УДК 338.488:640:004.8:658.56

D. Molnar-Babilya,
PhD in Chemistry, Associate Professor of the Department of Hotel,
Restaurant and Museum Business, Mukachevo State University,
Associate Professor of the Department of Biology and Chemistry,
Ferenc Rakoczi II Transcarpathian Hungarian University
ORCID ID: https://orcid.org/0000-0003-1063-013X
V. Yurovchyk,
PhD in Geographic Sciences, Lecturer of the Departmental Committee for Basic and
Fundamental Education, Lutsk Applied College of Recreation Technology and Law
ORCID ID: https://orcid.org/0000-0003-1947-4807
I. Niahovsky,
Postgraduate student of the Department of Accountingand Taxation
and Marketing, Mukachevo State University
ORCID ID: https://orcid.org/0009-0007-3685-4584

DOI: 10.32702/2306-6792.2026.10.464

SMART TECHNOLOGIES AS A TOOL FOR IMPROVING SERVICE QUALITY AND SAFETY IN TOURISM AND THE HOTEL-RESTAURANT INDUSTRY

Д. І. Молнар-Бабіля,
к. х. н., доцент кафедри готельно-ресторанної та музейної справи, Мукачівський державний університет,
доцент кафедри біології і хімії, Закарпатський угорський університет їм. Ференца Ракоці II
В. Г. Юровчик,
к. геогр. н., викладач циклової комісії з базової та фундаментальної підготовки,
Луцький фаховий коледж рекреаційних технологій і права
І. Б. Няговський,
аспірант кафедри економіки та фінансів, Мукачівський державний університет

SMART-ТЕХНОЛОГІЇ ЯК ІНСТРУМЕНТ ПІДВИЩЕННЯ ЯКОСТІ ОБСЛУГОВУВАННЯ ТА БЕЗПЕКИ У ТУРИЗМІ Й ГОТЕЛЬНО-РЕСТОРАННОМУ БІЗНЕСІ

This article aims to examine the role of smart technologies as a tool for improving service quality and safety in tourism and the hotel-restaurant industry. The study substantiates that smart technologies should be considered as an independent category, distinct from the concept of SMART goals, as they represent not a planning methodology but a set of intelligent technical solutions aimed at the automation and optimization of processes. It is demonstrated that in the tourism and hospitality industry, smart technologies perform a system-forming function, acting as a tool for enhancing both service quality and safety. It has been established that the impact of smart technologies on service quality is realized through personalization, increased service speed, continuous access to services, and the adaptability of systems to consumer behavior. At the same time, their role in ensuring safety lies in the formation of a comprehensive protection system that covers physical, informational, sanitary, and organizational aspects, using preventive mechanisms, continuous monitoring, and rapid response to risks. Thus, these technologies shape a new service paradigm focused on integrating digital solutions at all stages of customer interaction. The scientific value of the study lies in: clarifying the conceptual framework through the distinction between SMART goals and smart technologies; systematizing the directions of influence of smart technologies on service quality and safety; substantiating the principles for improving quality and safety; and

ISSN 2306-6792

developing a holistic approach to understanding smart technologies as an integrated toolkit for ensuring the competitiveness of hospitality enterprises. The practical significance of the results lies in their potential application by tourism and hospitality businesses to enhance service management efficiency, optimize operational processes, improve customer experience, and minimize risks. The limitations of the study are related to the generalized nature of the analysis without in-depth empirical verification based on specific enterprises, as well as the limited consideration of regional features in the implementation of smart technologies.

