

interlocutor, to distinguish his emotional state, intentions and motives of behavior, to be guided in unusual communicative situations. All this is a basis for realization and improvement of the relations with other people who it is positive to influence process of adaptation to new conditions of professional activity of services industry.

Professional abilities of experts of services industry have complex structure and are formed in the course of training and the follow-up professional activity. High level of formation of professional abilities of experts of services industry will promote formation of the highly qualified specialist in labor market, at observance of all pedagogical conditions of formation of professional abilities.

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EMPLOYMENT AND SOCIAL SECURITY IN THE AGE OF ARTIFICIAL INTELLIGENCE

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It is well known that innovative technological changes, started in XX century, have radically changed the normal pattern of the society, giving rise to economic development. Artificial Intelligence (AI) is in the vanguard of breakthrough technologies that influence world economy in general and national economies in particular. AI is represented by specific computer programs, that are able to find optimal solutions on the basis of data entered by people, and to learn and self-develop [8, p. 1251]. The ability to learn, change and update gives AI the characteristics innate to living beings.

It is important to mention, that the AI influence on the employment is quite complicated and controversial. Many researchers think that

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AI implementation gives rise to the production effectivity, stimulates demand on workers in the IT sphere and starts the chain of further innovations in different spheres and branches of economy [1]. By this we mean labor market restructuration, connected to the delegation of labor-intensive and time-consuming work to machines equipped with Artificial Intelligence, that contributes to employment growth in innovative spheres. This is confirmed by Eurostat data on positive employment dynamics in IT and high technology in 28 EU countries in 2010-2018 (Figure 1). At the same time, more developed countries (Great Britain, Germany, France) are characterized by stable dynamics of this indicator with an increase of 1% over the specified period, while countries such as Croatia, Poland, Lithuania show an increase of 4-6%.

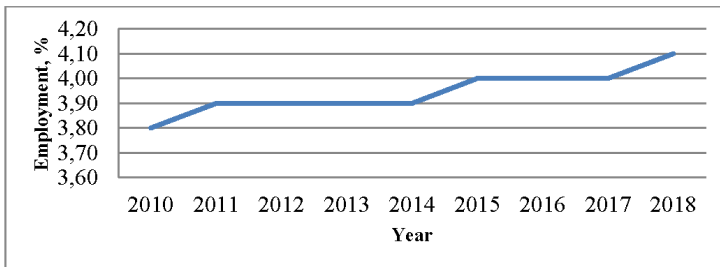


Figure 1. Employment change in IT and high-tech spheres in EU countries

Source: developed by the authors on the basis of [5]

In this context, Eurostat's data on the priority areas for the introduction of high technology at enterprises in EU Member States (Figure 2) are noteworthy. According to the above data, the largest number of high technologies, including AI, is used in the field of storage facilities control. A large number of EU Member States' businesses use AI in the areas of construction, delivery and cleaning. At the same time, such technologies are less common in the areas of sales, installation and cleaning, due to the multitasking and complexity of the algorithms used to perform these specific types of work.

It is important to note that the introduction of Artificial Intelligence creates not only new opportunities for innovative development, but also unprecedented threats and challenges to employment and social policy of the country. The most prominent is unemployment growth due to job automation, which in the future may have a negative impact on the pace of global economy development [10]. Thus, according to estimates by C. Frey and

M. Osborne, 47% of jobs in the US economy are at risk due to the use of robots. These jobs can be quickly automated over the next few decades. The other 33% of jobs (e.g., doctors, lawyers, engineers, teachers, etc.) fall into the low-risk category, which is a somewhat relative classification, as these jobs may also undergo automation pressure [6].

