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**Abstract**

This report mainly aims on the transfer of new innovative technology. There has been given the issue that has been facing by the Top Glove. Along with that there has been also adopting new innovative technology that will direct the company to mitigate its issue. ***Section of introduction*** the benefit of using new innovative technology is given below that will direct the company in better direction. Top Glove Company is one of the leading company in the industry of glove manufacturing, however in the pandemic situation the company had faces several issues. In the ***section of literature Review***, in this report, the issues faced by the company, along with how robotic automation process can be used to mitigate with the problems are studies about. The research study shows to maintain a market value in the robotic automation process, various theories are followed .On one hand when there is a huge amount of demand for gloves during the pandemic situation as more people wanted protective gloves, on the other hand due to lack of laborers the company could not meet the demand of such a huge population. ***Human relations theory*** can help understanding the behavior of employee and analyze the external factors affecting their decision making.

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# Introduction

Robotic process automation, also known as RPA is a technology operated with the help of codes generated through AI or machine learning. Actions of human beings while interacting with software, and digital systems are emulated, as robots are made with similar understandings. The robots are embedded with coding which makes them read letters on the board, feel an object, look at a particular object, read books, and do several other actions just like humans do. Small manufacturing companies that were badly hit by the pandemic had to shut down, while the larger ones also had to face significant losses (Enríquez *et al.* 2020). They faced scarcity of workers, supply chain disruptions, gaps in skills while attracting new employees became much slower. There was an increase in demand; while on the other hand, the companies faced issues regarding shortage of laborers. On the other hand, there were several; companies that are unable to pay the salary of a huge workforce, so employees were shed (Geyer-Klingeberg *et al.* 2018). Even if the latest technologies are adopted, it becomes difficult to maintain with them as skilled laborers are not much available in the market. Robotic process automation is the best solution to these issues, as the workforce is reduced and more efficient outputs are obtained. In this digitalized world, a company needs to take care of the latest technologies available in the market, while also looking into the process to enhance profit margin. It introduces to the use of software technology to make such software in making robots that might perform the actions of human beings.

## Issue domain

***Robotic process automation*** is associated with several advanced features, like it can read a whole book within a few seconds, and store everything in its memory chip, or can do several chores within a short period of time where a person might have taken a comparatively longer time period (Gami *et al.* 2019). The problem of a secure and a safe technology is a vital problem and issue in the current situation. Lack of knowledge and the decision of the financial cost is the issues of this process. They often choose such a platform that does not help them to secure or gain any kind of profit. Shortage in the amount of skillful resource and lack of opportunity of business are the key issues and problems associated with this process. Further, a human may need to take a break, as nobody can sustain to work for hours continuously, but a robot never requires taking a break and can work for long hours, or even for 24 hours. There are several situations where data is needed to be critically analyzed and appropriate outcomes are required at the end, while people seem to be more confused and take a longer time in getting to a solution, robots are found to be more efficient workers. They are designed in such a way that even critical analyses are done within a few minutes and results have been developed that can be further used. ***Robotic process automation*** helps an organization in streamlining the workforce, allows them in gaining more advantages. The whole framework becomes flexible, and employee satisfaction, along with productivity gets enhanced as mundane tasks are eliminated from their schedules. ***RPA*** is the major component that has significantly contributed to enhancing the world digitally, while it brings significant changes in business, improves productivity and sales, and enhances profit margin. Sometimes when there is huge pressure on the production section, RPA can help in meeting the demand of all. Hence RPA helps in matching with workload peaks, even responding to high demand spikes. RPA reduces errors that take place manually while preventing such errors from reoccurring, as it has improved compliance, and productivity gets significantly boosted. Employees can focus more on important tasks, and work more strategically while other tasks are being completed by the robot within a short time period.

# B. Review existing Literature

## Concept of the study

The research study shows the effectiveness of software technology in the automation process of robots. The company has to come up with the new technologies that are coming up in the market. The increasing level in the margin of profit in the automation process of robots plays a significant role in the growth and development of the market value of the company**.**

## Identified impact related to implementation of advance technology

In today's competitive market, a company is deliberately required to adopt the latest technological tools to get established, while beating other competitors (Anagnoste, 2018). Technology transfer plays a critical role in enhancing the profit margin of the overall company, while also being responsible for the economic growth of the whole society (Syed *et al.* 2020). Top Glove Company has made significant use of technological tools in order to enhance its production while making more designer gloves and attractive ones (Ribeiro *et al.* 2021). Further investing a huge amount in researching new technologies and providing its employee with efficient training, the company is able to install a few actuation machines in its company. Technology transfer also helps in enhancing innovation within a company, as employees are allowed to develop enough knowledge related to free innovative technologies (Hughes *et al.* 2022). Robotic process automation helps in the reduction of the workforce, while they can carry out several tasks within a short time period. Analyzing difficult situations can be done quickly, whereas people take a longer time period in doing so. Technology transfer becomes essential for companies to not only save money and time but enhance the whole production level.

