



Master's Degrees by Examination and Dissertation Declaration Form.

1. This work has not previously been accepted in substance for any degree and is not being concurrently submitted in candidature for any degree.
Signed: Dharmik Vinodbhai Soni

Date: 22nd January 2024

2. This dissertation is being submitted in partial fulfilment of the requirements for the degree of Master in Business Administration. Signed:
Dharmik Vinodbhai Soni

Date: 22nd January 2024

3. This dissertation is the result of my own independent work/investigation, except where otherwise stated.

Other sources are acknowledged by footnotes giving explicit references.

A bibliography is appended.

Signed candidate: Dharmik Vinodbhai Soni

Date: 22nd January 2024

4. I hereby give consent for my dissertation, if accepted, to be available for photocopying, inter- library loan, and for deposit in the University's digital repository

Signed (candidate): Dharmik Vinodbhai Soni

Date: 22nd January 2024

Supervisor's Declaration.

I am satisfied that this work is the result of the student's own efforts.

Signed: (Rene Shetty)

Date: 25/01/24



PRIFYSGOL CYMRU

Y Drindod Dewi Sant

UNIVERSITY OF WALES

Trinity Saint David

E2 FORM

APPLICATION FOR ETHICAL APPROVAL – MA level

CAIS AM GYMERADWYAETH MOESEGOL – Lefel MA

CEFNOGWYD /
APPROVEDA GYFEIRIWD /
REFERREDNIS CEFNOGWYD/
NOT SUPPORTED

Mae'r ffurflen hon i'w llenwi gan bob myfyriwr MA cynnal ymchwil, prosiectau neu gynrychiadau. Dylai'r ffurflen hon gael ei chwblhau gan y myfyriwr mewn ymgynghoriad â thiwtor y modiwl. Rhaid i bob ffurflen gael ei ystyried gan y Pennaeth Ysgol/Cyfadrn / Gyfadrn. Rhaid i bob ffurflen gael ei gyflwyno i Fwrdd y Gyfadrn Moeseg. Bydd y ffurflen yn cael ei adrodd i'r Pwyllgor Moeseg y BrifYsgol/Cyfadrn os anarferol a / neu y tu allan arferol.

This form is to be completed by all MA students conducting research, projects or productions. This form should be completed by the student in consultation with the module tutor. All forms must be considered by the Head of School/Faculty. All forms must be presented to the Faculty Ethics Board. The form is only to be reported to the University Ethics Committee if it is unusual and/or falls outside of normal practice.

ADRAN 1 – MANYLION MYFYRIWR

SECTION 1 - STUDENT DETAILS

Enw Llawn
Full Name

Soni Dharmik Vinodbhai

Ysgol/Cyfadrn/
Cyfadrn
School/Faculty

School of Business

Rhif Myfyriwr
Student Number

2228186

Tiwtor y Modiwl/ Cydlynnydd
Rhaglen
Module Tutor/ Programme
Co-ordinator

Riaz Bhatti

Enw'r Gradd
Name of DegreeMasters of Business
Administration in
General Management

Teitl dangosol yr Traethawd Hir:

Indicative Title of Dissertation:

Enhancing Employee relations through Training and Development programs at Amazon

ADRAN 2 – GWEITHGAREDD YMCHWIL

SECTION 2 – RESEARCH ACTIVITY

Ydy'r prosiect yn cynnwys:	Does the project include:	Ydy / Yes	Nac ydy/No
Defnyddio holiadur neu offeryn ymchwil tebyg (atodwch gopi drafft)	Use of questionnaire or similar research instrument (attach draft copy)	Yes	
Defnyddio prawf ysgrifenedig neu gyfrifiadurol	Use of written or computerised test		No
Cyfweliad (cysylltwch gwestiynau posibl)	Interview (attach provisional questions)		No
Dyddiaduron	Diaries		No
Arsylwi ar gyfranogwyr a hwythau'n ymwybodol	Participant observation with their knowledge		No

o hynny Arsylwi ar gyfranogwyr a hwythau ddim yn ymwybodol o hynny	Participant observation without their knowledge	No
Recordio fideo neu sain	Video or audio-taping	No
Mynediad i wybodaeth bersonol neu gyfrinachol heb gydsyniad penodol y cyfranogwyr	Access to personal or confidential information without the participants specific consent	No
Defnyddio unrhyw gwestiynau, ysgogiadau prawf, cyflwyniad y gallai rhai cyfranogwyr eu profi fel rhywbeth sy'n achosi niwed / tramgwydd corfforol, meddyliol neu emosiynol	Administration of any questions, test stimuli, presentation that may be experienced as physically, mentally or emotionally harmful / offensive	No
Cyflawni unrhyw weithredoedd allai achosi embaras neu effeithio ar hunan-barch	Performance of any acts which may cause embarrassment or affect self-esteem	No
Ymchwilio i gyfranogwyr sy'n ymwneud â gweithgareddau anghyfreithlon	Investigation of participants involved in illegal activities	No
Gweithdrefnau lle defnyddir twyll	Procedures that involve deception	No
Gweini unrhyw sylwedd, cyfrwng neu blasebo	Administration of any substance, agent or placebo	No
Dull arall o gasglu data neu fformat cyflwyno (esboniwch)	Other method of data collection or presentation format (please explain)	No

