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## Introduction

Amazon's primary business is e-commerce, where it offers a wide range of products and services to customers around the world. The company operates retail websites for various countries, including the United States, Canada, the United Kingdom, France, Germany, Italy, Spain, and Japan. The company also offers a variety of other services, such as Amazon Prime, a subscription service that offers free two-day shipping, streaming of movies and TV shows, and other perks.

In addition to its e-commerce business, Amazon also has a growing presence in cloud computing through its Amazon Web Services (AWS) division. AWS provides a wide range of cloud-based services to businesses and organizations, including storage, computing power, and databases.

Amazon has also invested heavily in the field of artificial intelligence (AI) and machine learning. The company's AI services, such as Amazon Alexa and Amazon Rekognition, are used by developers and businesses to add voice and image recognition capabilities to their products and services.

In the media and entertainment field, the company has its own streaming service called Amazon Prime Video, which offers a wide range of movies, TV shows, and original content to subscribers.

Overall, Amazon has become a one-stop-shop for a wide range of products, services and solutions, making it one of the most important players in the tech industry

## About HR in Amazon

Human resources (HR) plays a crucial role in the operations of Amazon. The company's HR department is responsible for recruiting, hiring, and training employees, as well as managing employee benefits and compensation.

Amazon's recruitment process is highly competitive, and the company receives thousands of applications for each open position. The company uses a variety of methods to attract top talent, including online job postings, campus recruiting, and employee referrals. Amazon also partners with organizations such as the National Association of Black Engineers and the National Society of Hispanic MBAs to recruit underrepresented groups.

Once hired, Amazon employees go through an intensive training process that includes both online and in-person training. Amazon also offers a variety of programs to help employees advance their careers, including leadership development programs and internal job rotations.

In terms of employee benefits, Amazon offers a comprehensive package that includes health insurance, retirement plans, and paid time off. The company also provides employee discounts on Amazon products and services, as well as access to an employee stock purchase plan.

In recent years, Amazon has faced criticism over its working conditions, particularly in its warehouses. The company has faced lawsuits and protests from workers and labor advocates over issues such as low pay, lack of benefits, and poor working conditions. Amazon has responded by raising its minimum wage and improving conditions in its warehouses.

Overall, Amazon's HR department plays a key role in attracting, developing, and retaining top talent to support the company's continued growth and success.

One of Amazon's HR policies that has been widely criticized is their strict attendance policy. The company has a "time-off task" system that tracks attendance, and employees who have too many absences can be fired. This policy has been criticized for not considering valid reasons for absences, such as medical issues or caring for a family member.

Another criticism of Amazon's HR policy is their lack of transparency in their performance evaluation process. Employees have reported feeling uncertain about how their performance is being evaluated and what they need to do to improve. Additionally, Amazon has faced criticism for the working conditions in their warehouses, with reports of high-pressure and demanding work environments, as well as inadequate safety measures.

Despite the company's rapid growth and success, these issues point to a need for Amazon to re-evaluate and potentially revise their HR policies to better support the well-being and job satisfaction of their employees. This could include revising attendance policies to consider valid reasons for absences, increasing transparency in the performance evaluation process, and implementing stricter safety measures in their warehouses.

The HR system in Amazon is designed to support the company's HR policies and goals. Some key features of Amazon's HR system include:

1. **Automated HR processes:** Amazon uses technology to automate and streamline HR processes, such as benefits enrollment, performance management, and employee data management.
2. **Data-driven insights:** Amazon's HR system provides real-time data and insights to help managers make informed decisions about talent management.
3. **Mobile accessibility:** Amazon's HR system is accessible via mobile devices, making it easy for employees to access information and manage their HR needs while on-the-go.
4. **Employee self-service:** Amazon's HR system allows employees to manage their personal information, benefits, and time-off requests online.
5. **Performance tracking:** Amazon's HR system includes tools for managers to track employee performance and provide regular feedback.
6. **Career development:** Amazon's HR system includes resources and tools to support employees in advancing their careers, such as training programs and mentorship opportunities.

The HR system in Amazon plays a critical role in helping the company attract, retain, and develop top talent. By using technology to automate HR processes and provide real-time insights, Amazon is able to create a more efficient and effective HR system that supports its employees and contributes to the company's success.

