**Developing Relationships and Workplace Achievements  
BMSW 5102**

**INDIVIDUAL REPORT ON- DEVELOPMENT OF A PLAN BY MEETING THE IDENTIFIED PERSONAL DEVELOPMENT NEEDS AND EXPECTATIONS OF INDIVIDUAL EMPLOYEES IN AMAZON**

**Executive Summary**

This report focuses on analysing HR and skills that helps in employee skills which impacts on the needs and expectations which also impacts in the workplace functions. A professional development plan has also been formed considering the implications and action. This report is helpful to highlight the importance of training and develop0m,ent for the HR officials.

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# 1. Introduction

Professional development helps in analysing individual growth that also contributes to understand the impact of productivity and inclusiveness within the organisation. Employees have the notion to obtain individual skills and enhance those skills in practical terms while working under organisations. HR or Human resource management is a key function for businesses that enables the skill development of the employees and their productivity within an organisational approach. In this report, the individual employee needs of Amazon have been evaluated along with a professional development plan which emphasises meeting unmet employee expectations. Furthermore, critical evaluation of development vehicles to understand individual employee needs have also been discussed in this report.

# 2. Evaluation of development vehicles and their appropriateness

HR officers that are involved in understanding the performances are crucial in understanding implications that are helpful in understanding the scope of that are important to analyse the usage of tools. Multinational company such as Amazon finds it important to examine the key roles that are important to consider in this regard. Therefore, it is important to consider the implications that are key to focus on understanding the job roles and efficiency in developing the potential implications that are important to develop (Bommasani *et al.* 2021). The HR roles are also important considering the implications of the system which impacts on the workflow. The critical evaluation of development vehicles is helpful to enhance the performance of the HR officers and encourage them to enhance the employee engagement rate. Development vehicles include performance appraisal tools and techniques such as ranking and confidential reports that are effective to identify the development needs of the employees. The performance appraisal tools are such as ranking, confidential reports, and graphic rating scales which are effective to develop the essential qualities among the employees.

## 2.1 Ranking

Ranking refers to the process of making classifications of the employees based on their performance and abilities. According to the views of Camilleri (2021), the usage of ranking as a performance rating tool is effective to evaluate the performance of the employees. Besides, the ranking is a system that is effective to enhance employee satisfaction by providing effective chances for promotion. The ranking system is helpful to summing up the past data of individual employees that is helpful to identify the capable employees for higher posts. As mentioned by Sułkowski *et al.* (2020), the ranking process is helpful to encourage the employees for more quality work that is essential to maintain the success of the organisation. As a multinational company Amazon uses the ranking process based on the past performance of individual employees. It is helpful to monatin the inclusivity of the workplace by providing equal chances to the employees. Amazon provides chances to categorise the job roles accordingly by considering individual potential to ensure the proper engagement of the employees (amazon.jobs, 2023). The categorisation of jobs is helpful for the employees of Amazon as it is helpful to encourage them for more systematic and effective work. The ranking system is helpful to encourage the other employees of the company for more potential work processes as it provides them chances of having promotion.

## 2.2 Confidential reports

The confidential reports are the key factor that is helpful to enhance the performance of the employee. It helps the company officials and supervisors to obtain data regarding the duty of the employees. According to the views of Dwivedi *et al.* (2021), the usage of confidential reports is effective to be up to date with the information regarding employee satisfaction and potentiality. The performance rating process becomes easier with the help of confidential reports as it helps to assess relevant information regarding the work process and the employee engagement rate. As a multinational company Amazon uses the confidential reports of the employees to obtain the drawbacks and the strengths of the employees. Amazon used to maintain specific softwares such as MS. word that is effective to store relevant data regarding individual employees (amazon.jobs, 2023). The usage of confidential reports is effective to identify the drawbacks regarding the work process of Amazon that is effective to enhance the work process. The confidential report contains information regarding the p-ast performances of the employees that is effective to enhance the work process by improving the drawbacks. On the other hand, the usage of confidential reports is effective to provide justified opportunities to the employees. Confidential reports are effective to encourage the employees for future improvements as it shows them the drawbacks for their work process.