Метою статті є дослідження ролі смарт-технологій як інструменту підвищення якості обслуговування та безпеки туризмі й готельно-ресторанному бізнесі. У дослідженні обгрунтовано, що smart-технології слід розглядати як самостійну категорію, відмінну від концепції SMART-цілей, оскільки вони репрезентують не методологію планування, а сукупність інтелектуалізованих технічних рішень, спрямованих на автоматизацію та оптимізацію процесів. Доведено, що у сфері туризму та готельно-ресторанного бізнесу ці технології виконують системоутворюючу функцію, виступаючи інструментом підвищення якості та безпеки обслуговування клієнтів. Встановлено, що вплив smart-технологій на якість сервісу реалізується через персоналізацію, підвищення швидкості обслуговування, забезпечення безперервності доступу до послуг та адаптивність систем до поведінки споживачів. Водночас їх роль у забезпеченні безпеки полягає у формуванні комплексної системи захисту, що охоплює фізичні, інформаційні, санітарні та організаційні аспекти, із застосуванням превентивних механізмів, безперервного моніторингу, оперативного реагування на ризики. Таким чином, окреслені технології формують нову сервісну парадигму, орієнтовану на інтеграцію цифрових рішень у всі етапи взаємодії з клієнтом. Наукова цінність дослідження полягає в: уточненні понятійного апарату через розмежування SMART-цілей і smart-технологій; систематизації напрямів впливу smart-технологій на якість і безпеку обслуговування; обгрунтуванні принципів підвищення якості та безпеки; формуванні цілісного підходу до розуміння smart-технологій як інтегрованого інструментарію забезпечення конкурентоспроможності підприємств. Практичне значення отриманих результатів полягає у можливості їх використання підприємствами туризму та готельно-ресторанного бізнесу для підвищення ефективності управління сервісом, оптимізації операційних процесів, покращення клієнтського досвіду та мінімізації ризиків. Обмеження дослідження пов'язані з узагальненим характером аналізу (без глибокої емпіричної перевірки на базі конкретних підприємств) та не можливістю врахування регіональних особливостей впровадження smart-технологій.

Key words: protection systems; service quality; service; service safety; safety of customers and staff; threats and risks; service consumption; physical threats; sanitary and hygienic risks; technological and environmental risks; information threats; organizational risks; service standards.

Ключові слова: системи захисту; якість обслуговування; сервіс; безпека обслуговування; захист клієнтів і персоналу; загрози і ризики; споживання послуг; фізичні загрози; санітарно-гігієнічні ризики; техногенні та екологічні ризики; інформаційні загрози; організаційні ризики; стандарти обслуговування.

PROBLEM STATEMENT

The modern development of tourism and the hotel and restaurant industry is taking place under conditions of rapid digitalization and highly dynamic changes in consumer requirements regarding service quality and safety. These processes, combined with increased population mobility and intensified competition in the service market, necessitate the implementation of innovative solutions that ensure business efficiency while meeting customer expectations. In this context, SMART technologies are gaining particular importance.

Smart technologies not only encompass a wide range of digital tools, but-due to their ability to independently collect data, analyze it, learn, and make autonomous decisions-they transform traditional approaches to service organization. Their use enables tourism and hospitality enterprises to optimize operational processes, personalize services according to customer needs, improve service quality, and ensure rapid responses to changing market conditions.

Namely, the implementation of smart systems in hotels enables the automation of guest check-in through mobile applications or electronic self-service kiosks, utilizes "smart" rooms equipped with IoT devices to regulate lighting, temperature, and security, and employs analytics systems to forecast demand and optimize pricing. In the restaurant business, smart technologies are implemented through electronic menus, automated ordering systems, robotic service, and product quality control. In the tourism sector, they enable the creation of personalized itineraries, as well as the use of digital guides, navigation systems, and travel safety solutions.

Smart technologies play a particularly important role in ensuring safety. They facilitate the implementation of modern access control systems,

ISSN 2306-6792

video surveillance, monitoring of sanitary conditions, and cybersecurity measures to protect customer data. This is especially important in the context of growing global risks, including epidemiological threats, cybercrime, and other challenges that affect the stability of the industry.

ACTUAL SCIENTIFIC RESEARCHES AND ISSUES ANALYSIS

The challenges of using SMART technologies in tourism and the hotel and restaurant industry are addressed in the works of Bhuiyan K.H., Jahan I., Zayed N.M., Islam K.M.A., Suyaiya S., Tkachenko O., Nitsenko V. [1], Staietskyi M. [6], Sorokina W.Y., Fyall A., Lugosi P., Torres E., and Jung T. [7]. The researchers emphasize the digital transformation of the hospitality industry, the implementation of intelligent management systems, and the associated challenges.