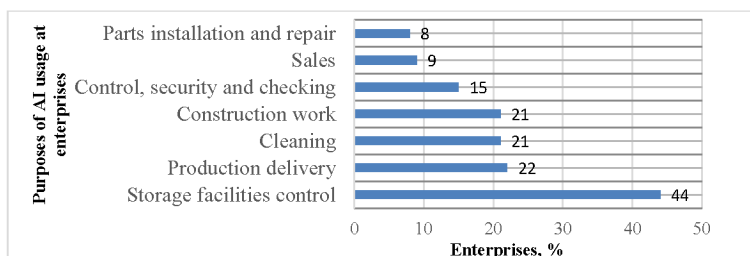


Figure 2. The use of high tech at EU enterprises by aims

Source: developed by the authors on the basis of [4]

According to World Economic Forum forecasts, as a result of the development of robotics and Artificial Intelligence systems, about 5 million people working in countries in the economies in the top 15 may lose their jobs in the next 5 years. The aggregate labor market of these countries is 65% of the total world labor resources. In this case, the biggest changes will affect the office and administrative specialties, as well as some professions in the social sphere [9].

The negative effects of artificial intelligence include:

- deepening the opposition between «digital professionals» – innovators, and «second class» – representatives of professions not related to IT sphere [7];
- formation of the «education gaps» phenomenon, when the necessary staff haven't got the appropriate education yet [10];
- appearance of «precariousness» phenomenon, which embodies the instability of employment, the lack of guarantees of employment, generating anxiety in the society [3, p. 6].

In these circumstances, the social policy of the country needs to be rethought, transformed in the light of new opportunities, risks and threats posed by the introduction of Artificial Intelligence. In this context, the initiative of the European Parliament to introduce a detailed set of rules by which people will have to communicate with Artificial Intelligence is noteworthy. According to MEPs, it is necessary to adopt a law that legally regulates the AI-human interaction. In particular, it is proposed to introduce compulsory insurance for robots to cover the damage they may cause [11, p. 71].

D. Acemoglu and P. Restrepo provide another way of solving these problems. They justify the need for an innovative social program and an appropriate political strategy. According to these researchers, government policy should influence not only the speed of automation, but also the type of technology that will receive the biggest amount of investments. This will mitigate the negative effects of Artificial Intelligence by creating new tasks, understanding the value of diverse policy programs, academic and applied research, social factors, and promising directions for the development of Artificial Intelligence systems [1].

It is important to note that solving the problems of labor market efficient functioning in the age of Artificial Intelligence is impossible without reforming the education system. It is well known that the generation Z is now entering the labor market. This generation is characterized by high adaptability to new technologies that are perceived as a factor of personal development and career growth. In this context, modern educational programs should develop digital literacy at all stages and directions of economic activity in the society. The role of «soft» management technologies should also be enhanced as a means of human capital accumulation by highlighting unique individual-personal characteristics, competencies and creative skills of employees.

In the broad context, there is a departure from the functional-administrative model of labor coercion and a reorientation to the so-called «participation economy», focused on forming direct interest of employees in the results of work and involving them in management processes [2, p. 8].

Thus, the introduction of Artificial Intelligence creates new, unprecedented opportunities and challenges for the public employment and social policy. It is impossible to comprehensively solve emerging problems without thorough scientific research in this field, to unite the efforts of scientists, practitioners and statesmen to develop and implement sound strategic and tactical measures at the global, regional and local levels of economic life.

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THE CONCEPT AND ROLE OF INFRASTRUCTURE IN ECONOMIC DEVELOPMENT OF COUNTRY

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Infrastructure is the capital stock that provides public goods and services. It produces various effects, including those on production activities and quality of life for the households, which thus permeate the entire society. Poor infrastructure impedes a nation's economic growth and international competitiveness. Insufficient infrastructure also represents a major cause of loss of quality of life, illness and death. This raises infrastructure services from good investment to a moral and economic imperative. In order to stimulate growth and reduce poverty, it is essential to improve the supply, quality and affordability of infrastructure services. So, the adequate supply of infrastructure services has long been viewed as essential for economic development and poverty reduction, both in the policy and academic realms.

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