Os 'Na' wedi cael ei dicio ym mhob blwch, dylai'r ffurflen gael ei llofnodi gan Bennaeth yr Ysgol/Cyfadrn / Gyfadrn a'r canlyniad a adroddwyd i'r Pwyllgor Moeseg ar ddiwedd y semester.

If 'No' has been ticked in each box, the form should be signed by the Head of School/Faculty/Faculty and the outcome reported to the Ethics Committee at the end of the semester.

Os 'Ydw' wedi cael ei dicio mewn un neu fwy o'r blychau, rhaid i'r myfyriwr gwblhau'r ffurflen hon a'i chyflwyno i diwtor y modiwl. Rhaid i'r ffurflen wedyn yn cael ei ystyried yn y Bwrdd Moeseg Gyfadrn cyn dechrau ar unrhyw waith ymchwil.

If Yes has been ticked in one or more boxes, the student must complete this form and submit it to the module tutor. The form must then be considered at the Faculty Ethics Board prior to the start of any research.

Llofnodau

Os nad oes unrhyw faterion moesegol sylweddol, dylid ffurflen hon gael ei chwblhau a'i llofnodi gan y myfyriwr a'r goruchwyliwr ac yna llofnodi gan Bennaeth yr Ysgol/Cyfadrn.

Signatures

If there are no significant ethical issues, this form should be completed and signed by both the student and the supervisor and then signed by the Head of School/Faculty.

Myfyriwr / Student: Dharmik Vinodbhai Soni	Dyddiad: / Date: 22 nd January 2024
Cydlynnydd y prosiect / Tiwtor Project co-ordinator / Tutor Arolygwr / Supervisor	Dyddiad: / Date:
Pennaeth Ysgol/Cyfadrn / Head of School/Faculty	Dyddiad: / Date

1.	Braslun o'r prosiect	Project outline
This project examines if Amazon's training programs make employees more skilled, efficient and motivated. Received 31 employee anonymous response across roles (Customer-Faced roles) assessed perspectives on available training avenues and their perceived impacts. Results reveal most employees confirm training helps strengthen work quality, coordination with colleagues, career progress and engagement. This aligns with theories that formal learning develops workforce capabilities and productivity. However, some employees unexpectedly report negligible gains or lowered motivation after training. This signals gaps in customizing content relevance, tracking participation issues and providing manager support - preventing uniformly positive outcomes. Addressing those gaps can optimize Amazon's already substantial training ecosystem to ensure everyone benefits through enhanced performance and collaborative abilities vital for long-term success. Fundamentally, keep strengthening training relevance while better monitoring adoption barriers can motivate all employees through skill growth tied to company priorities. The integrated findings aim to guide collaborative improvements maximizing individual and operational excellence - the purpose of strategic training programs.		
2.	Disgrifiad Rhowch fraslun cryno o'r prosiect, heb unrhyw jargon, ac yn cynnwys beth bydd angen i'r cyfranogwyr ei wneud. Esboniwch unrhyw dermau technegol neu derminoleg sy'n benodol i'r ddisgyblaeth (Uchafswm 300 o eiriau.)	Description Provide a brief outline, free from jargon, of the project including what participants will be required to do. Explain any technical terms or discipline specific terminology (Max 300 words.)
This project seeks to understand if the training opportunities provided to Amazon employees make them better at their jobs and more motivated. It involves surveying a small group of employees based in UK Amazon offices about their perspectives regarding Training programs and other skill development offerings made accessible to them. Participation simply requires honestly sharing experiences regarding the available training channels – their usefulness, frequency of updates, how easy/difficult it is to discover the details, and perceived impacts on individual productivity, teamwork, and career progress. Interested in gathering employee insights without any judgment – both positive impressions and critical feedback. The goal is to determine if employee relations will be impacted by training and learning programs. The data patterns will inform realistic recommendations consistent with company values and culture to strengthen existing learning avenues – one of the foremost conduits for continually empowering the workforce, who ultimately drive organizational prosperity through dedication and performance excellence.		
3.	Dulliau Arfaethedig: Rhowch fraslun o'r dulliau casglu data neu o natur yr amser mewn ymarferiadau (hyd at 500 o eiriau).	Proposed Methods: Outline how the data will be collected or the nature of rehearsal time (up to 500 words).
The project is about how the training and learning programs impact Employee relations at the company – Amazon, the employees will be sent out a forms link to fill the questionnaire which is completely anonymous and no personal questions of employees are involved in it and its purely related to training and development programs. The data is of 31 responses are only used to analyse and see if the employee relations affected or not.		
5.	Lledaenu Gwybodaeth / Cynulleidfa: Rhestrwch i bwy y rhoddir neu y dangosir copi	Dissemination of Information / Audience: List to whom a copy of the results or final report /

