

UOT 316.334.2

DİGİTAL TECHNOLOGY EMPOWERS INTERNATIONAL SOCIAL WORK

Qu HANG*

Məqalə redaksiyaya daxil olmuşdur: 21 sentyabr 2025; çapa qəbul edilmişdir: 17 noyabr 2025; online-da çap edilmişdir: 17 dekabr 2025.

Received: 21th of September, 2025; accepted: 17th of November, 2025; published online: 17th of December, 2025.

Key words: *digital technology, empowerment, international, social work, field, mission*

Introduction

In an era of deepening globalization, digital technology is rapidly reshaping the social work landscape, especially in the field of international social work. It not only expands the scope of social work, but also improves the efficiency and quality of services. With the help of cutting-edge technologies such as big data analysis, artificial intelligence, and cloud computing, digital technology makes cross-border cooperation more convenient and efficient.

1. The Important Tasks and Missions of International Social Work Under the Background of Globalization

In the context of globalization, the importance of the role of international social workers has far exceeded the provision of direct services. They have become a bridge of communication between different countries and cultures, promoting the positive development of the global society. They organize international seminars, forums, etc. to build a platform for communication and learning for social workers from various countries, and promote international exchange and sharing of social work knowledge and practical experience. These activities have not only enhanced the professionalism and influence of international social work, but also promoted innovation and progress in this field. In this process, the professional qualities and humanistic care of international social workers have been fully demonstrated, and they have interpreted the value and significance of international social work with practical actions. The heavy responsibility and mission of international social work can be reflected in the following aspects (*Figure 1*):



* *Baku State University, Department of social work*

e-mail: 1018602664@qq.com

Orcid: <https://orcid.org/0009-0004-5479-0500>

<https://doi.org/10.30546/25194011.2025.14.5.3031>

Figure 1. The important tasks and missions of international social work under the background of globalization.

1.1. International social work is first and foremost responsible for promoting global social justice and equality

Workers in this field are concerned with and committed to solving global social problems, including poverty, racial discrimination, gender inequality, and environmental degradation. They use professional methods and concepts of social work to provide ideas and solutions for solving the above problems. Through cooperation with international organizations, government agencies, and non-governmental organizations, international social workers promote the formulation and implementation of more just and equal policies, and contribute to the harmony and progress of global society. In this process, the sense of responsibility and mission of international social workers are fully demonstrated, and they contribute their wisdom and efforts to world peace and a better future.

1.2. International social work also shoulders the responsibility of cultivating global citizenship awareness

Through cross-border education and promotion activities, social workers encourage people to understand and respect lifestyles and values from different cultural backgrounds across borders, thereby cultivating a new generation of citizens with a global perspective and sense of responsibility. This cross-cultural communication and cooperation can help eliminate biases and misunderstandings, and enhance understanding and tolerance in the global society. The international community also actively participates in the reform and improvement of the global governance structure, promoting the democratization, transparency, and efficiency of the global governance system through advocacy and participation in the formulation and implementation of international rules. In this process, social workers not only play a supervisory and evaluative role, but also actively propose improvement suggestions, contributing wisdom to the optimization and improvement of the global governance system.

1.3. The responsibility of international social work in addressing global social issues and promoting cross-border cooperation

With the acceleration of globalization, social workers need to possess cross-cultural sensitivity and a global perspective. For example, the United Nations High Commissioner for Refugees' "2024 Global Trends Report" shows that as of May 2024, the number of forcibly displaced people worldwide has reached 120 million, setting a new historical high. In response to global humanitarian crises, the agency has taken various measures, not only providing life-saving supplies, shelter, and mental health support services, but also focusing on addressing long-term needs such as livelihoods and education. In addition, it utilizes artificial intelligence technology to predict the situation of displaced persons in West Africa and the Sahel region, analyze the impact of climate change, and provide guidance for practical assistance [4]. The Global Digital Compact adopted at the United Nations Future Summit (2024) emphasizes the role of digital technology in promoting sustainable development, and the international community needs to use technology empowerment to coordinate resources to address issues such as climate change and migration crises.

