

HUMAN RESOURCE MANAGEMENT ASSIGNMENT

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EXECUTIVE SUMMARY

Amazon is an international technology giant with a market valuation of over \$1.6 trillion and operations in more than 190 countries. It is known for its creative e-commerce strategy, customer-focused business model, and ongoing efforts to challenge conventional business norms. This study will focus on one particular facet of Amazon's business, specifically the HRM procedures used in its warehouses. Amazon warehouses are essential to the success of the business because they allow it to offer a huge assortment of goods at low costs and deliver them to customers swiftly and effectively. Amazon has diversified outside of its core retail business, entering new markets such as cloud computing, AI, and digital streaming.

However, Amazon has seen great financial success, ranking among the most valuable corporations in the world thanks to its market value. Analysing employee wellbeing in Amazon warehouses is essential for maximising productivity, motivation, and engagement. Mandatory overtime during peak seasons can be draining and cause burnout, monotonous and repetitive labour can also cause boredom and exhaustion, and arbitrary termination of employees can lead to stress and job uncertainty.

Amazon can increase employee satisfaction, productivity, and success by putting an emphasis on employee well-being. This includes offering flexible working hours, allowing chances for advancement and development, guaranteeing job stability, acknowledging employee efforts and concerns, and offering employee health programmes. These measures can lead to better health and safety, improved productivity, increased retention, and reduced costs. Putting employee well-being first can have a significant impact on the business, leading to better health and safety, productivity, better retention, and better reputation. Areas of improvement include forced overtime, work that is repetitive and monotonous, lack of recognition, limited pay raises, and high Musculoskeletal Disorders (MSD) incidents. These issues can lead to decreased motivation and job satisfaction, as well as decreased health and happiness.

Amazon warehouses have a high turnover rate due to not paying enough attention to employee welfare, leading to decreased productivity, absenteeism, health and safety issues, and worker's compensation claims. To address these issues, Amazon should invest in HRM techniques that prioritize employee wellbeing, such as proving fair workloads and schedules, allowing for professional development and progress, and fostering a pleasant workplace culture. This can lead to higher productivity, decreased turnover, and a better reputation. Create a programme for employee wellness that takes care of their physical, mental, and emotional needs, such as regular health examinations, access to resources for mental health, and work-life balance programmes. To prevent arbitrary termination, give staff greater training and instructions, create a promotion system that is transparent and based on merit, increase the variety of job roles, and provide support to workers experiencing fatigue, discomfort, and musculoskeletal diseases.

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INTRODUCTION

The international technology giant Amazon has set up itself as a household name in the retail sector. Jeff Bezos set up Amazon in 1994 as an online bookshop, but it has since broadened its offers to encompass a wide range of goods and services, including cloud computing, artificial intelligence, and digital streaming. The success of Amazon can be ascribed to its creative e-commerce strategy, customer-focused business model, and ongoing efforts to challenge conventional business norms. With a market valuation of over \$1.6 trillion, Amazon is one of the most valuable businesses in the world today. The company has operations in several nations, including the US, the UK, Germany, and China. Yet, due to its labour policies, data privacy, and market dominance, as well as the company's rapid expansion, Amazon has drawn criticism and controversy. This study will concentrate on one particular facet of Amazon's business, specifically the HRM procedures used in its warehouses.

Large-scale facilities called Amazon warehouses are used by the company to store, sort, and transport goods to customers all around the world. These warehouses are an essential part of Amazon's fulfilment network, which enables quick and effective product delivery to customers.

Around the world, Amazon runs hundreds of warehouses with floorspaces ranging from 50,000 to more than one million square feet. The business runs these facilities and makes sure that goods are swiftly and accurately stored, sorted, and dispatched by combining robotic automation with human labour.

Amazon warehouses carry out several added tasks in addition to storing and transporting goods, such as receiving inbound shipments from suppliers, getting goods ready for sale, and handling returns and customer support enquiries.

In general, Amazon warehouses are essential to the success of the business because they allow it to offer a huge assortment of goods at low costs and deliver them to customers swiftly and effectively.

Organisation Overview

The online retail platform used by Amazon, an American multinational technology corporation, to offer a wide variety of goods to customers around the world, is what makes it so well-known. With operations in more than 190 countries, Jeff Bezos founded Amazon in 1994. Since then, it has developed into one of the largest e-commerce enterprises in the world.