Meanwhile, the role of SMART technologies in improving service quality and safety in tourism and the hotel and restaurant industries has not been adequately addressed in the scientific literature. Due to the insufficient development of this topic, it remains unclear how exactly SMART technologies influence service quality (service speed, personalization, customer experience). This creates a gap between technological implementation and actual service improvement. The paucity of studies makes it difficult to assess the role of SMART solutions in access control, risk monitoring, cybersecurity, and the safety of tourists and guests. Thus, enterprises may implement technologies without a clear understanding of their impact on safety.

Thus, the implementation of smart technologies becomes a necessary condition for increasing the competitiveness of enterprises in tourism and the hotel and restaurant industry.

RESEARCH AIM

This article aims to examine the role of smart technologies as a tool for improving service quality and safety.

Main findings of the research. SMART technologies generally refer to intelligent, automated, and "smart" technological solutions. Quite often, the term SMART technologies is mistakenly equated with "SMART goals", a goal-setting method. However, this is not methodologically correct, since in this case "SMART" is an acronym (S — Specific, M — Measurable, A — Achievable, R — Relevant, T — Time-bound), which emerged as a mnemonic rule (i.e., a memory aid for key principles).

The differences between SMART goals and smart technologies (smart devices) are presented in more detail in Table 1.

Table 1. Differences between SMART goals and smart technologies

Criterion	SMART goals	Smart technologies
Essence	A goal-setting method	Intelligent devices and systems
Sphere	Education, business, self-development	Technology, electronics, household
Meaning	Acronym (S-M-A-R-T)	"Smart" = intelligent
Main idea	Helps formulate goals correctly	Automates device operation
Examples	"Improve grades within 2 months"	Smartphone, smartwatch, smart home
Result	Clear action plan for achieving goals	Convenience and automation

Source: created by the author based on [1—2; 8].

In essence, the main difference is that SMART goals represent a planning method (centered on thinking and achievement), whereas smart technologies refer to real devices (driven by technology and automation) [2].

Also, in the scientific literature on tourism and the hotel-restaurant industry, smart technologies are considered a universal tool for improving service quality and safety (due to their central role in the technologization of processes that ensure enterprise competitiveness and in shaping new service standards in the tourism and hospitality industry [6—7]).

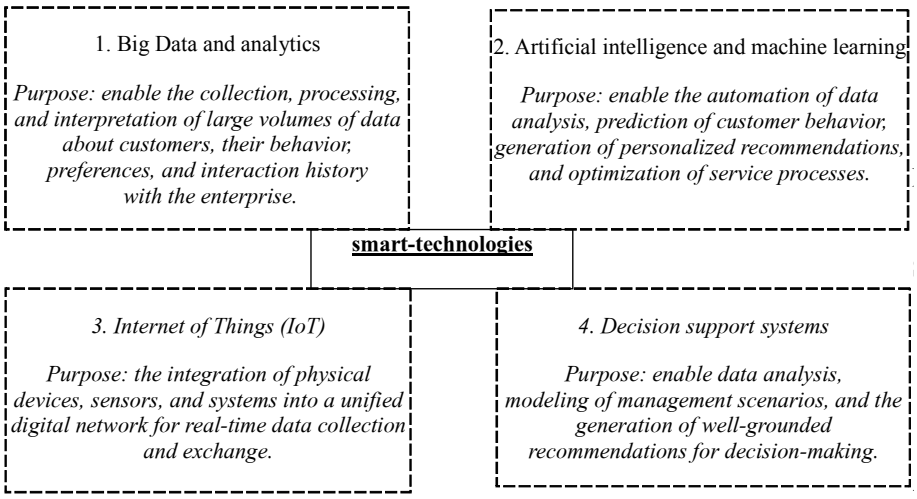

Figure 1. Structure of smart technologies

Source: created by the author based on [2—3; 7—8].

The structure of these technologies is highly detailed, as shown in Figure 1.