1.4. International social work shoulders the responsibility and mission of bridging governments, non-governmental organizations, and civil society of various countries

International social workers promote consensus and jointly address global challenges through information sharing, experience exchange, and project collaboration. In the context of globalization, the responsibility and mission of international social work are even more significant. It should not only focus on the well-being of individuals, but also strive to build a community with a shared future for mankind, in order to promote the harmony and development of the global society. For example, through digital technology platforms, social workers can more effectively organize and mobilize global resources to provide emergency assistance to disaster-stricken areas and educational and medical support to impoverished populations. These efforts not only reflect the professionalism of international social work, but also highlight their unique value in solving social problems.

2. The core practice areas of digital technology in international social work

The practical purpose of digital technology in international social work is to address global challenges and needs. Its core practices cover multiple key areas, mainly including (Figure 2):

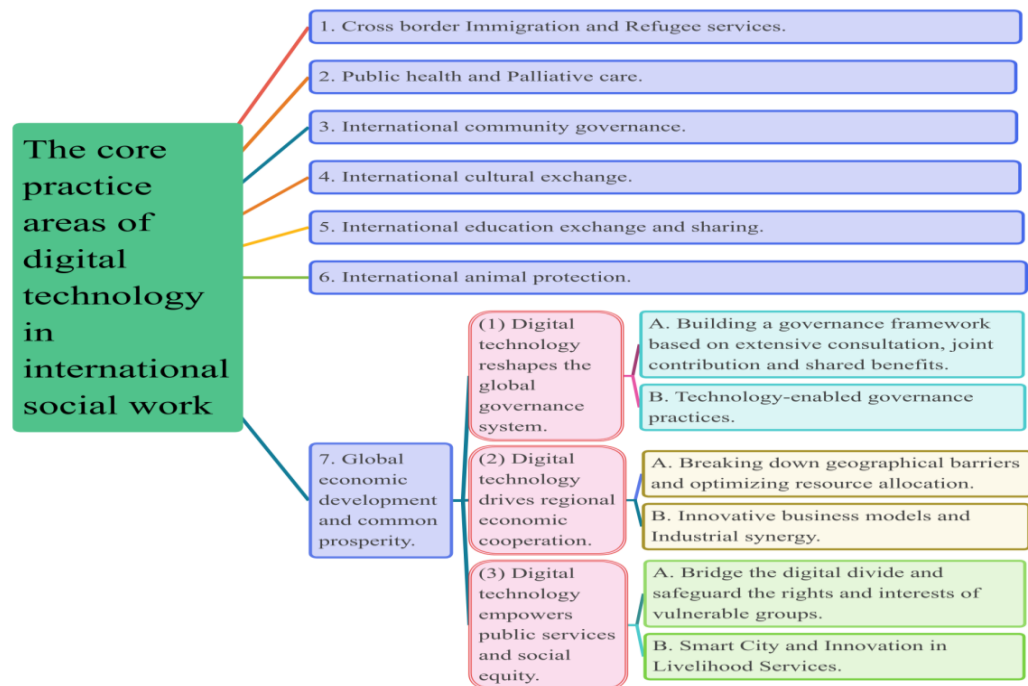


Figure 2. The core practice areas of digital technology in international social work

2.1. Cross border Immigration and Refugee services:

Under the wave of globalization, the issue of cross-border immigration and refugees is becoming increasingly prominent. International social workers utilize digital technology, such as establishing online assistance platforms and developing language translation applications, to provide necessary information assistance, legal support, and psychological aid to immigrants and refugees, promoting their social integration and self-protection. Social workers need to address issues such as language barriers, cultural adaptation, and psychological trauma. For example, Polish social workers collaborate with schools to develop customized education programs to help Ukrainian youth integ-

rate into the local education system.

2.2. Public health and Palliative care:

In the field of public health, digital technology assists international social workers in epidemic prevention, spreading health knowledge, and improving global public health emergency response capabilities. In the field of public health, digital technology has become an indispensable tool for social workers. Through big data analysis and prediction, social workers can more accurately determine the trend of disease transmission, take preventive measures in advance, and reduce the spread of the epidemic. At the same time, digital technology can also help social workers manage medical resources more effectively, ensuring that patients receive timely and effective treatment [5]. In terms of end-of-life care, digital technology has also provided new means for social workers. Through technologies such as virtual reality and augmented reality, social workers can provide more personalized and caring services to patients, helping them relieve pain and improve their quality of life. In addition, digital technology can also provide psychological support and memorial platforms for the families of the deceased, providing more humane and convenient care services for terminally ill patients. At the same time, helping loved ones better face the pain of losing their loved ones.