o'r canlyniadau neu adroddiad / cyflwyniad presentation will be given or shown.
terfynol.

The responses collected will be only used for analysis to prove the aim of the topic and analyze using different methods such as to check correlation and regression model to understand the relation between Training and Development programs and Employee relations

6. **Lleoliad y Prosiect:**
Nodwch bob lleoliad lle y cesglir data neu y cynhelir ymarferiadau / cynhyrchiad. **Location of Project:**
Identify all locations where data will be collected or rehearsals/ production will take place.

This is an e-questionnaire and used within in the UK.

7. **Cymeradwyaeth Arall:** Oes angen cael cymeradwyaeth unrhyw sefydliad arall cyn cychwyn neu gwblhau'r prosiect? Os felly, gan bwy ac a ydy wedi'i sicrhau eisoes? **Other Approvals:** Is there a requirement for approval from any other organisation / institution prior to starting or completing the project? If so, by whom and has it been obtained?

It has been obtained from Amazon – HRBP through an email.

ADRAN 4 – MANYLION CYFRANOGWYR / CYNULLEIDFA

SECTION 4 - PARTICIPANT / AUDIENCE DETAILS

Pwy yw'r cyfranogwyr arfaethedig?	Who are the intended participants?	Ydw / Yes	Na / No
Myfyrwyr / staff Y Drindod Dewi Sant	Students / staff of Trinity Saint David		No
Oedolion (dros oed 16 ac yn gymwys i gydsynio)	Adults (over the age of 16 and competent to give consent)	Yes	
Plant a phobl ifanc dan oed	Children / legal minors		No
Cleifion neu gleientiaid gweithwyr proffesiynol	Patients or clients of professionals		No
Rhywun sy'n cael ei gadw yn y ddalfa neu y mae'r llys wedi cymryd cyfrifoldeb amdano	Anyone in custodial care or for whom the court has assumed responsibility		No
Aelod o unrhyw sefydliad lle mae'n bosibl bod angen i unigolyn arall hefyd gydsynio.	A member of any organisation where another individual may also need to give consent.		No
Eraill: Nodwch: / Others: please identify:			

Nifer, Oed a Ffynhonnell y Cyfranogwyr

Participant / Audience Number and Age

Rhowch fanylion yr demograffeg y cyfranogwyr / gynulleidfa.	Provide details of the demographics of the participants / audience.		
Nifer o Gyfranogwyr / yn y Gynulleidfa	Participant/ number	Audience	31
Grŵp oedran y Cyfranogwyr/y Gynulleidfa	Participant/ group	Audience age	25-40

ADRAN 5 – RISGIAU YN PROSIECT

SECTION 5 – RISKS IN PROJECT

Bydd y diffyg ateb cadarnhaol i bob un o'r cwestiynau hyn yn arwain at y gofyniad eglurhad a gallai arwain at oedi yn eich ymchwil. Dim neu Dim NID yn dderbyniol.	A lack of a positive answer to all of these questions may result in the requirement of further explanation and a delay in your research. None or Nil is not acceptable.
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Risg Posibl: (corfforol, seicolegol, cyfreithiol, cymdeithasol neu economaidd)		Potential Risk: (physical, psychological, legal, social or economic)				
A oes unrhyw risg bosibl i:		Is there any potential risk to:	Ydw Yes	/	Na No	/
A	Cyfranogwyr?	Participants?			No	
B	Ymchwilydd?	Researcher?			No	
C	BrifYsgol/Cyfadrn?	University?			No	

2	Rheoli Risg: Os oes, beth yw'r risg a sut y bydd yn cael ei reoli?	Management of Risk: If yes, what is the risk and how will it be managed?

3	Os ydych yn delio â phlant ac oedolion sy'n agored i niwed a ydych wedi gwneud cais am dystysgrif DRS?	If you are dealing with children and vulnerable adults have you applied for a DRS certificate?

