

making, framing, foresight, sensemaking, digital environment management, work life blend, health management [4].

Research results: the digital transformation of society requires educational institutions to adapt and implement innovative approaches to learning.

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THE USE OF ARTIFICIAL INTELLIGENCE IN PUBLIC ADMINISTRATION

Использование искусственного интеллекта в государственном управлении

Since the 1960s, digital innovations have spread around the world in successive waves emanating from the scientific epicenters of the USA, Europe and the USSR. In the mid-1990s, the spread of the Internet, mobile communications, social networks, and the advent of smartphones led to a rapid increase in the use of technology by end consumers. The pace of development and the rate of change of such processes increased significantly in the 21st century due to the rapid development of fundamental and applied science, automation of management tools for complex organizational and technical systems.

The increase in volume and the expansion of the range of tasks solved by humans has led to the use of computer technology, information technology, and the emergence of artificial intelligence.

Artificial intelligence is an artificial system that simulates the solution of complex tasks by a person in the course of his life.

Intelligent machines can be used in many industries. One of the areas in which artificial intelligence is used is public administration.

On July 20, 2017, the State Council of China published a document entitled «The Next Generation Artificial Intelligence Development Plan», which outlines a high-level plan for the country's artificial intelligence initiative, its applications and goals for 2030. The strategy proposes a system of public services based on artificial intelligence from education and healthcare to justice.

The United Arab Emirates has published a national strategy in the field of artificial intelligence for the period up to 2031, aimed at creating a smarter and more efficient nation in the future. The strategy is aimed at promoting investments in artificial intelligence technologies and creating tools to improve the efficiency and effectiveness of public administration.

The most relevant and in-demand area of the use of artificial intelligence in public administration of the Republic of Belarus is the solution of a wide range of administrative tasks related to the practice of providing public services to citizens and organizations. Moreover, artificial intelligence can be used in the practice of proactive provision of several public services within the framework of a citizen's life situation.

In 2020, the Ministry of Communications and Informatization prepared a draft concept of the state program «Digital Development of Belarus» for 2021–2025. The draft concept provides for the implementation of measures to create and develop a modern information and communication infrastructure. Separately, it is planned to focus efforts on improving government electronic services. This will ensure uniform coverage of access to public services by modern technologies for the entire country's population.

Despite the absence of a single legislative act in the field of digitalization, President of Belarus Alexander Lukashenko signed Decree № 381 «On Digital development» dated 29.11.2023. The document is aimed at the implementation and financing of events and pilot projects in the field of digital development. The main approach to digitalization of the country until 2030 will be the creation and use of digital platforms. The Ministry of Communications and Informatization is being given new powers in terms of managing the processes of digital development in the state, digital transformation of the public administration system and all sectors of the economy. The corresponding Decree № 136 «On the public administration body in the field of digital development and informatization issues» was signed by President of Belarus Alexander Lukashenko on April 7, 2022.

The rapid qualitative and quantitative growth of computer technology and software, the accumulation of a significant amount of data in various fields of human activity at the beginning of the 21st century are the main factors determining the development of artificial intelligence technologies. Artificial intelligence has made significant strides in recent years and can revolutionize various industries. However, there are also concerns about its impact on society. Continuous research and development, along with ethical considerations, are crucial to ensure the responsible use of artificial intelligence.