

Negative Impacts of Worker Surveillance and Digitization: The Case of Amazon Warehouse workers



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BACKGROUND:

Some research on labor and worker surveillance in the technological age was done. The use of panopticon surveillance on Amazon warehouses workers created anxiety, "voluntary servitude" and feeling of dissatisfaction.

METHOD

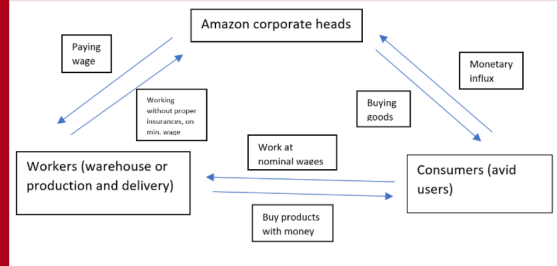
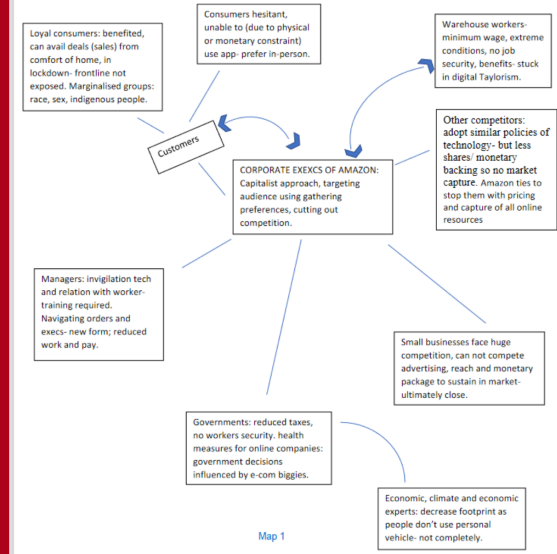
Research on labor study databases and psychological articles was done to understand negative impact of extended digital surveillance. Analysis of the wage-cage patents and its functionality was carried out.

CONCLUSIONS

The emerging surveillance technologies are leaving no stone unturned to exploit the surplus-value of workers through the requisite labor processes. Seemingly the stage has been reached where machines (robots) resemble human workers, while human employees are expected to perform their functions just like machines. Thus it is concluded that Amazon's surveillance and digitization have negatively impacted warehouse workers, who seem to have lost identity in the cyberworld of this online retail giant. These extractive processes are similar to the exploitative features of 1800's Taylorism process.

Increased worker surveillance and algorithmization is implemented to increase worker productivity, more so in the digital age; which negatively affects the physical and mental condition of Amazon warehouse workers.

Map 1 shows the different stakeholders affected as a result of surveillance and digitization of Amazon warehouse. The most significant stakeholders are the consumers, workers, and the Corporation and this interaction follows a perpetual capitalist cycle (map 2). However, the adverse impact of the technology on workers was under the purview of this paper.



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