### HR policy for amazon

Here is a potential HR policy that Amazon could implement to address some of the criticisms of their current policies:

1. **Attendance Policy:** Amazon recognizes that employees may need time off for personal or medical reasons. The company will adopt a "no-fault" attendance policy, which means that absences will not be counted against employees, as long as the absences are for valid reasons and the employee has provided proper documentation.
2. **Performance Evaluations:** To increase transparency and consistency in the performance evaluation process, Amazon will implement a standardized evaluation form for all employees. The form will include specific performance metrics and expectations for each role, and evaluations will be conducted on a regular basis, such as annually. Additionally, all employees will have the opportunity to provide feedback on their evaluation, and managers will be trained on how to conduct fair and unbiased evaluations.
3. **Health and Safety:** Amazon is committed to providing a safe and healthy working environment for all employees. The company will conduct regular health and safety audits of all warehouses and offices, and will take appropriate measures to address any identified hazards. Additionally, Amazon will provide all employees with personal protective equipment, and will provide training on safe work practices.
4. **Work-Life Balance:** Amazon recognizes the importance of work-life balance for its employees. The company will offer flexible work arrangements, such as telecommuting

and flexible schedules, to support employees in balancing their personal and professional responsibilities. Additionally, the company will provide employees with access to an Employee Assistance Program (EAP) to support employees in maintaining their mental and physical well-being.

5. **Communication and Transparency:** Amazon will foster an open and transparent culture, where employees feel comfortable raising any concerns they may have about HR policies. The company will establish an employee feedback system, where employees can submit anonymous feedback, and will conduct regular surveys to assess employee satisfaction with HR policies.
6. **Compliance:** Amazon will make sure that all policies and procedures comply with state and federal laws and regulations related to employee rights and safety. Additionally, the company will review and update policies regularly to ensure they are up-to-date and effective.

Please note that these are just suggestions and Amazon should conduct a thorough analysis of their current policies and operations before implementing any changes. They should also consult with legal and compliance experts to ensure that their policies are following all relevant laws and regulations.

#### A. [how to improve employee retention;](#)

To improve employee retention, Amazon could implement an employee recognition program that rewards employees for their contributions to the company. The program could include things such as bonuses, gift cards, and time off for employees who have reached milestones, such as their anniversary with the company or have completed a big project. Additionally, the

company could conduct regular employee surveys to get feedback on job satisfaction, and act to address any issues that are identified

## B. Customer Service Practices

To improve customer service practices, Amazon could provide customer service representatives with more thorough training on product knowledge and effective communication techniques. The company could also establish a customer service mentorship program, where new customer service representatives are paired with experienced representatives to learn the ropes. Additionally, Amazon could establish a customer service rewards program, where representatives who receive high customer satisfaction ratings are recognized and rewarded.

To improve customer service practices, Amazon could implement the following policies:

1. **Personalized customer service:** Amazon could invest in technologies that would enable customer service representatives to access customer information and purchase history, allowing them to provide more personalized and relevant assistance. This could include using chatbots or AI-powered tools to respond to customer inquiries quickly and efficiently.
2. **Multi-channel support:** Amazon could provide customers with multiple channels to reach out for support, such as phone, email, live chat, and social media. This would give customers more flexibility in choosing the most convenient way to contact the company.
3. **Continuous training and development:** Amazon could establish a customer service training program that would provide customer service representatives with the skills and knowledge needed to deliver high-quality service. The program could include regular workshops, webinars, and on-the-job training.



4. Incentivize customer service: Amazon could provide customer service representatives with incentives, such as bonuses or promotions, for providing excellent service. This would encourage customer service representatives to go above and beyond in meeting customer needs and expectations.
5. Empower representatives: Amazon could empower customer service representatives to make decisions and resolve customer issues quickly and effectively, without needing to escalate the problem to a manager. This would help to provide faster and more efficient service to customers.
6. Feedback and follow-up: Amazon could establish a feedback mechanism for customers to provide feedback on their customer service experience. The company could also follow up with customers after an interaction to ensure that their issues were resolved to their satisfaction.

#### C. more effective customer service practices;

To improve interoffice communication, Amazon could invest in communication technologies, such as instant messaging and video conferencing. The company could also establish guidelines for effective communication, such as promoting the use of these technologies and encouraging employees to share information and collaborate with one another.

the use of technology to improve interoffice communication

To improve interoffice communication using technology, Amazon could implement the following policies:

1. Unified communication platform: Amazon could invest in a unified communication platform that would allow employees to communicate and collaborate using various tools such as instant messaging, video conferencing, and file sharing. This would provide a centralized location for all communication and make it easier for employees to stay connected and informed.

