

MODULE CODE: BMMB7007
MODULE: HUMAN RESOURCE MANAGEMENT
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Executive Summary

Within the scope of this study, a comprehensive analysis of the fundamental aspect of Amazon employee well-being is carried out. The existing status of employee wellness, as well as the detrimental implications on organisational and commercial flaws, are both subjected to analysis in this study. In addition to this, it underlines the benefits that enhancing employee well-being gives to the organisation, the workers, and other stakeholders in the company's success. On the basis of the findings, actionable solutions are made to improve the health and well-being of Amazon employees while simultaneously taking into consideration the concerns and requirements of the firm.

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1.0 Introduction

Amazon places a lot of focus on employee satisfaction since it directly affects the efficiency and production of the company. The goals of this study include a thorough analysis of Amazon's current worker well-being circumstances, the detection of issues with current procedures, and the assessment of potential economic implications. This research will evaluate a wide range of relevant, high-quality literature as well as the most current discoveries and speculative systems in order to present a thorough viewpoint. This study will demonstrate a strong conceptual grasp and thorough knowledge of the subject by critically examining earlier research and methodologies. Additionally, it will make an effort to develop unique concepts and include challenging issues in a thorough and imaginative manner. Given the significance of the topic, this report will demonstrate a strong knowledge of a challenging and specialist field of expertise, supported by reliable and consistent referencing. Using a range of scientific research, this study will provide practical and educational recommendations for improving the health of Amazon employees. These ideas will be distinctive due to their originality and outstanding use of information and abilities pertinent to cutting-edge research and study. This report will be given to a large audience, which ensures its accuracy, coherence, and impeccable presentation. The report will highlight each individual's successes, fantastic collaboration, and enhanced administrative skills. Additionally, this report will highlight exceptional professional achievements, commitment to long-term growth, significant interest in postgraduate education, and potential for future advancements.

2.0 Organisational Overview

According to Gupta *et al.* (2021), with operations in several nations and a substantial customer base, "Amazon" is a well-known multinational online retailer. It is astonishing how diverse Amazon's workforce is, with a substantial representation of individuals from different racial and cultural backgrounds. The company's extensive global reach is backed by a number of well-located warehouses scattered across the globe. Amazon takes seriously its responsibility to assist HRM (*About Amazon, 2023*). Specialised HR teams have been established across a variety of sites to ensure that qualified candidates are hired in the executive selection procedures. This is an illustration of how crucial HR management is to the accomplishment of the company's objectives.



Figure 1: Amazon Logo

Source: (*About Amazon, 2023*)

The fact that it exists at the director level suggests that HR is aware of its responsibility to develop and implement organisational strategy da Cruz *et al.*, (2021). Given the scale and complexity of Amazon, the HRM role is crucial for managing a range of employees, creating policies, and assuring workplace compliance. Several HR-related responsibilities, including new recruit onboarding, performance management, training and development, and employee relations, are handled by Amazon's HR departments. Based on its organisational structure, Amazon appears to be a sizable, multinational company with a diverse workforce. Effective executives are crucial to the company's functioning, as shown by the foundation of savvy HR teams and first-rate support. Thus, it acknowledges the critical part that human resources (HR) play in enabling business success.

3.0 Main discussion

3.1 Priority Area: Employee Well-being

Amazon needs to improve employee well-being due to a variety of existing problems. Although Amazon is known for its high-performance and fast-paced culture, its excessive work hours, demanding workload, and poor work-life balance seriously threaten the well-being of its employees (Ellwanger *et al.*, 2020). Due

to a number of current issues, Amazon's HRM needs to enhance employee wellness. These shortcomings can be divided into three categories:



Figure 2: Employee Well-being

Source: (Ellwanger *et al.*, 2020)

1. **Long work hours:** The high-performance and dynamic culture at Amazon frequently requires workers to work longer hours than is typical. Physical and mental tiredness might result from this, which would be harmful to general health and raise stress levels (Zhang *et al.*, 2022). Long-term employees may struggle to maintain a good work-life balance, which is bad for their physical and emotional well-being. Additionally, they can leave less time for recreational pursuits.
2. **Enormous Workload:** Time limitations and a big workload are features of Amazon's operations, notably those of its shipping and warehouse divisions. The pressure to fulfil productivity goals and customer expectations is constant for employees (Mulugeta, 2022). A greater task could be harmful to their well-being since it might result in high levels of stress, exhaustion, and a sense of overburden.
3. **Poor Work-Life Balance:** Employees may find it difficult to maintain a healthy work-life balance at Amazon due to the company's fast-paced and demanding work environment. It's possible that employers place more value on employees' personal life than they do on achieving objectives and maintaining operational performance (Stankevičienė *et al.*, 2021). Because of this, employees could find it challenging to juggle personal commitments, spend meaningful time with their families, pursue hobbies, or take part in activities that improve their general wellness.

3.2 Need for improvement and its current shortfalls

Problems with employee well-being have a major negative effect on the business and the affected employees.

1. **Impact on employees:** As a result of poor employee well-being, today's workplaces may lead to higher stress levels, burnout, and worse job satisfaction. Numerous physical and psychological disorders, including weariness, stress, and hopelessness, can affect workers (Ho and Kuvaas, 2020). A person's interpersonal connections and general quality of life may suffer from a lack of work-life balance.
2. **Impact on the Organisation:** The firm as a whole has a hostile work environment. Burnout and excessive stress can affect worker engagement, productivity, and attrition rates. It could be more difficult to attract and retain top talent, costlier to acquire and train new personnel in HRM, and riskier for regular business operations (Perrins *et al.*, 2021). HRM may find it more difficult to assist the company's expansion and market-condition adaptation when the workforce is ill and less creative, imaginative, and motivated.

Amazon must focus its efforts and devote finance to improving employee welfare to reduce the shortfalls. This will help the business in several ways:

1. **Benefits for the Company:** Amazon's staff happiness might improve the company's overall productivity. Productivity increases, better levels of engagement, and more job satisfaction are more probable with an engaged workforce (Colenberg *et al.*, 2021). As a result, customer satisfaction could increase, which might result in long-term organisational success.
2. **Benefits for Employees:** Improving health programming may dramatically increase Amazon employee happiness. Employees can gain from reduced stress levels, more job satisfaction, and stronger work-life integration by resolving concerns about long work hours, a heavy workload, and a lack of work-life balance (Johnson *et al.*, 2020). As a consequence, motivation may increase, employees may feel more fulfilled in their roles, and their physical and mental health may also improve [Referred to Appendix 1].

3.3 Impact on the Organization

Poor employee well-being has significant, long-lasting effects on Amazon. These consist of:

1. **High Turnover Rates:** Amazon is a result of poor levels of employee well-being. Employees are more prone to look for chances elsewhere when they are anxious, exhausted, and dissatisfied with

their jobs. Due to continuing recruiting and training requirements, the business may experience greater expenditures and operational difficulties (Chen, 2023).

2. **Lower Productivity:** The effects of burnout and occupational stress are detrimental to productivity. People who are ill are less able to function at their best because they are overworked, exhausted, and unmotivated. Overall, less may be produced, and less of it might be both ineffective and of bad quality (Moffett *et al.*, 2021) [Referred to appendix 2].
3. **Lower staff Engagement and Morale:** As a result, the aforementioned characteristics suffer. Numerous factors, such as constant stress, heavy workloads, and an improper work-life balance, can contribute to low employee morale. If a firm loses its passion, devotion, and willingness to go above and beyond, its culture and performance may suffer (Aloqaily, 2022).
4. **Challenges Finding and Retaining Talent:** It could be very challenging for Amazon to find and retain excellent individuals if the company has a terrible reputation for having poor employee welfare. Prospective workers are increasingly more worried about work-life balance, mental health services, and general welfare in today's competitive labour market. Organisations with strong employee well-being policies are more likely to hire and keep high achievers than those without (Lu *et al.*, 2022).

Amazon is undoubtedly feeling the effects of low employee well-being because of its high turnover rates, decreased productivity, low employee morale, difficulties attracting and maintaining top talent, and other factors. These findings indicate that in order to lessen these negative consequences and provide employees with a happier and more productive workplace, businesses must place a high priority on employee health.

3.4 Benefits of Improving Employee Well-being

A lot of benefits exist for both Amazon's stakeholders and the employees themselves when employee well-being is improved. By improving the HR function to be the perfect match for promoting employee well-being, the following benefits may be attained:

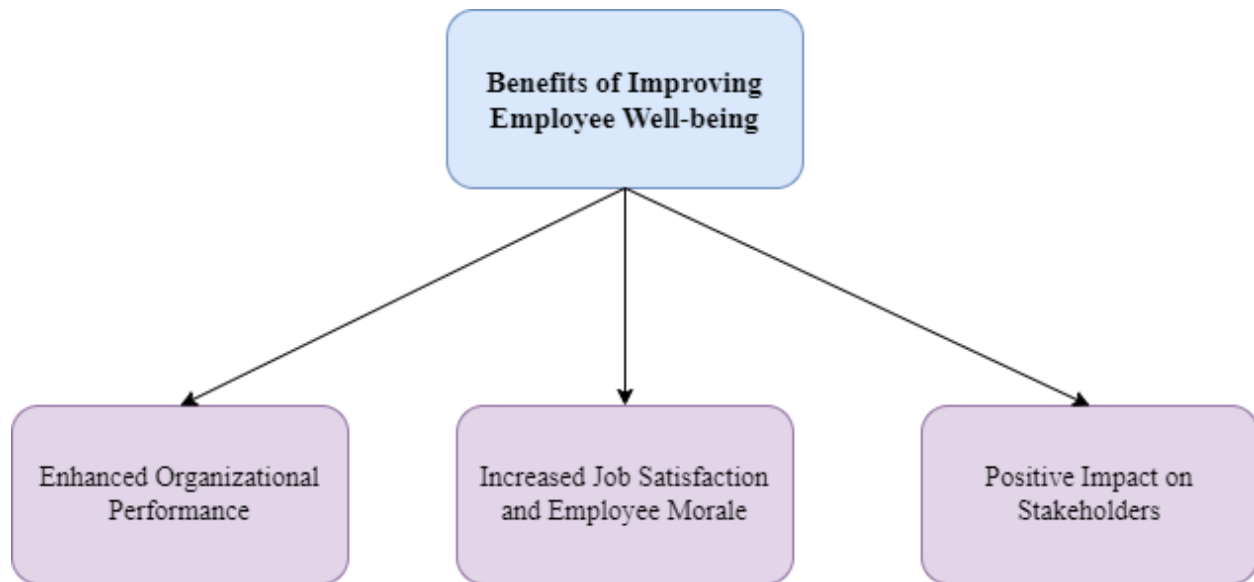


Figure 3: Benefits of Improving Employee Well-being

Source: (Self-Made)

- **Enhanced Organisational Performance:** Putting employee well-being first has several advantages, improved organisational performance being one of them (Ho and Kuvaas, 2020). There are fewer turnovers now. Employee retention rates increase, and recruiting and training expenses decrease when workers feel appreciated, supported, and a part of a healthy work environment. Higher levels of employee engagement not only promote better health but also boost output and enhance overall performance (Abdullah *et al.*, 2021).
- **Increased Job Satisfaction and Employee Morale:** Increased levels of worker satisfaction and safety result in higher levels of staff morale, which in turn increases production (Yan *et al.*, 2020). When they feel that their well-being is valued, employees are more driven to perform at their best and report being satisfied with their jobs. This improves the working environment by fostering a sense of community, creativity, and teamwork (Hendriks *et al.*, 2020).
- **Positive Impact on Stakeholders:** Clients, investors, and other stakeholders gain from an increase in employee satisfaction (Guerci *et al.*, 2022). Employee motivation and superior service will increase customer satisfaction, loyalty, and retention. The company's improved performance benefits shareholders since it may result in better earnings and long-term growth (Johnson *et al.*, 2020).

A few essential methods and steps are needed to improve employee well-being and the HR function. The following may be taken into account by HR:

- "Employer Assistance Programmes (EAPs)" and mental health assistance needs to be created. Provide more broad details about initiatives to improve employee welfare at work, private treatment options, and mental health services (Abdullah *et al.*, 2021).
- Provide work-from-home possibilities, flexible in their scheduling, and help achieve their work-life balance. Give employees permission to engage in activities that will make it easier for them to balance their personal and work life (Kuriakose *et al.*, 2023).
- Encourage mindfulness and very creative practices, physical activity, and wellness programs to improve mental and emotional health at work (Haque, 2021).
- In order to track improvement over time, identify problem areas, and gauge employee happiness, it is essential to construct employee well-being measurements and assessments. Repeated assessments and surveys for the employees are also important (Agarwal, 2021).
- HRM needs to learn how to manage stress well, juggle personal and professional obligations, and have compassion for others, mainly focusing on employees. The HRM will be able to help out their employees' welfare as a consequence (Rasool *et al.*, 2021).

4.0 Conclusions

One of Amazon's key focuses is improving employee well-being. Modern issues such as excessively long work hours, difficult occupations, and a lack of work-life balance have hurt the company and its people. To meet these issues, Amazon's HR division must be flexible and play a big role in creating and executing programmes that promote employee welfare. The HR division may implement the study's suggestions to help Amazon make the required changes. Promoting work-life integration, implementing flexible work schedules, improving workload management, strengthening employee support programmes, and developing well-being indicators and evaluations are all crucial steps in achieving this. HR can create a culture that supports and encourages employee health by taking proactive actions, which will eventually improve organisational performance and raise employee satisfaction.

The context of Amazon's HRM function is crucial since it affects the organisation's overarching people management strategy. HR should support programmes to improve employee well-being as a strategic partner and work with other departments to guarantee their effective implementation. The HR department may have a positive effect on the performance of the company by encouraging a happier and more engaged staff through acceptance of these changes. If Amazon wants to succeed moving forward, its employees' needs must come first. Amazon may be able to develop a work environment that fosters employee welfare by providing guidance to the HR division on how to implement the suggested strategies. All stakeholders would gain from successful outcomes, content employees, and improved organisational performance.

5.0 Recommendations

5.1 Implement Flexible Work Arrangements:

In order to enhance employee well-being, Amazon must provide flexible work arrangements. Offering options like remote work and flexible hours is a component of this (Weideman and Hofmeyr, 2020). It could be simpler to tackle personal duties and keep a healthy work-life balance if one has more control over their schedule. The human resources department at Amazon has to adapt by collaborating with managers and staff to develop policies for flexible work schedules and ensuring that they are implemented equally and efficiently. In order to manage remote employees and sustain productivity in a flexible work environment, managers require HR's assistance (Austin-Egole *et al.*, 2020).

5.2 Enhance Workload Management:

In order to ensure that employees have reasonable expectations and attainable goals, pinpoint workload concerns and allocate resources efficiently, the HR department must collaborate closely with management (De Reuver, 2021). In order to enhance operations, it may be essential to hire more people, change the workload, or review the procedures. To quickly address workload concerns, HR should train managers in workload management strategies and promote open communication between managers and employees (Inegbedion, 2020).

5.3 Strengthen Employee Support Programs:

Amazon should significantly fund programmes for employee help that deal with stress management and mental wellness. Examples of what this can entail include employing strategies to increase public awareness of the issue, enhancing access to counselling services, or discovering stress-reduction methods (Cherif, 2020). In order to create and administer these programmes, the HR department should work with outside parties like mental health experts or EAP providers. Employees utilising these technologies must respect others' privacy and confidentiality and be aware of available assistance services, according to HR (Giao *et al.*, 2020).

5.4 Promote Work-Life Integration:

By creating a culture that emphasises both individual accountability and professional obligations equally, Amazon may encourage the melding of work and life. Helping managers and the workers, they supervise strike a good work-life balance is the top focus for HR (Tamunomiebi and Oyibo, 2020). Supporting flexible scheduling practises, rewarding staff who successfully juggle work and personal responsibilities,

and promoting the use of paid time off and vacation are a few methods for achieving this. All staff members should get frequent reminders from HR about the value of employee well-being. HR should provide managers with training and information regarding initiatives fostering work-life integration (Wood *et al.*, 2020).

5.5 Measure and Monitor Well-being Metrics:

Amazon should conduct assessments and questionnaires on a regular basis to gauge employee satisfaction and pinpoint potential areas for improvement (VanderWeele *et al.*, 2020). In order to monitor success over time, the HR division should create wellness indicators tailored to the Amazon workplace. These data may be used to find trends or issue areas for potential actions. The findings of these evaluations should be shared with managers and workers, and HR should utilise the information to prioritise resources for employee well-being and use it to guide decision-making (Steffgen *et al.*, 2020).

The HR department at Amazon must adapt and take the initiative to put these proposals into practice. To guarantee the successful deployment of flexible work arrangements, workload management techniques, and employee support programmes, HR should interact with other departments. HR should be in charge of making any necessary changes in light of customer feedback and statistical data after analysing the performance of these activities. HR should provide managers with information and assistance on how to energise personnel in an atmosphere that prioritises their welfare. Additionally, HR should encourage diversity and equal opportunity for all employees while upholding privacy and confidentiality in employee assistance programmes.

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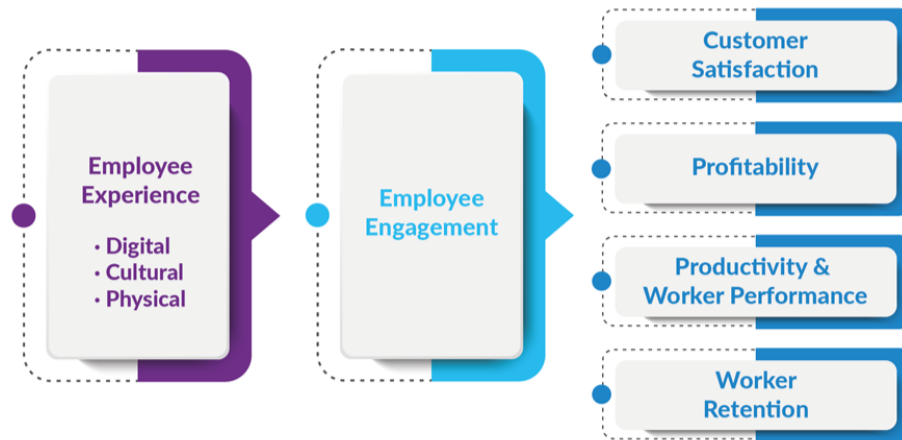
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7.0 Appendices

Appendix 1: Productivity Through Employee Experience



Source: (Johnson *et al.*, 2020)

Appendix 2: Lower Productivity



Source: (Moffett *et al.*, 2021)