Chapter 9
Robotic Process Automation in Managing the Performance of Transport Sector Employees

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ABSTRACT

Technology is also the best way to keep employees aligned. When it comes to performance, being on the same page is critical, and manual processes can leave way too much to chance, so organizations and different sectors need new and sustainable technology like RPA. RPA is frequently utilized to improve performance and increase process efficiency in several crucial business operations. Additionally, repetitive and boring tasks that would otherwise consume important staff time are automated. RPA can thereby enhance the employee experience. Several phrases that have swiftly become buzzwords have appeared in the IT world during the past several years. Robotic process automation may be the newest "buzzword." Before their precise definitions were agreed upon or understood, all these terms—from AI to big data to GDPR—were making noise. These buzzwords often fade down and blend into the common tech lexicon until the next one emerges after a period of enthusiasm and misuse.

INTRODUCTION: ROBOTIC PROCESS AUTOMATION

Robotic process automation (RPA) is a type of digital workforce and artificial intelligence (AI)-based business process automation technology. Software robotics is another name for it. In conventional workflow automation technologies, a software

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developer creates a set of operations to automate a job and connect to the back-end system using proprietary application software (APIs) or specialized scripting languages. RPA technologies, in contrast, create the action list by observing how the user completes the job in the user interface (GUI) of the program and then automate the process by having the user repeat the action list within the GUI. By doing this, the barrier to using automating in products that would not normally have APIs, for this reason, can be lowered. RPA tools and graphical interface testing tools are quite comparable in terms of technology. These technologies also automate users to interact with the GUI, frequently by mimicking a user's demonstration actions. In contrast to these systems, RPA technologies enable the handling of data in and between many applications. For instance, receiving an email showing a bill, extracting the data, and then entering that information into an accounting system. RPA mimics how users are used to engaging with and contemplating software programs. RPA's appeal is due in part to its ability to mimic how humans carry out computer-based processes, as opposed to automation technologies like programming interfaces (APIs) or development provided which are more accessible but less user-friendly or need specialist expertise. The most basic RPA bots may be made simply by capturing a user's clicks and keystrokes while they use an app. When issues arise, a user only needs to observe how the bot is interacting with the app to pinpoint the actions that need to be adjusted. Automating repetitive human operations that no one enjoys doing, it's a fantastic method to streamline user contact chores while cutting down on staff expenses and the possibility of human mistakes. It does not need system integration, in contrast to other types of automation (Aalst & Bichler, 2018). Although it may be a helpful tool for connecting various systems and automating manual operations, its main objective is automation rather than business outcome improvement.

Robotic process automation (RPA), the acronym for which stands for the term, is defined as "the application of technology that enables employees in a company to configure software or a "robot" to grab and perceive entire application for completing a transaction, trying to manipulate data, triggering responses, and interacting with other electronic systems."

Automation is becoming a key element of digital transformation efforts for businesses everywhere. Particularly in the current corporate environment, robotic process automation (RPA) is the innovation that many company executives use to automate business processes and cut expenses. It is largely utilized to automate corporate operations, which saves money and gives key enterprises a competitive edge during the current worldwide Covid-19 epidemic. One of the key features of RPA (Robotic Process Automation) is that it automates labor, relieving employees of monotonous tasks like data input and manipulation so they can concentrate on intricate, high-value tasks that advance the business. RPA (Robotic Process Automation primary)'s function is to automate routine processes that were previously