2. Cloud-based tools: Amazon could invest in cloud-based tools that would allow employees to access and share documents, data, and information from any location and device. This would enable employees to collaborate more effectively and make it easier for them to access the information they need.
3. Project management software: Amazon could invest in project management software that would allow employees to track the progress of projects, assign tasks, and share documents. This would make it easier for employees to stay on top of their responsibilities and collaborate more effectively.
4. Social media: Amazon could establish internal social media groups where employees can share information, ask questions, and provide feedback. This would help to foster a sense of community and encourage employee engagement.
5. Mobile access: Amazon could ensure that employees have access to communication and collaboration tools on their mobile devices. This would enable employees to stay connected and informed, even when they're away from their desks.
6. Guidelines and best practices: Amazon could establish guidelines and best practices for using technology to improve interoffice communication. This could include training employees on how to use different tools effectively, promoting the use of technology in communication and collaboration, and encouraging employees to share information and collaborate with one another.

#### D. Employee Performance Appraisals

To create or revise employee performance appraisals, Amazon could implement a clear and consistent evaluation process for all employees. This could include setting measurable goals and objectives for each role, and providing regular feedback on progress throughout the year. Additionally, the company could establish a training and development program for employees

who are struggling to meet expectations, with the goal of helping them improve their performance.

To create or revise employee performance appraisals, Amazon could implement the following policies:

- A. Clear and measurable goals: Amazon could establish clear and measurable goals for each role, and ensure that employees understand what is expected of them. This would make it easier for employees to track their progress and for managers to evaluate their performance.
- B. Regular feedback: Amazon could provide employees with regular feedback on their performance, rather than waiting for an annual review. This would enable employees to address any issues and make improvements throughout the year.
- C. Self-evaluation: Amazon could encourage employees to participate in a self-evaluation process, where they can reflect on their own performance and provide feedback to their managers. This would help to ensure that evaluations are fair and unbiased.
- D. Training and development: Amazon could establish a training and development program for employees who are struggling to meet expectations. The program could include workshops, webinars, and on-the-job training, and would help employees improve their performance and achieve their goals.
- E. Incentives: Amazon could provide employees with incentives, such as bonuses or promotions, for meeting or exceeding performance expectations. This would encourage employees to work harder and achieve their goals.
- F. Compliance: Amazon should ensure that the performance appraisal process follows all state and federal laws and regulations related to employee rights and provide a fair, transparent, and objective process.

## Job listing

### Job Listing: Secretary

Amazon is seeking a highly organized and professional Secretary to support our busy office. The ideal candidate will have excellent administrative skills and experience working in a fast-paced office environment.

#### Responsibilities

- A. Scheduling and coordinating meetings and appointments
- B. Answering and directing phone calls
- C. Filing and maintaining confidential documents
- D. Prepare and distribute correspondence, reports, and other written materials
- E. Provide general administrative support to the department

#### Qualifications

- A. High school diploma or equivalent
- B. +2years of administrative experience
- C. Strong organizational and time management skills
- D. Excellent written and verbal communication skills
- E. Proficient in Microsoft Office

#### Starting Salary

\$40,000 - \$50,000

### Job Listing: Marketer

Amazon is seeking a talented and creative Marketer to join our team. The ideal candidate will have experience developing and implementing marketing strategies and campaigns.

#### Responsibilities

1. Develop and execute marketing campaigns

2. Collaborate with cross-functional teams to create marketing materials and promotions
3. Conduct market research to identify new opportunities
4. Analyze data to track campaign performance and adjust strategies as needed
5. Manage relationships with external partners and vendors

### Qualifications

- A. Bachelor's degree in Marketing or related field
- B. +3years of marketing experience
- C. Strong analytical and problem-solving skills
- D. Excellent written and verbal communication skills
- E. Strong project management skills

### Starting Salary

\$60,000 - \$80,000

### Job Listing: Operations Manager

Amazon is seeking an experienced Operations Manager to lead and manage our warehouse operations. The ideal candidate will have experience leading teams and implementing operational improvements.