## Identified issues related to innovation technology

***COVID-19*** has badly hit several companies no matter whether they are larger in size or small, even many of them had to shut down their business and give up on the business ideas. Due to rules and regulations implemented by the government of each country all across the world, people were not allowed to move out of their houses (Jaremek *et al.* 2020). Transportation was closed, whereas all shops and factories were shut down, and these harsh steps were taken in order to reduce the spread of the deadly virus (Gereffi *et al.* 2022). Double doses of vaccinations were made mandatory, while many died due to the disease, and both of these cases resulted in a lack of workforce in the Top ***Glove Company***. At first, workers who stayed far away, distances could not come to work, while others did not have certificates of double doses, and as a result, they could not get out. However, on the other hand, the demand for rubber gloves got enhanced during the pandemic situation, as more people were demanding protective gloves (Bbc.com, 2020). As a result, the company faced pressure, while it was unable to meet the demand of such a huge population.

## Theoretical Framework

***Human relations theory*** seems to be covering all the areas where ***Top Gloves Company*** is facing issues during the time period of a pandemic (Ansari *et al.* 2018). The main issue which the company is facing is lack of workforce, while on the other hand there is an increase in the demand for gloves (Yusoff *et al.* 2020). During the time of pandemic where on one hand people want protective gloves to protect themselves from the spread of corona virus, on the other hand, one of the biggest production companies had to shut its several branches all across the world (Pham *et al.* 2019). Human relations theory completely focuses upon the behavior of employees and laborers working within an organization, which can help the company in not only understanding the reasons behind such a lack of workforce but also helps in analyzing the external factors affecting the whole process (Rhou and Singal, 2020). The theory has several features which make it important in companies, the first one being putting more emphasis upon an individual (Rizan *et al.* 2021). A worker is definitely not a machine and has several issues while responding to the environment each one has different behaviors and courses of action (Bhutta *et al*. 2021). This theory also allows one to analyze in detail the informal organizations attached with the organization, or can bring significant changes within. Answers to several questions like what are the factors that have brought changes in the decision making of the workers, or what are the external reasons that might affect the workforce are obtained.

## McKinsey 7S Model

Mckinsey 7S theory model evaluates and judges the success of the company in the future. It involves looking into consideration of seven factors internally that leads to the success of the company. This model explains the framework of structure of the company to maintain to meet the demands’ of the customers and succeed in the market.

## Application of McKinsey 7S Model as Organizational tool

This organizational tool develops based on McKinsey 7S Model which delivers proper support on marketing operation. This model is mainly applicable for sustainable development which is required for improving organizational business. The McKinsey model inspires management for develop a teamwork.

# C. Critical understanding of managing innovation and technology transfer trend

It has been taken the data sources related to the qualitative. It mainly assists to evaluate the innovation and transferring technology understanding in the company’s activities related to the ***“Top Glove”*** Malaysian organizations. As per the view of Bezpalov*et al.* (2019), the main focus of the transfer technology innovation has been dedicated as the economic national growth increasing by the way of enhancing the innovation technology of adopting the ***“Robotic process automation”.*** The process of develop the services and products in the organization's activities outcome in the process of increasing the organization's entity innovations. The process related to develop the services and products by the way of applying the new technology process. Thus, with that effect, it will assist to mitigate the issue of ***“shut down the glove’s factories”*** (Bbc.com, 2022)***.*** The reason behind the shutting down of the Top Glove’s factories is because there have many employees who tested COVID-19 positive (Frishammar *et al.* 2019). Hence, due to that reason, Top glove needs to shut down its factory.

# D. A reflective commentary documenting the challenge identified within the organization and evidenced with academic underpinning throughout

As per the article, the world’s most huge latex gloves maker will shut around more than half of its industries because of approx. 2500 employees who had tested positive for the COVID-19. Therefore, with that effect company has been facing a low number of employees along with that company will suffer loss in profitability, and also lose its position in the competitive market (Malik and Jasińska-Biliczak, 2018).

The Top Glove will close around 28 plants in the COVID-19 phases in Malaysia. Additionally, it needs to direct the outbreak. The company has been also seen in highly rushing in demand related to its ***“personal protective gear”*** since the COVID-19 pandemic started. However, due to low production, the company also faces loss and thinking about the conditions of working related to the low migrant paid workers. Therefore, relating to that reason, it is required to take the new innovative technologies that are ***“Robotic process automation”*** (García-Peñalvo, 2019)***.*** It will assist the company to produce the product at higher quantity without adding any employees. Thus, with that effect, the Company can able to the high level of products in the pandemic situation and along with that also able to enhance the company’s profitability. RPA intersects with the IT pillar related to the different ways. It can make the company more profitable at the time of this COVID-19 tough pandemic situation. This technology needs to manage by a special employee who knows to direct the technology in a better direction. Technology transfer management and innovation are essentially related to the organization making process. The top glove makes the organization digitalized after adopting the new innovation and technology. It can be possible only by adopting new innovative technology such as ***RPA.*** Innovation mainly distributes to increase the business function changes by the way of including the new business’ values (Xie *et al.* 2019). Therefore, with that effect, it will boost up the company's profitability and also be able to achieve a better position in the competitive market.

