

TECHNOLOGICAL EXCLUSION AND THE REALIZATION OF HUMAN RIGHTS IN DIGITALIZED SOCIAL PROTECTION

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ABSTRACT

The digitalization of social protection is increasingly presented as an instrument for improving the efficiency, accessibility and transparency of public services. However, when access to social rights becomes predominantly mediated by digital platforms, electronic procedures, databases and automated forms of decision-making, new forms of exclusion may emerge. This paper analyzes technological exclusion as a human rights issue within digitalized social protection systems. It focuses on the position of users who lack digital skills, stable internet access, adequate devices, accessible digital interfaces or institutional support in navigating digital procedures. Special attention is given to the risks that digital transformation may create for older persons, persons with disabilities, people living in poverty, rural populations and other socially vulnerable groups. The paper discusses the relationship between administrative modernization and the effective realization of human rights, particularly the principles of equality, non-discrimination, accessibility, privacy, transparency and the right to an effective remedy. The central argument is that digitalization should not replace the substantive accessibility of social protection, but should function as an additional and socially sensitive channel for exercising rights. The paper concludes that digitalized social protection requires human rights safeguards, non-digital alternatives and institutional mechanisms that prevent technological exclusion from becoming a new form of social inequality.

Keywords: social protection, human rights, technological exclusion, digitalization, social rights.