ADRAN 6 – MONITRO, ADBORTH A CHYFRINACHEDD

SECTION 6 - MONITORING, FEEDBACK AND CONFIDENTIALITY

1.	Monitro: Os ydych yn sylwi ar unrhyw ymddygiad sy'n groes Cod y BrifYsgol/Cyfadrn Ymarfer, unrhyw ganllawiau a gyhoeddir gan y gymdeithas broffesiynol priodol neu weithred anghyfreithlon.	Monitoring: Should you observe any behaviour that contravenes the University's Code of Practice, any guidelines published by the appropriate professional association or is illegal outline the
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Amlinellwch eich strategaeth adrodd.

strategy of your reporting action.

		Ydw / Yes	Na / No
A wnewch chi roi gwybod am unrhyw ymddygiad sydd yn erbyn Cod Ymarfer y BrifYsgol/Cyfadrn neu sy'n anghyfreithlon?	Will you report any behaviour that is against the University's Code of Practice or is illegal?	Yes	
A ydych yn darparu adborth i'r cyfranogwyr?	Will feedback be provided to participants?		No
A fyddwch yn dogfennu'r 'caniatâd i gymryd rhan yn y prosiect'	Will you be documenting the 'consent to participate in the project'		No

ADRAN 7 – STORIO, DIOGELWCH A MYNEDIAD I DDATA

SECTION 7 - DATA ACCESS, STORAGE AND SECURITY

		Ydw / Yes	Na / No
1.	Ydych chi'n gyfrifol am storio a diogelwch y data eu casglu?	Yes	
2.	Sut y bydd y data yn cael ei storio?	How will the data be stored? – Through Google forms as the responses will be collected Anonymously	
3.	Mynediad i Ddata: Pwy fydd yn cael mynediad at y data? A oes unrhyw amodau i gael mynediad?	Data Access: Who will have access to the data? Are there are any conditions to access?	

Only the Researcher and Tutor

4.	Cyfrinachedd / Anhysbysrwydd: Rhestrwch y dulliau a fydd yn cael eu defnyddio i sicrhau cyfrinachedd ac anhysbysrwydd y cyfranogwyr.	Confidentiality / Anonymity: List the methods that will be used to ensure the confidentiality and anonymity of participants.
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The responses are collected through – Google forms so no the responses are anonymous and personal details are asked in the questionnaire

ADRAN 7 – DATGANIAD

SECTION 7 - DECLARATION

Rhaid i'r adran hon gael ei chwblhau gan bob parti perthnasol cyn y gellir cyflwyno' r cais i'r Bwrdd Moeseg Gyfadran.

This section must be completed by all concerned parties before it can be submitted to the Faculty Ethics Board.

Datganiad

Mae'r wybodaeth a gynhwysir yma yn gywir, hyd eithaf fy ngwybodaeth a'm cred. Rwyf wedi ceisio dynodi unrhyw risgiau a phroblemau sy'n gysylltiedig â'r prosiect / ymchwil neu gynhyrchiad ac rwyf yn cydnabod f'ymrwymadau innau a hawliau'r cyfranogwyr.

Declaration

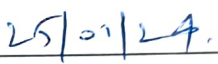
The information contained herein is, to the best of my knowledge and belief, accurate. I have attempted to identify any risks and issues related to the project/research or production and acknowledge my obligations and the rights of the participants.

Llofnodau

Dylai'r ffurflen hon gael ei chwblhau a'i llofnodi gan y myfyriwr a'r goruchwyliwr lofnodi ac yna gan Bennaeth yr Ysgol/Cyfadrn/

Signatures

This form should be completed and signed by both the student and the supervisor and then signed by the Head of School/Faculty

Myfyriwr / Student: Dharmik Vinodbhai Soni	Dyddiad: / Date: 22 nd January 2024
Cydlynnydd y prosiect / Tiwtor Project co-ordinator / Tutor Arolygwr / Supervisor  	Dyddiad: / Date: 
Pennaeth Ysgol/Cyfadrn / Head of School/Faculty	Dyddiad: / Date
Rhaid i bob cais am ymchwil ar sail cyfweiliadau gynnwys y dogfennau canlynol:	All interview based research applications must provide the following pro-forma documents:
1. Ffurflen gydsynio ddrafft 2. Sampl o'r cwestiynau a ofynnir 3. Taflen wybodaeth am yr ymchwil sy'n esbonio'n glir ddiben y prosiect, y deilliannau disgwylidig a'r rheini y dangosir y canlyniadau iddynt.	1. A draft consent form 2. A sample of the questions that will be asked 3. An information sheet on the research that clearly explains what the project is, what the expected outcomes are and who the results will be shown to.

DYCHWELWCH I'R GYFADRAN MOESeg CYDLNYDD

PLEASE RETURN TO THE FACULTY ETHICS CO-ORDINATOR

Cadeirydd y Pwyllgor MoeSeg Gyfadrn /Chair of the Faculty Ethics Committee

Dyddiad: / Date: