## 1. BACKGROUND

Singapore is a metropolitan city with low birth rates due to its high cost of living. The workforce has been facing a lack of force due to this. Therefore, Robot Process Automation (RPA) has been created to replace the workforce crunch and save companies' costs. RPA can help solve the issue of Singapore's workforce crunch in many ways, such as boosting workers' productivity and filling up positions in unpopular sectors but facing limitations of RPAs.

## 2. DISCUSSION

### 2.1 <u>RPA boosts worker productivity</u>

RPAs can replace the back lines workers in companies in such sectors: call centers, center hubs, and data entry. This type of work can be programmed for RPA to do as it is exposed to little or no change. This will allow workers from these sectors to work at jobs in another industry facing a lack of workforce. Hence it will be able to solve the workforce crunch.

### 2.2 <u>RPA solving jobs In unpopular sectors</u>

Some jobs in specific sectors are not appealing to work in. Therefore Singaporeans do not favour these sectors; hence there is a workforce crunch. For the cleaning sector, Koufu, a local Singapore food court, has implemented RPAs that move around to allow the member of the public returns trays more accessible, which will reduce the number of cleaners required. Most Singaporeans do not prefer these jobs; hence cleaning companies hire from foreign countries. With RPAs, these Singapore companies can rely less on foreigners to solve the workforce.

**2.3 <u>Limitations of RPA</u>**

RPA can replicate human actions, but only those that include performing repetitive tasks and aren't exposed to a lot of change. RPA can't deal with many exceptions or inconsistencies, so it isn't the correct application for every job. Jürg, T.(2018, June 26). One of RPA's strengths is also its weakness. RPAs interact with the user interface (UI) of the app. For older apps with no application programming interfaces (APIs), there's little choice but to interact with the UI – but that approach leads to delicateness.  Hence RPA working with the older generation of applications and technology may cause errors and more issues. Jason, B. (2018, November 6)

**3.  <u>Conclusion.</u>**

RPA will serve very well in sectors exposed to little to no change. However, it is still unable to solve the workforce crunch in Singapore for every industry with the current advancement in technology. Therefore, we need to raise these issues with companies, the workforce, and public members.

# References

Felicia, C. (2016, October 30)  Koufu testing 'smart tray return robots'. The Strait

    Times [Singapore] .Retrieved from :

    https://www.straitstimes.com/singapore/finished-eating-robot-will-pause-for-

    your-tray

Jürg, T. (2018, June 26)   Robotic Process Automation: Why It Can't Replace

    Humans. Appway. Retrieved from :

    https://www.appway.com/screen/blog-press/id/robotic-process-automation-

    why-it-cant-replace-humans-1519763602473

(2018,May 28) How to Boost Productivity with Robotic Process Automation (RPA)?

    Prov. Retrieved from:

    https://www.provintl.com/blog/how-to-boost-productivity-at-the-workplace-

    with-robotics-process-automation-rpa