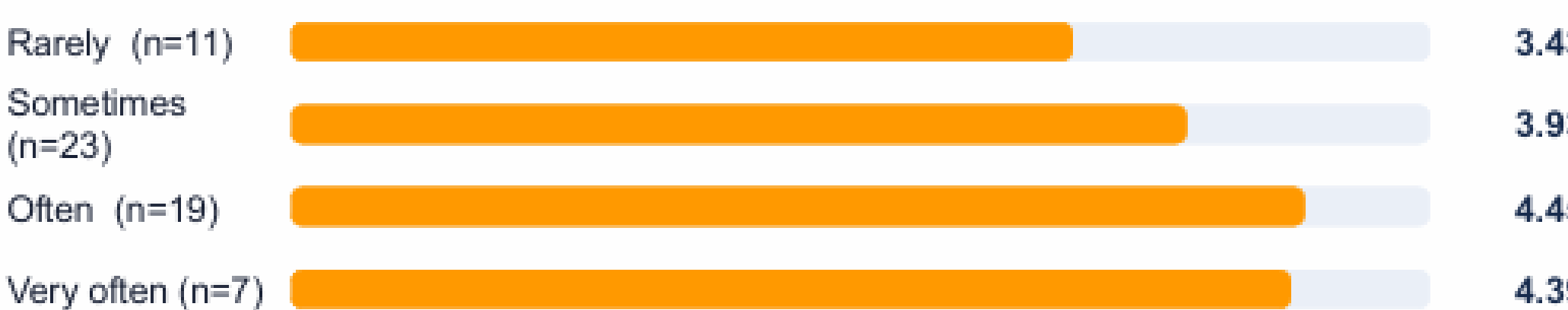
Acceptable Productivity $\alpha=.771$

Borderline Job role $\alpha=.684$ | Engagement $\alpha=.687$

Weak Training $\alpha=.437$ | Overall benefits $\alpha=.332$



ANOVA



(Amazon, 2026)

Regression test

Perceived adoption → productivity

$R = .176$ | $R^2 = .031$ | $F(1,58) = 1.85$ | $p = .179$

The coefficient was positive, but not statistically significant. H_1 was not supported; H_0 was not rejected.

Discussion and Implications

The outcome of research is balanced. Employees are convinced on enhancement of speed, and quality of their work with AI.

Employees seemed to recognize the value of AI in their work, which lends credence to the Technology Acceptance Model (Schorr, 2023).

Positive average scores, however, did not result in a meaningful association between adoption and productivity. Workers would think that AI was readily accessible even though they didn't directly benefit from it. Therefore, there are differences between perceived organizational adoption and personal use.

The results align with the Job Demands–Resources paradigm as well. AI seemed to offer resources through automation, more engaging labor, and quicker task completion (Bakker and Demerouti, 2014).

Recommendations

Developing workflow and matching with AI tools to real tasks
Providing training to employees according to tasks
To explain staff on usage of AI and its role in decision making
Setting limit and monitoring system on using AI and data analysis
Regular review of performance, quality well being.

Conclusion

This study aimed to do the primary research and its analysis on the use of AI in workplace and its impact on employee performance. The outcomes show the different results as reported previously that is showing the change in perception in previous few months. Findings and recommendations for HR are discussed.

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