

allows for the potential benefits of automation to be realized while reducing its potential negative impact on labor costs and the overall well-being of staff.

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CUSTOMS OFFENCES AND THEIR PREVENTION

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Offences in the area of customs activities represent a serious problem in the sphere of economic activity of countries, international trade and security. Customs offences include such offences as non-declaration of goods, smuggling (illegal import/export of goods) evasion of payment of customs duties, document forgery, etc.

Customs offences can be divided into two large groups: administrative offences and criminal offences.

The administrative offences may include failure to declare goods within a specified period, violation of customs procedures, movement of goods across the customs border in unspecified locations, obstruction of the official to carry out the necessary customs procedures, related to storage, transportation, inspection, inspection of the goods being moved, disobeying the orders of customs officials. A fine is charged for committing administrative offenses and illegal actions, and the goods can also be confiscated in accordance with the Code of the Republic of Belarus on Administrative Offenses.

Criminal offences include smuggling, illegal importation and exportation of drugs, weapons, evasion of customs payments, illicit movement and failure to

return historical and cultural property into the territory of the respective country. For the above-mentioned offences, criminal liability is provided in the form of deprivation of liberty with confiscation of property or without it in accordance with the Criminal Code of the Republic of Belarus.

Activities to prevent offences in the field of customs activities include strengthening the control on the customs border of the Eurasian Economic Union.

The use of modern technologies significantly contributes to Customs control: advanced scanners to check containers with moving goods, automated systems for risk analysis, RFID or barcodes for the marking and tracking of goods at every stage of the customs process, etc. All these facilitate the control and accounting of goods, increasing transparency and security in customs clearance.

The human factor often plays a role. Continuous training and development will help customs officers to perform their work even more efficiently and improve the response to suspicious customs operations. International cooperation and exchange of information with other countries is also an important aspect in the fight against crime.

The key aspect is preventive activities aimed at young people. In order to raise awareness about customs services, educational institutions regularly organize interviews with schoolchildren and students. These meetings explain the nature of customs work and clarify the provisions of customs legislation. Prevention activities also emphasize the serious consequences of offences and stress the importance of future rule of law.

Various common measures are used to prevent breaches of customs legislation. These include the establishment and adoption of regional programmes for the prevention of offences, the organization of preventive activities, the improvement of legal literacy and the preparation of proposals. To involve public associations and citizens in preventive activities of the State Customs Committee (SCC) a public advisory council has been established. It is composed of representatives of the SCC, heads of companies and organizations. Council meetings address current issues, including ways to prevent customs offences. The Council performs advisory meetings, expert consultations and also participates in the discussion of draft regulatory acts that can have a significant impact on the business environment.

Customs offences are a serious problem. Effective combating of customs offences requires not only strict compliance with the legislation, but also active interaction between public authorities and citizens. It is important to remember that compliance with the rules and legislation promotes economic development of the country, as well as ensures the safety of citizens.

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THE ROLE OF EMOTIONAL INTELLIGENCE IN MANAGEMENT

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Many employers use a testing system at the interview to weed out unsuitable applicants and select the most promising employees - those with a high level of intelligence.

But reality shows that intelligence in the usual sense is not as important to the job as the flexible skills responsible for an employee's communication abilities.

Emotional intelligence is one of the key skills, as it determines how quickly and effectively a person develops relationships with others: colleagues, partners, clients.

Emotional intelligence (EQ) is a person's ability to recognize other people's emotions, as well as a set of skills for controlling one's own feelings (desires, motives) and the emotions of others. It is emotional intelligence that helps you achieve success in life in general in your career. After all, communicative skills are important for building interaction: they are responsible for establishing contacts, for getting the necessary emotional response from interlocutors, for the correct positioning of a person in society, and so on.

The theory of emotional intelligence emerged as a response to the shortcomings of IQ tests. Although some subjects could solve technical problems quickly