Professor Karen Bullock from Boston College enhances elderly health service satisfaction by 30% and reduces hospitalization rates through interdisciplinary collaboration, highlighting the indispensable role of social work in the healthcare system.

2.3. International community governance:

Digital technology has also facilitated effective governance in the international community. Through social media, online forums, and other platforms, international social workers can gather various forces to participate in community building, conflict resolution, and cultural heritage activities, enhancing the cohesion and sense of belonging of the community.

2.4. International cultural exchange:

In the field of international cultural exchange, digital technology plays a significant role. Social workers can use digital technology to build cross-cultural communication platforms, promoting cultural understanding and respect in different countries and regions. With the help of online translation tools and social media, one can overcome language barriers and interact with people around the world. At the same time, digital technology can also record and preserve cultural heritage, presenting traditional culture and art in digital form. This not only helps to protect the inheritance of culture, but also promotes cultural diversity and innovation. For example, in Jing'an District, Shanghai, the "Original Heart Road" project integrates red resources and international volunteers to promote the integration of foreigners into Chinese communities and build a platform for cultural exchange between China and foreign countries [3].

Digital technology enables online cultural exhibitions, where social workers can showcase the history, art, and customs of various countries through online platforms, allowing global audiences to experience the charm of multiculturalism without leaving their homes. This online exhibition not only reduces the economic and time costs for participants, but also greatly expands the breadth and depth of cultural influence. Furthermore, the application of digital technology has also promoted the construction of international non-governmental organization (NGO) and volunteer networks, enabling social workers to integrate resources more efficiently, participate in international cultural exchange projects together, and promote global cultural exchange and integration.

2.5. International education exchange and sharing:

In today's deepening globalization, international education exchange and sharing are important ways to promote internationalization of education and facilitate global knowledge sharing. The application of digital technology in this field has provided unprecedented convenience for the cross-border flow and sharing of educational resources. Through online learning platforms and distance education technology, students are no longer limited by geography and can easily access high-quality educational resources from around the world. Not only does it broaden students' international perspectives, but it also promotes knowledge exchange and ideological collision in different cultural backgrounds. At the same time, digital technology has made the sharing of educational resources more efficient and convenient, reducing education costs and providing opportunities for more people to receive high-quality education.

2.6. International animal protection:

Social work is playing an increasingly important role in international animal protection through the use of digital technology. Through intelligent monitoring and data analysis, the activity trajectory of animals can be tracked more accurately, and potential threats and problems can be detected in a timely manner. Furthermore, digital technology can also help us establish animal protection databases, recording information such as the types, quantities, and health status of animals, providing strong support for scientific research and conservation work. With the help of these technologies, we can more effectively promote the development of international animal protection and foster harmonious coexistence between humans and nature [1]. Digital technology can also promote cross-border animal protection cooperation, share protection experience and resources, and jointly address global animal protection challenges. Social workers can use digital technology to build platforms that connect volunteers, donors, and conservation organizations around the world, forming a collaborative effort to contribute to the cause of animal protection.

2.7. Global economic development and common prosperity:

Social work has shown great potential in utilizing digital technology to promote global economic development and common prosperity. Digital technology can not only optimize resource allocation and promote regional economic cooperation, but also help achieve social equity and inclusive growth through a smart public service system [2]. Social workers can use big data and artificial intelligence technology to more accurately identify the underlying causes of poverty and inequality, design and implement targeted poverty alleviation and assistance programs, provide them with more personalized assistance and support, and achieve the goal of global common prosperity. In this process, the role of social workers is crucial, as they are both users of digital technology and important forces driving social change.

2.7.1. Digital technology reshapes the global governance system

1. Building a governance framework based on extensive consultation, joint contribution and shared benefits

Global digital governance is facing the dilemma of fragmented rules and the game of data sovereignty. For example, there are differences in the rules for cross-border data flow between the EU Digital Services Act and the RCEP agreement (Regional Comprehensive Economic Partnership Agreement), reflecting the divergent interests of developed and developing countries. In response, China has proposed the Global Artificial In-

telligence Governance Initiative, advocating for the coordination of technical standards and data security norms through multilateral mechanisms, such as the G20 and APEC, and promoting the formation of an open and compatible governance system [2].

