

Investigating the Management of Employee Work-Life Balance within Amazon, American Airlines, and Google

Sophie Bendriss, Ryan Carroll, Dillon Moran, Mykaila Scott

Faculty Advisor: Dr. Sohel M. Imroz – BA 520

Abstract

Work-life balance helps employees cater to both aspects of their personal and professional lives, reduces stress, and improves performance and productivity. With companies requiring a significantly larger workload and workforce to operate, it is important to determine how these companies ensure employees remain satisfied while producing quality work. This poster explains why a strong work-life balance is important for the health and success of Amazon, American Airlines, and Google, and their employees. This poster should be helpful for those looking to improve work-life balance practices including companies, employees, stakeholders, and others interested in strengthening their own work-life balance strategies.

What is Work/Life Balance?

Forbes mentions that work-life balance should be determined by the individual, and not the employer. However, having a successful work-life balance can come with challenges and harsh expectations. These challenges include expectations of being “always on”, time constraints caused by back-to-back meetings all day, the constant distractions of communication technology and open-office floor plans the pervasiveness of work given our constant connectedness. Mentally, these challenges cause pressure, stress, and burnout. Performance wise, these challenges lead to low-quality of work, resentment to the higher up within the company, and the constant rotation of new employees.

Employee Assistance Programs

amazon					
Financial <ul style="list-style-type: none"> Financial Counseling Estate Planning Emergency fund benefit 	Mental Health <ul style="list-style-type: none"> Pediatric Mental Health Care 24/7 Virtual Mental Health Support Free Counseling Sessions 	Cancer Care <ul style="list-style-type: none"> Working With Cancer Pledge In-House Case Management Travel and Lodging Benefits 	Schedule Adjustments <ul style="list-style-type: none"> School Hardship Religious reasons 		
American Airlines					
Health <ul style="list-style-type: none"> Mental health counselling Substance abuse 	Family <ul style="list-style-type: none"> Adoption assistance Childcare Eldercare Disability support Transportation services 	Care-kits <ul style="list-style-type: none"> Pregnancy New baby Child safety Active adult Elder 	Legal <ul style="list-style-type: none"> Free consultations Mediation services Special needs Trusts, wills, and document prep Estate planning Real estate services Separation and divorce Traffic 	Financial <ul style="list-style-type: none"> Free consultations Budgeting Debt reduction Mortgages and refinancing Tax 	Discounts <ul style="list-style-type: none"> Gym membership Computers and electronics Theme parks, movie tickets and local attractions Child and elder care Travel
Google					
Health and Wellness <ul style="list-style-type: none"> Medical, Dental, and Vision Mental health Workplace accommodation Wellness centers Medical advocacy programs 	Financial <ul style="list-style-type: none"> Student loan reimbursement 1-on-1 coaching 	Flexibility <ul style="list-style-type: none"> Hybrid Work Remote work Four "work from anywhere" weeks Part-time and job-sharing options 	Family Support <ul style="list-style-type: none"> Fertility and growing family Parental and baby bonding leave Backup childcare Survivor income benefit 	Community and Personal Development <ul style="list-style-type: none"> Educational reimbursement Peer learning and coaching Donation matching Resource groups Internal community groups 	Extras <ul style="list-style-type: none"> Technology, internet reimbursement Fitness centers and massage programs Fitness, wellbeing, and cooking classes

Recommendations

- Each of these organization should strive to:
1. Recognize employees' lives outside of work by offering flexible work hours and generous vacation policies.
 2. Help employees grow in their personal lives by expanding employee wellbeing programs that focus on their physical, social, familial, and financial health.
 3. Regularly collect employee feedback to improve working conditions across their organization.

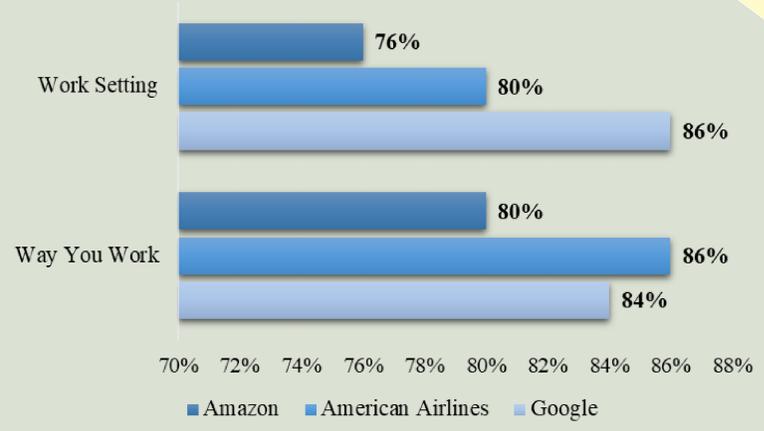
Conclusion of Findings

Airlines' EAPs may give priority to treatments that address difficulties faced by the aviation industry, like managing extended work hours, jet lag, and strain of providing customer care in a fast-paced setting. With the diverse range of jobs at Amazon, their EAP might be able to meet the various demands of tech workers, warehouse workers, and more. Financial counseling, stress management, and resources for physical well-being are a few examples of services for these. Similarly, all companies have a financial category within their EAP's. Specifically, each organization has some type of financial counseling or coaching to help assist employees in fiscal decisions.

Paid Time Off (Yearly)



Employee Satisfaction



Employee satisfaction is based on personal employee reviews of their respected employers. The categories **Way You Work** and **Work-Setting** on *careerbliss.com* were determined to be the most important factors in deciding the effectiveness of Work-Life balance strategies.