

SOCIO-CULTURAL CHALLENGES IN THE DIGITAL TRANSFORMATION OF ECONOMIC AND SOCIETAL SYSTEMS

Digital transformation has become an integral part of global development, but its implementation faces systemic challenges, particularly in countries with pronounced cultural and age barriers. In the Republic of Belarus, as in many other nations, the introduction of new technologies is complicated by resistance from middle-aged and elderly populations, who often exhibit low levels of digital literacy and deep-rooted cultural attitudes. These challenges not only slow technological progress but also exacerbate social inequalities, widening the digital divide between tech-savvy younger generations and those less equipped to adapt.

This study aims to analyze the interplay between cultural attitudes, age-related disparities in digital literacy, and the efficacy of policy interventions in Belarus's digital transformation. Specifically, it seeks to identify actionable strategies for mitigating social exclusion by evaluating the impact of tailored educational programs, user-centric technological designs, and cross-generational collaboration models. The research will assess how public-private partnerships and age-inclusive policy frameworks can bridge trust gaps and reduce resistance to digital adoption, ultimately proposing scalable solutions aligned with Belarus's demographic and sociocultural context.

Cultural barriers and digital illiteracy are closely intertwined. The former stems from fear of change, distrust of technology, and adherence to traditional ways of working, while the latter reflects a lack of practical skills in navigating digital tools—a gap most prevalent among older demographics. In Belarus, where over 35% of the population is aged 45 or older, this issue reaches critical proportions. According to a UNDP study, only 42% of Belarusians aged 45–60 possess basic digital skills, such as using email or making online payments [1]. This shortfall creates significant obstacles for national initiatives like the Digital Development of Belarus 2021–2025, which aims to automate public services and bolster the IT sector [2]. Without addressing these foundational gaps, even well-designed policies risk excluding a substantial portion of citizens.

The rollout of digital solutions frequently encounters resistance among older populations. For instance, the launch of e-government services in Belarus and elsewhere has revealed a recurring pattern: a sizable share of citizens, particularly those over 50, still prefer in-person visits to institutions due to difficulties navigating online platforms. This preference forces governments to maintain parallel systems, leading to duplicated processes, inefficiencies, and inflated administrative costs. Compounding the issue is cultural conservatism; many older individuals perceive digital tools as “unreliable” or “overly complex”, a sentiment rooted in broader societal skepticism toward rapid technological change.

In the industrial sector, the adoption of smart systems, such as IoT technologies, faces similar hurdles. Older workers, often wary of automation, may fear inadequacy in mastering new tools, prompting companies to allocate additional resources for training or process adjustments. For example, factories implementing AI-driven logistics systems have reported resistance from veteran employees, delaying ROI timelines and straining workplace dynamics.

Rural areas face unique digitalization challenges. Even when infrastructure like high-speed internet is available, residents frequently reject cashless payments or e-services in favor of traditional methods. Surveys indicate that this reluctance stems not only from skill deficits but also entrenched beliefs, such as the perception that “cash is safer” or that digital platforms lack transparency. Such attitudes are particularly pervasive in Belarusian villages, where generational traditions heavily influence daily practices.

Ageism further complicates progress. Workplace discrimination based on age—whether against younger employees deemed “inexperienced” or older workers labeled “inflexible”—undermines collaborative innovation. For instance, tech firms in Belarus sometimes overlook seasoned professionals during hiring, assuming they lack adaptability, despite evidence that diverse age groups enhance problem-solving. Combating these stereotypes requires systemic shifts, such as prioritizing skills-based assessments in recruitment and fostering intergenerational mentorship programs.

In conclusion, digital transformation transcends technological advancement—it demands societal adaptation. Cultural barriers and age-related disparities in digital literacy pose critical risks for nations like Belarus, where demographic trends amplify the threat of social exclusion. Addressing these challenges necessitates a holistic strategy: integrating age-inclusive education reforms, designing user-centric technologies for all skill levels, and promoting public-private partnerships to bridge trust gaps. Without such measures, even visionary initiatives risk stagnation, leaving digital ambitions misaligned with on-the-ground realities and perpetuating divides that hinder national progress.

REFERENCES:

1. Отчет программы развития ООН (ПРООН) в Беларуси за 2021 год [Электронный ресурс]. Режим доступа: https://www.undp.org/sites/g/files/zskgke326/files/2023-06/ezhegodnyy_obzor_proon_belarus_2021_rus_final.pdf. – Дата доступа: 21.03.2025.
2. О Государственной программе «Цифровое развитие Беларуси» на 2021-2025 годы: постановление Совета Министров Респ. Беларусь от 2 февраля 2021 г. № 66 [Электронный ресурс]: Национальный правовой Интернет-портал Республики Беларусь. – Режим доступа: URL: <https://pravo.by/document/?guid=12551&p0=C22100066&p1=1>. – Дата доступа: 21.03.2025.
3. Преодолеть барьеры: почему эйджизм и гендерные предрассудки мешают развитию бизнеса [Электронный ресурс]: Сетевое издание «Большие идеи». – Режим доступа: <https://big-i.ru/management/upravlenie-personalom/preodolet-barery-pochemu-eydzhizm-i-gendernye-predrassudki-meshayut-razvitiyu-biznesa/>. – Дата доступа: 15.01.2025.