### Responsibilities

1. Oversee day-to-day warehouse operations
2. Develop and implement strategies to improve efficiency and productivity
3. Lead and manage a team of warehouse workers
4. Collaborate with cross-functional teams to ensure timely and accurate order fulfillment
5. Analyze data to track performance and identify areas for improvement

### Qualifications

- A. Bachelor's degree in Business Administration or related field
- B. +5years of experience in operations management
- C. Strong leadership and management skills
- D. Excellent analytical and problem-solving skills
- E. Strong project management skills

### Starting Salary

\$80,000 - \$100,000

### Health, Safety, and Wellbeing Guide

A Health, Safety, and Wellbeing Guide is a document or resource that provides information and guidelines for maintaining physical and mental health, safety, and overall well-being in a particular environment or situation. This guide can be designed for a specific workplace, school, community, or organization and may cover topics such as occupational health and safety, emergency preparedness, stress management, physical fitness, and healthy living habits.

In a large corporation, a Health, Safety, and Wellbeing Guide typically serves as a comprehensive resource for employees to follow in order to maintain a safe and healthy work environment. It typically covers the following areas:

1. Occupational health and safety: outlines the company's policies, procedures, and best practices to prevent accidents, injuries, and illness in the workplace.
2. Emergency preparedness: provides information on how to respond to various types of emergencies, such as fire, natural disasters, or medical emergencies.
3. Workplace wellness: offers tips and resources for maintaining physical and mental health, including stress management, exercise, and healthy living habits.

4. Diversity and inclusion: promotes a safe and inclusive workplace by addressing harassment, discrimination, and other forms of bias.
5. Employee benefits: explains the company's policies on health insurance, paid time off, and other benefits available to employees.

At Amazon, the health, safety, and wellbeing of our employees is a top priority. We are committed to providing a safe and healthy working environment for all employees and have established the following guidelines to ensure that our employees are protected:

- A. Regular health and safety training will be provided to all employees, to ensure that they are aware of and can follow safe work practices.
- B. Regular safety audits will be conducted to identify and address any hazards in the workplace.
- C. Personal Protective Equipment (PPE) will be provided to all employees who are working in areas where it is required.
- D. Employee Assistance Program (EAP) will be available to all employees, providing support and resources for mental and physical well-being.
- E. Employees will be encouraged to report any health and safety concerns to their supervisor, and the company will investigate and address any reported issues in a timely manner.
- F. Regular breaks will be provided to all employees, to ensure they are able to rest and recharge throughout the day.
- G. Flexible work arrangements, such as telecommuting and flexible schedules, will be encouraged to promote work-life balance.
- H. First-aid kits will be readily available in all work areas, and emergency procedures will be in place to ensure that employees are able to receive medical attention promptly in

At Amazon, the health, safety, and wellbeing of our employees is a top priority. We are committed to providing a safe and healthy working environment for all employees and have established the following guidelines to ensure that our employees are protected:

- A. Regular health screenings and vaccinations will be provided to all employees.
- B. An Employee Assistance Program (EAP) will be provided to support employees in maintaining their mental and physical well-being.
- C. Strict health and safety guidelines will be developed and enforced for the workplace, including guidelines for ergonomics, hazardous materials, and emergency procedures.
- D. Yoga classes, meditation sessions, and healthy eating options will be encouraged to prioritize employee's physical and mental well-being
- E. Regularly review and update policies to ensure they comply with all state and federal laws related to employee health and safety.
- F. Flexible work arrangements, such as telecommuting and flexible schedules, will be encouraged to promote work-life balance.

All employees are expected to follow these guidelines and report any health or safety concerns to their supervisor immediately.

## conclusion

In conclusion, Amazon's HR policies are designed to support the well-being and success of its employees. The company's commitment to equal opportunities, comprehensive benefits, diversity and inclusion, performance management, training and development, work-life balance, and health and safety demonstrates a strong focus on employee satisfaction and growth. These policies help attract and retain top talent and contribute to the overall success of the company.

Additionally, Amazon's HR policies align with its company culture of innovation, customer obsession, and long-term thinking. By offering a supportive and inclusive workplace, Amazon creates an environment that fosters creativity, collaboration, and continuous learning. These



policies, combined with a clear focus on results, have contributed to Amazon's success as a global technology leader.

Overall, Amazon's HR policies reflect a deep understanding of the importance of treating employees with respect and providing opportunities for growth and development. These policies play a crucial role in creating a positive and productive workplace, which helps Amazon maintain its position as one of the world's most innovative and successful companies.

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