2. Technology-enabled governance practices

Digital technology enhances regulatory efficiency through "agile governance". For example, blockchain technology is applied to the information sharing platform of the China Europe freight train, achieving data collaboration among logistics, customs, and financial institutions, and reducing cross-border trade costs. The United Nations High Level Panel on Digital Cooperation emphasizes the need to use AI and big data to predict network attack risks and establish a global digital security joint defense mechanism.

2.7.2. Digital technology drives regional economic cooperation

1. Breaking down geographical barriers and optimizing resource allocation

Digital technologies are promoting regional economic integration through "digital bridges." For example, the Shanghai Cooperation Organization (SCO) has built a cross-border service alliance network based on blockchain, enabling "single-invoice, dual-declaration" for trade documents and improving logistics efficiency in Central and South Asia. South Korea's "electronic driver's license" system uses blockchain technology to achieve cross-border mutual trust in identity authentication and promote the widespread use of contactless services [3].

2. Innovative business models and Industrial synergy

Digital trade has become a new engine of economic growth. The "new offshore trade" model proposed by China, leveraging cross-border e-commerce and digital payment technology, is expected to contribute 27.8% of global data resources by 2025. Japanese companies use VR technology to achieve "virtual business trips", remotely inspect overseas factories, and reduce cross-border supply chain management costs.

2.7.3. Digital technology empowers public services and social equity

The empowerment of public services and social equity through digital technology is mainly reflected in:

1. Bridge the digital divide and safeguard the rights and interests of vulnerable groups

One third of the world's population still has no access to the Internet. By the end of 2021, about 60% of adults in sub-Saharan Africa will be unable to access the Internet through mobile devices. China's Platform for Action to Improve Digital Literacy and Skills for All proposes to build a lifelong digital learning system for all by 2025, focusing on helping the elderly and disabled groups. The United Nations Children's Fund calls for the establishment of a "Child consultation mechanism", that incorporates child feedback into digital product design to avoid algorithmic bias that leads to unequal educational opportunities. By 2025, the network connectivity rate of smartphones in sub-Saharan Africa will increase to 61% [7].

2. Smart City and Innovation in Livelihood Services

Digital technology is deeply integrated into public service scenarios. For example, Jiangning District in Nanjing City integrates urban data through the "One Network Management" platform, monitors passenger flow and flood situation in real time, and improves grassroots governance efficiency. The UK provides epidemic consultation and chronic disease management through AI chatbots to alleviate the pressure on medical

resources.

3. Ethical challenges and responses to the application of digital technology

3.1. The global game of data security and privacy protection

AIGC technology (artificial intelligence content automatic generation technology) exacerbates the risk of privacy breaches, such as a technology company illegally using 2 million children's voice data to push advertisements (Liu Jia, 2023). China has established a regulatory framework through the Data Security Law and Personal Information Protection Law, while Brazil's General Data Protection Law requires special permission for the use of children's data, reflecting different governance paths [8].

3.2. Technical risks and reconstruction of labor rights and interests

The International Labor Organization points out that AI may pose new occupational safety risks, such as accidental injuries from robot collaboration or algorithm-induced burnout. The EU's Digital Markets Act restricts the monopolistic behavior of tech giants, while China is training industrial workers to adapt to technological change through its "Digital Skills Industry-Education Integration Project".

3. Future path

Building an international cooperation ecosystem for the betterment of technology (Figure 3).

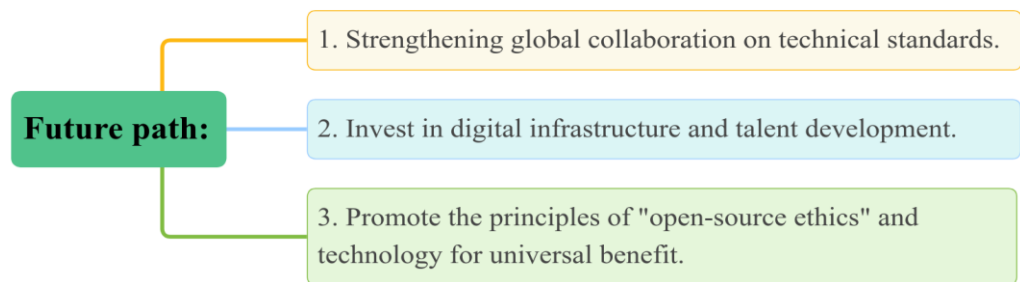


Figure 3. Future path

1. Strengthening global collaboration on technical standards

We should actively promote the development of unified technical standards by international organizations, such as the IEEE (Institute of Electrical and Electronics Engineers). For example, the IEEE's "Age-Appropriate Digital Services Framework" requires that application functions be designed based on children's cognitive levels to reduce the incidence of online violence.

