**ETS International - ARW Research Essay Writing**

Additional Lesson: Introduction to Essay Structure

**Lesson Overview**

The structure of an ETS essay is shown below. The full lesson material is available on the ETS International eLearning system.

**Activity**: Analyse the essay below.

***Step 1***: What are the purpose and the content of the question?

***Step 2***: Identify the thesis

***Step 3***: Identify the reasons supporting the thesis

***Step 4*** Identify the stages in the sample essay

**Background:**

Automation has been used for years in banking, retail and other industries. Despite of its shortcomings, automation has been developed rapidly, creating social reforms and increasing competition in society.

**Question:**

Automation provides opportunities for social improvement. Do you agree?

For years, automation has been considered as a major force driving the economic growth of wealth and social development. Its growth and the development continue to improve society by transforming traditional ways of doing tasks in different professions and practice. In this essay, automation is defined as the use of control systems and information technologies to reduce the need for human labour in the production of goods and services. Automation is to explore solutions to problems in order to make advancement. As for the relationship between automation and opportunities for social improvement, it may be interpreted as a process in which social development, combined with automation, depends on each other to generate further advances to improve society. These new improvements may bring more new opportunities or unforeseeable chances for the future. In this process of interdependence, automation and opportunities for social improvement are the two critical components in the cycle of social development. Based on the above, it is argued that automation provides opportunities for social improvement. It is because firstly, automation greatly improves quality of life; secondly, automation increases the quality of social services.

Automation plays a significant role in enhancing the quality of life. This is because automation helps to modify the existing technologies which may enhance the various ways of services and learning to create potential for the growth of society.Firstly, automated technologies help improve the health services by providing easy access to health information. For example, a study conducted to examine the usefulness of an autonomous telehealth machine in providing self-management education indicates that automatic telehealth machines are very efficient to diagnose the symptoms on time. With the use of the automated technologies, the admission rate to the hospital decreased in hospital and in visits to the emergency room by 82% and 75% respectively [1]. The evidence clearly shows that automatic telehealth machines are capable of providing the symptoms for the patients. Consequently, they save patients’ time and reduce unnecessary stress for the patients. As this facility increases the availability and accessibility to the health services with low cost and in short time, more patients may get treatment on time. Secondly, an automated system upgrades the educational programs by auto grading students’ academic levels through their performance. For instance, a study which examines the validation of an automatic scoring system to determine the relevancy of the notes prepared by medical students and their consistency in uploading their activities shows that the system is very effective for evaluating a student’s performance [2]. It is found that the automated system shows 75% high rate of relevance in a medical student’s academic performance compared with the results given by medical experts. It is clearly indicated that the automated ranking system is an advance technology to track the student's clinical knowledge and performance in their work. The system encourages obtaining in-depth knowledge regarding the clinical symptoms and also provides opportunities for students to improve their work. It also refines their ability to solve the medical problems confidently which may aid to develop their career in the future. The qualified medical personnel contribute to provide preventive, curative and rehabilitation services to society which may provide possible ways to develop the society. In conclusion, automation improves quality of life.

Secondly, automation improves social services. It is because automation may provide a higher quality of social services. Firstly, with automation, social services become much more efficient. According to a study by Oliver [3], using robots to provide rehabilitation has saved 24% of care workers’ time, 25% of occupational therapists’ time and 29% of registered nurses’ time in social care settings. As a result of this, millions of pounds may be saved. Based on this evidence, it clearly shows that automation plays a key role in care services as it improves efficiency by reducing the time taken by the health workers. As a result of that, more patients may receive the services. Secondly, automation may improve the accuracy in the services. Health care organisations need to constantly access patients’ data. However, they frequently struggle to harness the information contained in the tremendous number of electronic medical records in different systems. Robotic Process Automation (RPA) can extract and analyse data warehouse information, helping health organisations to determine whether they provide the right treatment or services to the right person. According to the research by Anderson [4], for the health centres with the application of automation in process data, the accuracy of providing treatment is increased 35% comparing with those centres where data is processed manually. The evidence suggests that the application of RPA improves the quality of the care services and outcome of the treatments for the patients. Consequently, automation improves social services.

From the above, there are two major arguments presented in the essay. Firstly, automation plays a significant role in enhancing the quality of life, and secondly, automation improves social services. Thus, a conclusion can be drawn that automation provides opportunities for social improvement. In the future, the development of automation would continuously play more important roles in advancing society.