

E-GOVERNMENT IN BELARUS: ASSESSING THE LEVEL OF DIGITALISATION AND CITIZEN-CENTRIC APPROACH

Электронное правительство в Беларуси: оценка уровня цифровизации и ориентации на гражданина

E-Government is not simply the automation or conversion of documents into PDF format. It is a comprehensive use of information and communication technologies (ICT) by government bodies to transform their interaction with citizens, businesses, and other structures.

The E-Government system consists of G2C (government-to-citizen), G2B (government-to-business), G2G (government-to-government), and E-Participation.

The main goal of E-Government is to increase the efficiency of public administration, reduce corruption through transparency, and improve the quality of life for citizens by providing fast, convenient, and accessible services.

Among the advantages of E-Government are: availability of services anytime and anywhere; reduction of bureaucracy, the «one-stop shop» principle and fewer paper documents; ease of tracking the status of requests and actions of government agencies; reduction of operating costs for the state and time costs for citizens.

The aim of this work is to study the internet portals of public services available to citizens of the Republic of Belarus, to conduct a comprehensive assessment of the level of digitalisation of electronic public services in the Republic of Belarus, and to analyze the degree of implementation of a citizen-centric approach in their provision.

The topic of the work is relevant for Belarus, since, according to international rankings (for example, the UN E-Government Development Index), Belarus currently occupies high positions in the ICT infrastructure development index.

To obtain objective and comprehensive results, the following methods were used in the research: study and analysis of the regulatory framework (state program «Digital Development of Belarus»); comparative analysis, namely, comparing Belarusian services (using the example of the Unified Portal of Electronic Services) with the best world practices (for example, Estonia, Singapore) to identify shortcomings in the offered functionality and ease of use for citizens.

As a result of the study, it should be noted that Belarus demonstrates a high level of infrastructure digitalisation, but needs further development of citizen-centric aspects. Belarus has been noted in rankings for the rapid development and accessibility of electronic services, which are comparable to their European counterparts. Despite the existence of a single electronic portal for public services, the full range of services and

information may still be scattered across numerous departmental websites. This forces citizens to «travel» across different resources, which is a disadvantage.

The study confirmed that Belarus has a high level of digitalisation of infrastructure and technologies. However, to achieve the main goal of E-Government (improving the quality of life), the success of E-Government should be measured not by the number of systems launched, but by the level of satisfaction and the actual time saved by the citizen.

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INTANGIBLE ASSETS AS A FACTOR OF STRATIFICATION

Нематериальные активы как фактор социальной стратификации

The purpose of the research is to examine the impact of intangible assets on the structure of social stratification in developed countries' societies.

Social stratification remains central to sociology as it reflects inequality in access to resources, power, and opportunities. In the digital era, new forms of inequality have emerged, linked to access to technology, information literacy, and the use of intangible assets such as knowledge, intellectual property, and social networks. With the growth of the intangible economy in developed countries, these assets influence social change and stratification, and the role of such assets continues to increase.

T. Piketty showed that inequality has widened in recent decades, accompanied by youth unemployment and a shrinking middle class. One explanation lies in the specific properties of intangible assets. According to the International Financial Reporting Standards, intangible assets are non-monetary assets without physical substance, such as software, R&D results, or employee skills. They share key traits of other assets, but their intangible nature gives them unique properties: scalability, spillovers, and synergies, which shape both economic and social dynamics. Scalability allows repeated use, and spillovers and synergies drive innovation through knowledge sharing. Though these traits vary across asset types, they collectively define the modern intangible economy and its growing impact on social and economic structures.

The production of intangible assets relies on a small number of highly skilled workers and rewards personal traits like openness and creativity, widening the income gap between low- and high-educated groups. At the firm level, skillful use of synergies and spillovers enables leading companies to outperform competitors. As a result, the labor market becomes more competitive and income inequality grows: applicants compete for a limited number of highly paid positions in top firms, while less profitable companies cannot offer comparable wages for similar work.