2. Invest in digital infrastructure and talent development

A regional digital development fund has been established to support developing countries in building 5G networks and data centers. For example, the China-Kyrgyzstan-Uzbekistan cross-border optical cable project has improved data transmission efficiency in Central Asia and narrowed the regional digital divide.

3. Promote the principles of "open-source ethics" and technology for universal benefit

International collaboration within the open-source community can accelerate technology inclusion. The Netherlands' "Child Rights Design Guidelines" optimize product ethics through interdisciplinary assessments, reducing unnecessary data collection by 34% [7].

Conclusion:

Digital technology is not just a tool, but also a key strategic element in restructuring international relations. From the UN "High level Panel on Digital Cooperation" to the "the Belt and Road" digital initiative, the international community should focus on the concept of a community with a shared future for mankind, and balance the relationship between innovation and ethics, efficiency and equity. Only through joint consultation, joint construction, and shared benefits can we achieve the widespread availability of digital dividends on a global scale and inject lasting momentum into sustainable development goals. The application of digital technology in international social work will gradually change traditional service models. With the help of data analysis and intelligent algorithms, we can more accurately meet the needs of cross-border immigration, refugees, public health, international communities, and other aspects. In the future, international social workers will continue to play an irreplaceable role. Their work will promote justice and equality in the global society, and contribute to building a better world.

REFERENCES

1. Good to observe. GSMA optimistic outlook for mobile economy in sub-Saharan Africa, 2022. Available from: <https://www.shangyexinzhi.com> [accessed August 9 2025].
2. Liu Jia. AIGC (Artificial Intelligence Content Generation Technology) Encyclopedia, 2023. (<http://news.sohu.com/>). [accessed August 9 2025].
3. Liu Debin. The talent gap in Germany still needs to be filled Why the refugee vocational training fails, 2020. (<http://news.sina.com>). [accessed August 21 2025].
4. Ma Yun. UN Refugee Agency Official: Utilizing New Technologies for Humanitarian Assistance, 2024. (<https://www.scf.org>). [accessed August 21 2025].
5. The Youth League District Committee. The "Four Hearts Action" of volunteer service in Jing'an District has been launched! There is more "Practical information" on site. (<https://www.163.com>) [accessed August 20 2025].
6. War photographer. Guterres: Peace and security in the real world need to be supported by the digital world, 2024. (<https://www.sohu.com/a>) [accessed August 21 2025].
7. Xu Xiujun, Shen Chen. The 'China Proposition' Leads the Deepening of BRICS Cooperation, 2019. <http://www.chinatoday.com>. [accessed August 9 2025].
8. Zhang Yantang Research on the Legal Implementation Path of the Community with a Shared Future for the Ocean, Global Times, 2024, 6, pp.23-56.

Резюме

Цюй Хан

Цифровые технологии расширяют возможности международной социальной работы

Цифровые технологии, как самая революционная и разрушительная инновационная сила XXI века, трансформируют все аспекты человеческого общества с беспрецедентной скоростью и масштабами. Эти изменения не только проявляются на техническом уровне, но и оказывают глубокое влияние на человеческий образ производства, жизни и мышления. Будучи центральным двигателем и ключевой движущей силой глобального прогресса во всех областях экономики, политики, культуры и общества, цифровые технологии переопределяют траекторию развития и цивилизацию человеческого общества. В условиях глобализации цифровых технологий международное сообщество сталкивается со многими новыми вызовами и возможностями. Быстрое развитие цифровых технологий дает мощный импульс инновациям и изменениям в работе международного сообщества. В этой статье основное внимание уделяется расширению возможностей цифровых технологий для международного сообщества, углубленному изучению их применения в основных областях практики, таких как транснациональные услуги по миграции и беженцам, общественное

здравоохранение и хоспис, международное управление сообществами, международные культурные обмены, международные образовательные обмены и обмен, международная защита животных и глобальное экономическое развитие и общее богатство, а также анализу их глубокого воздействия. Изучая конкретную практику цифровых технологий в работе международного сообщества, мы показываем, как они могут изменить систему глобального управления, стимулировать региональное экономическое сотрудничество и расширить возможности государственных служб и социальной справедливости. В то же время мы обращаем внимание на этические проблемы в применении цифровых технологий, такие как глобальная игра безопасности данных и защиты конфиденциальности, технологические риски и реконструкция трудовых прав и интересов, и предлагаем соответствующие стратегии реагирования. Наконец, глядя в будущее, международное сообщество работает с цифровыми технологиями для достижения пути дальнейшего развития, включая укрепление глобальной синергии технологических стандартов, инвестиции в цифровую инфраструктуру и подготовку кадров, а также пропаганду «этики с открытым исходным кодом» и универсальности технологий для продвижения работы международного сообщества к инклюзивной цифровой цивилизации.

