

Research Process Reflection

Completing this research project has been a valuable learning experience that has improved my research, analytical, and academic writing skills. The aim of this study was to investigate how automation in Amazon's warehouse operations affects organizational performance and workforce sustainability. Throughout the research process, I developed a better understanding of how to plan and carry out academic research while using reliable sources to answer research questions.

One of the first challenges I faced was selecting appropriate academic literature. There is a large amount of information available on automation, artificial intelligence and Amazon's warehouse operations, but not all sources are reliable or relevant. Learning how to search academic databases such as Google Scholar, ScienceDirect, and Emerald Insight helped me identify high-quality peer-reviewed journal articles and books. I also learned the importance of applying inclusion and exclusion criteria to ensure that only relevant studies were included in the systematic literature review. This process improved my ability to evaluate the quality and credibility of academic sources.

Another important part of the research process was understanding how to compare different authors' views rather than simply describing their findings. At first, I found it difficult to identify similarities, differences and debates within the literature. As I read more journal articles, I became more confident in analyzing different perspectives. For example, while many authors agreed that automation improves productivity and operational efficiency, others highlighted concerns about employee wellbeing, job security, and workforce sustainability. Comparing these viewpoints helped me develop a more balanced discussion and strengthened the overall quality of the research.

Time management was another important lesson learned during this project. Completing each chapter required careful planning to allow enough time for reading, note-taking, writing, and proofreading. Breaking the research into smaller tasks made the project more manageable and helped me meet deadlines. This experience has improved my organizational skills, which will be valuable in future academic work and professional settings.

The research also improved my academic writing skills. I learned how to structure a dissertation using clear headings, logical arguments, and evidence from academic literature. In addition, I became more confident in using Harvard (Cite Them Right)

referencing. Correctly citing sources and creating a reference list helped me understand the importance of academic honesty and avoiding plagiarism. These skills are essential for producing high-quality academic work.

Using a systematic literature review as the research method also helped me understand the importance of following a structured research process. Recording the search strategy, selecting suitable databases, and applying inclusion and exclusion criteria made the research more transparent and reliable. Although using secondary data meant that I could not collect first-hand opinions from Amazon employees, the systematic review provided a broad understanding of the topic by combining evidence from different academic sources.

Overall, this research project has increased my knowledge of warehouse automation, organizational performance, and workforce sustainability while developing important academic and professional skills. It has improved my ability to search for information, critically analyse research, manage my time, and communicate findings effectively. These skills will support my future studies and will also be valuable in a professional career where research, problem-solving, and evidence-based decision-making are important.