Amazon has diversified outside of its core retail business by entering new markets including cloud computing, AI, and digital streaming. Kindle, Alexa, Amazon Prime, and Amazon Web Services (AWS) are some of Amazon's most well-known goods and services.

Amazon is known for being a highly innovative and customer-focused business that places a high priority on effectiveness and data-driven decision-making. Nevertheless, it has also come under fire for how it treats its workers and how its business methods affect neighbourhood businesses and local communities.

Notwithstanding these accusations, Amazon has seen great financial success, ranking among the most valuable corporations in the world thanks to its market value. By 2021, Amazon will have over 1.3 million employees and more than \$386 billion in yearly revenue worldwide.

Analysing employee wellbeing in Amazon

An essential component of human resource management is the welfare of the workforce. Employee satisfaction and well-being are essential for maximising productivity, motivation, and engagement.

Mandatory overtime during peak seasons is one of the biggest challenges influencing employee wellbeing in Amazon warehouses. Up to 60 hours of labour per week may be expected of employees, which can be draining and cause burnout. In other areas, such as stowing or packing, the monotonous and repetitive labour can also cause boredom and exhaustion, which can have a detrimental impact on employee welfare. Employee wellbeing can be further harmed by soreness and exhaustion, especially in jobs like stowing and packing, which can also lead to musculoskeletal diseases (MSDs) and other physical health problems.

The plain arbitrary termination of employees for offences that Amazonians may not be aware of is a problem that affects employee wellbeing in Amazon warehouses. Employees

experience stress and job uncertainty as a result, which has a severe impact on their mental health and wellness. However, especially for individuals with a strong work ethic, the feeling of being treated like a number and not having their efforts and concerns acknowledged by management can cause a lack of motivation.

Additionally, promotions that come with modest wage increases may deter many workers from applying for promotions at Amazon operations. Employee morale and wellbeing may suffer as a result, especially if they feel stuck in their current roles with few chances for professional advancement.

To make sure that workers are healthy, inspired, and engaged, Amazon should concentrate on putting measures to solve these challenges into place. Offering flexible working hours, allowing chances for advancement and development, guaranteeing job stability, acknowledging employee efforts and concerns, and offering employee health programmes are some of the measures Amazon may put into practise. Amazon can increase employee satisfaction, productivity, and ultimately the company's success by putting an emphasis on employee well-being.

Essentials of employee wellbeing in an organisation

Better health and safety: Putting employee wellness first guarantees that the workforce's physical and emotional wellbeing is taken care of. This may result in fewer instances of sickness and injuries, creating a safer and better working environment.

Improved Productivity: Employees are more engaged and driven when they feel valued and supported, which results in higher productivity levels. Making employee wellbeing a top priority can contribute to the development of a supportive workplace that encourages engagement and productivity.

Increased Retention: Employees who feel valued and cared for at work are more likely to remain with the company, which increases retention rates. By doing this, the company may be able to significantly reduce its expenditures for hiring and onboarding fresh staff.

Better Reputation: Giving attention to employee wellbeing can help the company gain a better reputation as a trustworthy and considerate employer. This may aid in luring top talent and fostering a favourable brand reputation in the marketplace.

Ultimately, putting employee well-being first can have a significant impact on the business in terms of better health and safety, more productivity, better retention, and better reputation.

Areas of improvement in Amazon

Forced Overtime: At busy times, Amazon employees are required to put in extra hours, which can increase stress and cause burnout. The well-being of the workforce as well as general job satisfaction may suffer as a result.

Work that is Repeated and Monotonous: Several jobs in the Amazon warehouse, including packing and stowing, require work that is repetitive and monotonous, which can be boring and mentally taxing. The well-being and motivation of employees may suffer as a result.

Lack of Recognition: Amazon employees often feel that management does not value or honour their achievements, which lowers morale and lowers job satisfaction. Employee engagement and general well-being may suffer as a result.

Limited Pay Raises: Promotions in the Amazon warehouse often come with modest wage raises, which deters workers from looking for career chances. Reduced motivation and job satisfaction may result from this.

High Musculoskeletal Disorders (MSD) Incidents: Several warehouse jobs at Amazon require physical labour, which increases the risk of MSDs. The general health and happiness of the employees may suffer as a result.

Overall, these flaws show that Amazon warehouse needs to rethink its strategy for promoting employee wellness and make adjustments in areas including overtime regulations, work design, recognition initiatives, pay scales, and safety precautions. By addressing these issues, an organisation can increase its workforce's welfare, engagement, and overall job satisfaction.

Impact of poor wellbeing of company

High turnover: The Amazon warehouses have a high turnover rate because of not paying enough attention to employee welfare. Due to the necessity for training fresh staff, this has increased the cost of hiring new personnel and reduced production.

Poor morale: Those who don't feel appreciated or cared for at work are more likely to have low morale. This may result in lower productivity and a bad working atmosphere.

Decreased productivity: Workers who are not at their most productive are more likely to be experiencing physical or mental health problems. Delays, mistakes, and lower output might follow from this.

An increase in absenteeism is a sign that an employee's wellness is suffering since they are more inclined to take time off work due to stress or illness. Due to missed production and the requirement to pay for sick leave, this may increase costs for the business.

Health and safety issues: A high frequency of musculoskeletal problems is caused by the physically demanding job in Amazon warehouses combined with the disregard for employees' well-being (MSDs). More worker's compensation claims and related legal problems may result from this.

Ultimately, the consequences of Amazon warehouses' disregard for workers' welfare can negatively affect both the company's financial performance and its standing as an employer.

Benefits of employee wellbeing

For Organization:

A healthier and happier workforce is likely to perform better, therefore enhancing employee wellbeing can benefit the organisation by increasing productivity and efficiency. Also, it may result in less absenteeism and staff turnover, which can lessen the need for new hires and training. A company's reputation for putting employee wellbeing first can also aid in luring and keeping top talent in the sector.

For Employees:

Improving employee wellness may result in less stress and anxiety, greater mental and physical health, and a better work-life balance. This may result in a rise in motivation, job satisfaction, and loyalty to the company.

For Stakeholders:

In addition to customers and investors, enhanced employee wellness at the Amazon warehouse can also benefit other stakeholders. Employees who are happier and healthier will probably deliver greater customer service, increasing customer satisfaction and loyalty. Due to greater productivity and efficiency, investors may also notice improved financial performance and higher shareholder value.

Conclusion

In conclusion, the welfare of Amazon warehouse employees is a crucial issue that requires the implementation of efficient human resource management (HRM) techniques. Amazon has come under fire for how it treats warehouse employees, including the excessive workload, long hours, and lack of safety precautions. Employee morale, productivity, and general well-being may all suffer because of these problems.

Amazon should make investments in HRM techniques that put employee wellbeing first in order to address these issues. This can involve providing fair workloads and schedules, allowing chances for professional development and progress, and fostering a pleasant workplace culture. It can also entail supplying adequate training and tools to ensure employee safety. By doing this, Amazon can develop a staff that is inspired, involved, and dedicated to the growth of the business.

Prioritizing employee well-being can also help the business in other ways, such as through higher productivity, decreased turnover, and a better reputation. In order to have a successful and long-lasting staff, Amazon should invest in HRM techniques that support employee wellbeing.

Recommendation

Create a thorough programme for employee wellness that takes care of their physical, mental, and emotional needs. Regular health examinations, access to resources for mental health, and work-life balance programmes should all be part of this programme.

By introducing more flexible schedules and recruiting extra people at busy times of the year, you can address the issue of mandatory overtime.

To prevent arbitrary termination, give all staff greater training and instructions, and set up a structure that allows them to voice any concerns or problems they may have without fear of reprisal.

Create a promotion system that is transparent and based on merit, not favouritism. Regular performance reviews, chances for skill improvement and career advancement, and unambiguous criteria for promotion are a few examples of this.

To lessen the monotony and boredom associated with repeated work, increase the variety of job roles. To make work more engaging and fascinating, this can entail job switching, cross-training, or the use of new tools and technology.

More support should be given to workers who are experiencing fatigue, discomfort, and musculoskeletal diseases. This can entail supplying ergonomic workspaces, providing access to free or heavily cheap healthcare, and providing physical therapy and other therapies.

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