Ключевые слова: *цифровые технологии, расширение прав и возможностей, международная, социальная работа, полевая, миссия*

Xülasə

Qu Hanq

Rəqəmsal texnologiya beynəlxalq sosial işə güc verir

Rəqəmsal texnologiya XXI əsrin ən inqilabi və çevirici innovasiya qüvvəsi olaraq, insan cəmiyyətinin bütün aspektlərini misilsiz sürət və miqyasda yenidən formalaşdırır. Bu çevrilis təkcə texnoloji səviyyədə özünü göstərməklə kifayətlənmir, həm də insanın istehsal üsulu, yaşayış tərzı və düşüncə quruluşunu dərin şəkildə təsirləndirir. Qlobal iqtisadiyyat, siyasət, mədəniyyət və sosial sahələrin hər birində hərtərəfli tərəqqini təşviq edən əsas mühərrik və həlledici hərəkətverici qüvvə kimi, rəqəmsal texnologiya insan cəmiyyətinin inkişaf trayektoriyası və mədəniyyət formasını yenidən müəyyən edir. Rəqəmsal texnologiyanın qloballaşması ilə beynəlxalq sosial iş yeni çətinliklər və fürsətlərlə üzləşir. Rəqəmsal texnologiyanın sürətli inkişafı beynəlxalq sosial işdə innovasiya və dəyişiklik üçün güclü təkan təmin edir. Bu məqalə, rəqəmsal texnologiyanın beynəlxalq sosial işə güc verməsinə diqqət yetirərək, onun transmilli miqrasiya və qaçqın xidmətləri, ictimai sağlamlıq və palliativ qulluq, beynəlxalq icra idarəetməsi, beynəlxalq mədəni mübadilə, beynəlxalq təhsil mübadiləsi və paylaşımı, beynəlxalq heyvan mühafizəsi və qlobal iqtisadi inkişaf ilə ümumi rifah kimi əsas praktik sahələrdəki təbiiqini araşdırır və onun gətirdiyi dərin təsirləri təhlil edir. Rəqəmsal texnologiyanın beynəlxalq sosial işdəki konkret praktikasını öyrənmək vasitəsilə, onun qlobal idarəetmə sistemini necə yenidən formalaşdırdığını, regional iqtisadi əməkdaşlığı necə hərəkətə gətirdiyini və ictimai xidmətlər ilə sosial ədaləti necə gücləndirdiyini aşkara çıxarır. Eyni zamanda, rəqəmsal texnologiyanın təbiiqı prosesindəki etik problemlərə, məsələn, məlumat təhlükəsizliyi və məxfilik mühafizəsinin qlobal rəqabəti, texnoloji risklər və əmək hüquqlarının yenidən qurulması kimi məsələlərə diqqət yetirir və müvafiq cavab strategiyaları təklif edir. Nəhayət, gələcəyə baxaraq, beynəlxalq sosial işin rəqəmsal texnologiya vasitəsilə daha da inkişaf etdirmə yollarını, o cümlədən texnoloji standartların qlobal uyğunlaşdırılmasının gücləndirilməsini, rəqəmsal infrastruktur və insan resurslarının inkişafına investisiyanın artırılmasını və "açıq mənbəli etika" ilə texnoloji bərabərliyin təşviq edilməsini nəzərdə tutaraq, beynəlxalq sosial işi qapsayıcı rəqəmsal mədəniyyətə doğru irəlilətməyi müzakirə edir.

Açar sözlər: *rəqəmsal texnologiya, gücləndirmə, beynəlxalq, sosial iş, sahə, missiya*

Şöbə redaktoru f.ü.f.d., dos. Rəhimov Mütəllim Qara oğlunun rəyi əsasında çapa məsləhət görülmüşdür.