## 2.3 Graphic rating scale

The graphic rating scale is the important performance appraisal tool that helps to evaluate customer engagement rate, performance and productivity rate of the Amazon employees. According to the views of Taherdoost (2019), the usage of graphic rating scale is effective to enhance the employee engagement rate by providing them an overall rating regarding their performance. Therefore, the graphic rating method is effective for the performance scaling as it is helpful to enhance the employee performance rate by highlighting their drawbacks regarding the work process. The company officials of Amazon use a graphic rating scale to analyse the overall performance of the employees. The company officials of Amazon use the system softwares such as Ms Word and Ms Excel to store the statistical data regarding the employees and their performance (amazon.jobs, 2023). The graphic rating scale is effective to produce the statistical data in a systematic method that is essential to enhance the engagement rate of the employees. The graphic rating scale is helpful to enhance the performance of the employees. Furthermore, the usage of the graphic rating scale is effective to enhance the employee engagement rate in Amazon. Graphic rating scale is helpful to enhance the employee performance by ensuring the proper rating for their skill.

## 2.4 Essay Evaluation

The essay evaluation is an effective performance rating system as it helps to identify the evaluation of the employees. As mentioned by Hussein (2019), the usage of essay evaluation is helpful to enhance the employees of Amazon for more effective participation regarding the work process. The essay evaluation is a performance rating scale that is essential to encourage the employees for more potential work regarding the company essential. Furthermore, the usage of essay evaluation is effective to track the performance rate of the employees. Furthermore, essay evaluation is helpful to provide a written description of the performance rate of the employees in Amazon (amazon.jobs, 2023). The company officials of Amazon use the easy evaluation to analyse the evaluation rate of the employees. The usage of essay evaluation is essential to enhance the work progress of the organisation by highlighting the existing drawbacks. Therefore, the usage of essay evaluation is helpful to enhance the employee engagement rate by analysing the progress rate of the development process.

# 3. Development of needs of individual employees

The development of needs of individual employees is essential to maintain the inclusivity of the workplace. As mentioned by Stachová *et al.* (2019), the identification of individual needs among the employees is a virtual factor for the HR officials as it helps to enhance the employee engagement rate. The most common individual needs of the employees refers to the factors such as work life balance, fair wages, clear goals and physical and mental wellbeing. The development of needs is essential to provide equal opportunities to the employees of the organisations.

## 3.1 Work life balance

The work life balance is the vital need of the employees as it helps to maintain the satisfaction of the employees. According to the views of Le *et al.* (2020), the HR officials need to help the employees to balance their work life. It is mandatory for the enhancement of employee satisfaction rate. The HR officials of Amazon need to ensure the rate of employee satisfaction by providing effective procedures that are relevant to maintain the shift timing for the employees. The Amazon HR officers use strict guidelines regarding the maintenance of the shift timing to ensure the balancing of work life (amazon.jobs, 2023). Moreover, the usage of proper frameworks regarding the timing of the office activities is essential to maintaining the work life balance for the employees.

## 3.2 Fair wages

The HR officials need to maintain the fair wages system of the employees that is effective to enhance the engagement rate of the employees. According to the views of Whiting *et al.* (2019), the usage of fair wages is essential to enhance the employee engagement rate by maintaining their satisfaction rate regarding the work process. The HR officials need to ensure fair wages for the employees as it is necessary to enhance the customer satisfaction rate. Fair wages is a factor that is helpful to enhance the employee satisfaction rate. The HR officials of Amazon need to ensure the proper increment system for the employees to fulfil the need for a fair wages system (amazon.jobs, 2023). Furthermore, the providence of fair wages enhance the rate of new recruitment that is helpful to enhance the work forces for the company. On the other hand, fair wages are helpful to increase employee satisfaction.

## 3.3 Clear goals

The HR officials need to provide a clear goal for the employees as it is necessary to maintain the success rate of the company. In views of Naidoo and Fisher (2020), the providence of clear goals is effective to ensure the employee satisfaction rate as it helps to enhance the success rate of employees. The HR officials need to provide clear goals to the employees as it is helpful to ensure the success rate of the employee regarding the work process. Besides, the providence of clear goals is effective to ensure the employee satisfaction rate as it is helpful to ensure the success rate of the employees regarding the work process. The HR officials of Amazon need to provide a clear goal to each of the employees to enhance the success rate of the employees within the organisation (amazon.jobs, 2023). Furthermore, the providence of clear goals is effective to ensure the success rate of the employees by ensuring the employee engagement rate.

## 3.4 Physical and mental wellbeing

The physical and mental wellbeing of the employees is essential to enhance the employee satisfaction rate by ensuring the satisfaction rate. According to the views of van Agteren *et al.* (2021), the physical and mental well being of the employees depends on the presence of effective initiatives for the health maintenance. The presence of effective medications and treatment for the medical issues of the employees is helpful to maintain the physical wellbeing of the employees. The HR officials of Amazon provide effective medication and mental health curing activities for employees to ensure the maintenance of physical and mental well being is effective (amazon.jobs, 2023). The providence of effective medication and counselling sessions is effective to enhance the physical and mental wellbeing.