# E. A section of findings including critical evaluation, detailing commercially viable solutions to overcome the identified challenge

The company has been facing the issue of COVID-19 pandemic effects because the company needs to shut down its factories. It happens because the number of COVID-19 positive employees has been increasing. Thus, with that effect, Top Glove needs to make the decision to shut down all infected factories (Bhimani *et al.* 2019). The company faces too many losses because of that decision and also losses shareholders. The company has shut down almost 2500 employees who have been tested COVID-19 positive. Along with that the Top glove also closes down 28 plants in phases to monitor the pandemic outbreak.

However, while the company did not reveal the number of employees are tested positive and the results that are received after test in. In this regard, the new came after the incidence of more than 5000 workers shown to have symptoms and infected and died in what the biggest cluster of corona virus infections (Bhimani *et al.* 2019). Due to the infection of mass number employees, most the activities stopped. Due to the decrease in workforce the company had faced a huge loss in the market due to decrease in sales. This, in turn, has negatively impacted the value chain of the company. On the other hand, all the 20 productions of the company in Malaysia have shut down due mass testing events as well as infection. In this regard, after every rounds of testing the company had to go through fumigation and sanitary processes in order to curb the spread of the virus. This affected the flow of work and contributed to further loss of the company. On the other hand, the accommodation facilities of the company have also been shut due to the migrant workers who were coming from various regions. Furthermore, the company had to cut off employees in order to increase its sales. In the long run, it has negatively affected the company.

The pre pandemic demand around the globe is around 10% and it is expected that it will grow slowly and steadily that can be driven by the fundamentals of the market across all the geographies (Bhimani *et al.* 2019). Besides, stabilizing the post pandemic consequences, the company is aware that it will take time to revert to the pre-pandemic levels and the company needs to increase its awareness of hygiene among the patients. However, the main issues of the companies include, shut down of works due to covid-19 and shortage of workforce due to cutting down employees.

# F. Identification of the findings to overcome from the issue of the company

The company needs to adopt the new innovative technology that will assist the company to reduce the company’s issue. The company needs to adopt the ***“Robotic process automation”*** that will be able to diminish the issue by providing robots at the machinery. Hence, to ignore the challenges of the company, it is required to adopt innovative technologies. It will surely direct the employee in a better direction and be able to overcome form the issue. The RPA helps to analyses to bring new innovative technology along with empathy. It would be mainly based on the insight of the product and customer requirements (Nemani *et al.* 2018). Therefore, with the help of new innovative ideas such as ***RPA, the*** company can save their employees from the pandemic and also be able to earn profits. It is the only innovative technology that will assist the company to reduce the issue. However, it can be possible for the Top Glove to merge ***“Robotic process automation”,*** and ***“an evaluation of human”.*** The company can manage its supply of products by adopting the new technology of RPA and also manage their number of employees to work at the company in a pandemic situation.

The management of cost can also develop with the performing of work framework breakdown. It will assist to break down the project that is mainly based on the operations and also the task. The accurate analysis can be utilized analysis of the team to make an estimated cost of applying the new technology. Top Gloves has the opportunity to make a better place in the competitive market all over the world. Thus, with that effect, it will also increase the revenue value around the world. It will give benefit to the company to recognize along with enhancing the value of revenue. It is significant to use skilled employees who can know the process of using the new ***RPA.*** Top Glove needs to make human organizational capital to work with RPA. Hence, for the better direction of RPA, the company needs to give a special skilled employee who has the knowledge to handle the RPA. Thus, with that effect, there will be less number of employees and also there will be fewer chances of being affected by the COVID-19. The company needs to generate new ways and also make a new decision on the process of applying this new arrival innovative technology. The decision needs to make on the way of controlling of new innovative technology and also the new workplace (García-Peñalvo, 2019). The company is required to hand over the RPA to those employees who have the knowledge of controlling RPA. Thus, with that Effect Company can be able to make a better place in the international competitive market along with also achieve better profitability by enhancing the revenue value.

# G. Conclusion

The year 2019 has brought about the spread of the COVID-19 virus, as lockdowns are implemented by the government. It can be concluded that to maintain a good profit level , a secure software technology is required. As a result, no individual can get out of their houses, no transport is allowed to carry passengers, industries and shops are kept closed. Skilled laborers are required to handle the technologies, and get appropriate outputs, while lack of skilled professionals makes it difficult for the company to adopt such technologies. Top Glove Company has severely faced issues regarding workforce, as there is a scarcity of labor. On one hand, where the demand is high, on the other hand, people are demanding more protective gloves, the company does not have enough laborers to continue the manufacturing process and mitigate the demand of such a huge population. The company can look into the use of robotic automation processes, as it can help in again starting with the production processes. Tasks that are performed by common people like walking or picking up an object are all that a robot is made to do, while others are coding embedded within the memory chip of the robots. They can also enhance the performance of the company while performing tasks related to critical analysis much faster.

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