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**APPLIED ASPECTS OF INFORMATION TECHNOLOGY DEVELOPMENT AS A FACTOR IN IMPROVING THE QUALITY OF LIFE****ПРИКЛАДНЫЕ АСПЕКТЫ РАЗВИТИЯ ИНФОРМАЦИОННЫХ ТЕХНОЛОГИЙ КАК ФАКТОР ПОВЫШЕНИЯ КАЧЕСТВА ЖИЗНИ****Ogorodnikova E. \*, Selezneva M. \*\*, Kocherian M. \*\*\****Ural State University of Economics, Russia**e-mail: cmb\_8@mail.ru \*, mvselezneva@yandex.ru \*\*, post-1816@yandex.ru \*\*\****Огородникова Е.С. \*, Селезнева М.В. \*\*, Кочерьян М.А. \*\*\****Уральский государственный экономический университет, Российская Федерация*

*Keywords: information technologies, quality of life, labor relations, requirements for employee competencies, “over-professional” competencies.*

*Ключевые слова: информационные технологии, качество жизни, трудовые отношения, требования к компетенциям работника, «надпрофессиональные» компетенции.*

*Abstract. The increasing use of information technologies actively contributes to solving a number of problems of improving the quality of life of the population, stimulates the creation of highly efficient jobs, and is also aimed at improving conditions for increasing social mobility, labor quality, wage growth, and employment support. The aim of the research is to study the applied aspects of the development of information technologies from the standpoint of the impact on the quality of life of the population. The results showed that the majority of respondents positively assess the impact of information technology on the quality of life. The main consequences of the introduction of information technologies include the transition from long-term labor relations to short-term performance of tasks on crowdworking Internet sites, the disappearance of a number of traditional professions, the emergence of new ones and the increase in requirements for employee competencies.*

*Аннотация. Все большее применение информационных технологий активно способствует решению ряда проблем повышения качества жизни населения, стимулирует создание высокоэффективных рабочих мест, а также направлено на улучшение условий для повышения социальной мобильности, качества труда, роста оплаты труда, поддержки занятости. Цель исследования направлена на изучение прикладных аспектов развития информационных технологий с позиции влияния на качество жизни населения. Результаты показали, что большинство респондентов положительно оценивают влияние информационных технологий на качество жизни. К основным последствиям внедрения информационных технологий можно отнести переход от долгосрочных трудовых отношений к краткосрочному выполнению заданий на краудворкинговых интернет-*

*площадках, исчезновение ряда традиционных профессий, появление новых и повышение требований к компетенциям сотрудников.*

The quality of labor life is understood as a complex indicator that reflects the development level of the backbone parameters of the labor process in an organization, determined on the basis of expert assessments, as well as the degree of employee satisfaction with their work activity [1]. Integrating various approaches of researchers [2, 3], the indicators of the quality of labor life include: working conditions at the workplace; salary level; creation by the employer of conditions for the development of the personality of the employee; motivation to work and satisfaction of employees.

The purpose of the article is to determine the nature of the information technology impact on the quality of labor life in modern Russia.

Researchers ambiguously assess the information technology impact on the quality of the labor life of Russians. Information technologies lead to the disappearance of the line between working time and rest time, the employee is constantly in touch and cannot “disconnect” from solving work issues even on vacation [4]. The use of a personal computer, mobile phone and other devices and means of communication in the course of work raises the problem of the inviolability of information and documents of a private nature.

On the one hand, by using means of audiovisual monitoring of the employee's behavior in the workplace, the employer invades the employee's personal space. This is especially important when working remotely from home. When exercising control over the activities of a remote worker, there are high risks of the private life of the worker and their family members getting into the employer's field of view.

But, on the other hand, as experts from the international labor organization note, technological tools and digital surveillance systems are actively used to manage the labor force in modern workplaces (for example, a GPS system tracks the location and speed of drivers of both trucks and cars; special programs to control computer screens, analyze keyboard activity in order to monitor the activities of employees). These methods are aimed at increasing labor productivity, the level of safety, preventing accidents, illegal behavior, monitoring the health of an employee, etc. [5, 6].

Information technologies play a positive role in the formation of employees' income. Modern information technologies allow earning not only at main place of work, but also in free time by working on Internet platforms and receiving additional income. In addition, working from home with the help of Internet technologies provides an opportunity to earn money for such low-mobility categories of citizens as people with disabilities; elderly people; parents with young children or children with disabilities; caregivers of relatives in need of assistance. Also, information technology can improve the welfare of low-income categories of citizens, for example, students who earn extra money in their free time.

The creation by the employer of conditions for the development of the personality of the employee is connected, first of all, with the implementation of the idea of lifelong learning. In conditions when there is a lot of information and it quickly becomes

outdated, the knowledge gained at the university is not enough for successful work. At the same time, learning is associated not only with obtaining new information, but also with the development of the necessary skills. For example, due to constant changes in the economy, the number of jobs where you can do one thing is decreasing (for example, the work of an accountant or a salesperson), there are more and more places where work is organized as a set of various projects [7, 8].

Therefore, in order to increase competitiveness in the labor market, it is already important for an employee to have a certain set of so-called “over-professional” competencies, among which the Atlas of new professions lists: process and project management, multilingualism and multiculturalism, customer focus, systemic thinking, the ability to work with teams, groups and individual people; work in the mode of high uncertainty and fast change of tasks and others. In this regard, the system of training and additional professional education of employees should be transformed into a system of professional development [9].

According to the results of the survey, the majority of respondents positively assessed the information technology impact on the quality of their life. Information technologies have an increasing impact on the quality of life of the Russians, so there is a problem of ensuring digital literacy of the population. The lack of competencies in the use of information technologies will lead to an increase in social inequality, when people who do not have digital skills will not be able to receive education, find a job, and communicate.

According to the annual survey of the Federal State Statistics Service of Russia in the form No. 1-IT "Questionnaire for a sample survey of the population on the use of information and communication networks" and a labor force survey in the form 1–3 "Questionnaire for a sample survey of the labor force", the digital skills of those employed in economy and students in secondary and higher education programs are formed at the next level.

The maturity level of information skills is quite high, but in some areas it does not exceed 50% of the number of respondents. It seems promising to spread the idea of professional development to the sphere of labor relations. Accordingly, the institution of training and additional professional education can be transformed into the institution of training and professional development of employees.

Modern technological advances – artificial intelligence, automation and robotics – lead, on the one hand, to the reduction, and on the other hand, to the creation of new jobs, but new high-tech jobs will require the released workers to quickly change their professional skills. Therefore, it is objectively necessary to increase investment in the development of human abilities, which, first of all, should be associated with the possibility of realizing the right to lifelong learning.

Speaking about the impact of digitalization on the labor life quality, it should be noted that it occurs unevenly in space and time. Despite the impressive spread of information technology, not all subjects of labor relations receive "digital dividends" from this. In addition to the benefits, there are also significant risks. A new way of organizing jobs based on the use of information technology allows to set flexible

working hours, combine work and home duties, expands access to jobs for people with reduced mobility. At the same time, there are such consequences as the transition from long-term labor relations to short-term one-time performance of tasks on crowdworking Internet platforms, the reduction of unskilled jobs, the disappearance of a number of traditional professions, the emergence of new ones, and high requirements for the competence of employees.

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