## 3.5 Good leadership

The employee satisfaction rate depends on the providence of good leadership that is effective to reduce issues if the employees regarding teamwork. According to the views of Ciulla (2020), the providence of good leadership is effective to enhance the employee engagement rate that is essential for the growth of the company. The maintenance of good leadership is helpful to mitigate the issues of the employees regarding teamwork. Therefore, the usage of good leadership is essential to enhance the customer engagement rate. The HR officers of AMazon need to identify the past records of the team leaders to ensure the proper choice of team leaders (amazon.jobs, 2023). The maintenance of good leadership is essential to enhance the employee engagement rate by ensuring the providence of helpful leadership for the employees.

# 4. Professional development plan for Amazon

*(Refer to Appendix 1)*

## 4.1 Analysis

During Amazon’s effective functional management, HR skills are required to be aligned with the collective objective of the team which is developed through the identification of team management skills. It is important to develop the professional integrity of individual employees by enhancing their skills and managing their understanding of implications (Zhang *et al.* 2020). The suitability, feasibility and acceptability of the key skills have been important for Amazon considering the performances of individuals involved in the workplace. IT skills help in developing the capability of employees to enhance productivity and reduce technical dependence. Therefore, it can be crucial for the employees of Amazon to enhance their IT skills which are key in enhancing productivity and independence. Communication skills are also required to enhance inter-team communication that is important, while problem-solving skills are also essential in assessing skills and solving complex problems (Dorius *et al.* 2021). Therefore, supervisory management and implication within the employee skill enhancement and settle key regulation. Team building skills also enhance developing leadership capability and settling advantage that helps in developing individual capability of the employees to understand collaborative improvement. It is essential to analyse the objectives with SMART goals which can help the individual employees in understanding involvement.

## 4.2 SMART objectives

| **Factors** | **Goals** | **Timeframe** |
| --- | --- | --- |
| Specific | To enhance the IT skills of more than 25% of the employees | 2-3 months |
| Measurable | To develop communication skills of the employees of 20% of employees | 2-3 months |
| Attainable | To improve the problem-solving skills of the employees by the next financial quarter | 4-5 months |
| Relevant | To enrich the supervisory management skill of all the HR managers in Amazon | 3-4 months |
| Time-bound | To build teams with a collective objective to enhance business revenue by 10 % within 2024 | 3-4 months |

**Table 1: SMART goals framework of Professional development plan for employees in Amazon**

(Source: Created by Author)

It is estimated that aligning SMART framework within the professional development plan has been important for enhancement of HR relations. This also enhances the organisational motivation that contributes in developing performances of the individual employees within Amazon.

# 5. Conclusion

This report can be concluded by stating that individual motivations and skill enhancement is required to develop the performance of the company. Amazon’s focus to meet the requirements of individual employees helps in enhancing the workplace environment which is important to enhance productivity. In this regard, it is important to plan the key activities in advance to determine the development of the performance that contributes in analysing enhancement.

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# Appendices

## Appendix 1: Professional development plan

| **Development**  **Objectives** | **Priority** | **Activities to be**  **undertaken** | **Resources** | **Target**  **Start**  **Date** | **Target**  **End**  **Date** | **Evaluation** |
| --- | --- | --- | --- | --- | --- | --- |
| To enhance IT skills | Usage of Microsoft office and making official presentations | Undertake training to develop IT skills | Computers, internet connection. | 12 January 2023 | 30 March 2023 | This enhances the technological skills of personal development |
| To develop communication skills | Writing reports | Careful planning and execution | Trainers and online courses | 14 February 2023 | 15 April 2023 | This skill have helped in enhancing communication |
| To improve the problem-solving skills | Reasoning skills and exploration | Communication of team members and brainstorming | Web resources, blogs and learning material | 10 January 2023 | 12 March 2023 | This skill helped in personal analysis of skill assessment |
| To enrich supervisory management skill | Supervision ability | Creation of performance dashboard and communication of team meetings | Supervisor training resources and management toolkit | 11 February 2023 | 16 June 2023 | This skill increased the employee management capability |
| To build teams with a collective objective | Understanding team motifs and mentality | Team meetings | Meeting room and presentation slides | 20 March 2023 | 25 June 2023 | This skill can improve leadership capability |