

Experts consider the robotization of production processes and the changing role of humans in them to be the main trend in the development of digital technologies. In warehouses, robots are already automating core processes ranging from AGV/AMR robots, sorting robots, and unmanned drones to WMS (warehouse management systems) and optimization systems. Industrial robots increase productivity replacing humans in heavy-duty tasks such as welding, painting and assembly lines. In the energy sector, robots are used for fault diagnosis and in hazardous areas such as nuclear power plants. In medicine, robots improve the precision of surgical procedures and automate laboratory processes. In education, robots serve as interactive learning tools and enable personalized learning.

However, a number of challenges hinder the implementation of digital technologies. Firstly, the implementation of digital technologies requires significant financial investment. Secondly, they are not always compatible with legacy production processes existing at enterprises. Thirdly, there is a risk of access to personal data and privacy breaches. Often, company managers and employees are reluctant to embrace innovations in their work practices.

Nevertheless, digitalization has already touched all spheres of life and digital technologies will inevitably play a significant role in business and production, contributing to increased efficiency, competitive advantages and the country's economic growth.

The study examined the emergence and evolution of digital technologies, the experience of their application in various economic sectors and identified implementation challenges and prospects for further development to improve the efficiency of production processes.

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DIGITALIZATION OF PUBLIC SERVICES IN BELARUS: CONVENIENCE OR BARRIER?

Цифровизация государственных услуг в Беларуси: удобство или барьер?

It is difficult to imagine the modern world without digital technologies. In Belarus, as in many other countries, public services are gradually being converted into an electronic format. This should make people's lives easier and more convenient. But is this really the case? Can everyone easily access these new opportunities?

In Belarus, the government program «Digital Development of Belarus» is being actively implemented. A portal has been created through which you can make an

appointment with a doctor, submit an application for a certificate, and process documents. This is indeed convenient for those who are proficient in using computers and the internet.

However, during my research, I discovered that for many people in our country, digitalization has become a hindrance rather than a help. This is especially true for older people, those living in rural areas with poor internet access, people with disabilities, and those who are not accustomed to using modern technology.

The purpose of the study is to examine how the digitalization of public services affects different groups of the Belarusian population and to identify the emerging problems.

The objectives of the study are as follows:

- to find out which electronic public services are most in demand;
- to identify the main difficulties that people face when using digital services;
- to propose solutions to the identified problems.

The research methods include:

- analysis of information from the Internet and the media;
- questionnaires among different age groups;
- observation of the work of public service centers;
- analysis of the obtained data.

During the study, I interviewed 50 people of different ages from my city. The results showed that:

- 90 % of young people under the age of 30 regularly use electronic services;
- only 20 % of people over the age of 60 were able to use the portal on their own;
- 65 % of the elderly people surveyed said that they prefer to visit institutions in person.

Many older people admitted that they were afraid of making mistakes when filling out electronic forms, did not trust online payments, and often did not understand how to use the website. Some villagers complained about slow internet connections, which made it difficult to use online services properly.

The practical significance of the work: based on the data obtained, I have developed recommendations that can help make digital services more accessible to everyone. These include:

- creating consultation centers at libraries and post offices;
- developing a simplified version of the portal for older people;
- providing free computer literacy courses;
- maintaining the ability to receive services in traditional ways.

Digitalization is an important and necessary process, but it should not worsen the lives of those who, for various reasons, cannot quickly adapt to new technologies. It is important to remember that technology should serve people, not create additional obstacles. Only then can we say that digitalization has truly improved our lives.