It's noteworthy that, in general, service quality is a comprehensive characteristic of the level of service provision. Metho-

ISSN 2306-6792

dologically, it reflects how comprehensively and effectively an enterprise satisfies the needs and expectations of its customers. In particular, service quality in tourism reflects the degree to which the service process meets the expectations and tourists' needs. It includes both the speed and accuracy of service delivery and such components as travel ease, access to services, staff professionalism, informational support, a personalized approach, and the overall impression a tourist gains from interacting with the tourism product.

Thus, we agree with Maslyhan O.O., Tereshchuk O.S., Kiziun A.H., and Hutsol A.V. [4] that service quality in tourism and the hotel-restaurant industry is shaped by the degree to which services meet the expectations and needs of customers. This alignment is important both during the customer's stay at an accommodation or dining establishment and throughout the service process before and after the provision of the tourism service. Quality is a characteristic that encompasses not only the efficiency and accuracy of service delivery, but also the level of comfort, cleanliness, and aesthetics of the environment, food quality, the friendliness and professionalism of staff, as well as the enterprise's ability to provide an individualized approach to each guest [4]. In view of the multidimensional nature of this category, it should be noted that smart technologies are a tool for improving service quality through their impact on personalization and service speed (see Table 2).

This very complexity makes smart technologies an effective tool for improving service quality, particularly through personalization and service speed. In fact, the data presented in Table 2 show that such technologies enhance service quality not only through technological advancement but also by creating a more convenient, individualized, and responsive service environment. Namely, in the operation of the coffee chain Starbucks, particularly among its baristas, this is clearly evident. The use of POS systems and mobile applications allows customers to place orders in advance, selecting drinks, sizes, types of milk, or additional ingredients. When the customer arrives, the barista already sees the completed order in the system, reducing wait times and minimizing queues. In addition, smart coffee machines and automated recipe systems help baristas consistently reproduce beverage quality: the machine controls water temperature, pressure, and the dosing of coffee and milk [5; 9]. This reduces the influence of the human factor and ensures consistent taste in every cup. One more example is Starbucks' order personalization system. If a regular customer frequently orders, for instance, a latte with oat milk and vanilla syrup, the system may automatically suggest this option to the barista or the customer during their next visit. This creates a "recognition of the guest" effect and enhances the level of service [5; 9].

Within a tourism enterprise's operations, implementing CRM systems and online booking platforms enables the creation of personalized travel offers for customers. Based on the analysis of previous trips and preferences (type of vacation, budget, countries visited), the system automatically suggests the most relevant tours, hotels, and additional services (namely, excursions, insurance, transfers [6]). This ensures an individualized approach without significant time expenditure on the part of the manager.

Overall, the outlined provisions define the basic principles for improving service quality in tourism and the hotel-restaurant industry through smart technologies [8]. These include

Table 2. Smart technologies as a tool for improving service quality in tourism and the hotel-restaurant industry

Service personalization*		Service quality **	
General characteristics	Implementation specifics	General characteristics	Implementation specifics
Ensured through the collection and analysis of customer data (booking history, preferences, behavior, feedback).	Based on this data, systems can automatically generate personalized offers: recommend specific room types, suggest dishes based on previous orders, and adjust accommodation settings (such as temperature, lighting, and additional services) prior to the guest's arrival.	Ensured through the automation and digitalization of key operations	Online booking, electronic check-in, cashless payments, and self-service systems significantly reduce service time and help avoid queues.
Ensured through improved communication.	Mobile applications and CRM systems enable personalized communication by sending special offers, reminders, or bonuses tailored to individual customers.	Ensured through the high-quality performance of staff.	Integrated management systems optimize staff performance, ensuring prompt responses to customer requests.

Note:

* customization of a product or platform for a specific user in order to make the experience more convenient and relevant..

** evaluation of how well a service or product meets user expectations and satisfies their needs.

Source: created by the author based on [2; 4; 6; 8]

ISSN 2306-6792

1. Principle of service personalization.
SMART technologies enable the collection and analysis of customer data (purchase history, preferences, and behavior).*

3. Principle of service efficiency (speed).
SMART technologies significantly reduce the time required to perform operations, including online booking, electronic check-in, automated order processing, and cashless payments.

These provisions characterize the aspects under which a systemic impact on service quality is formed.

3. Principle of service continuity and accessibility.
SMART technologies provide 24/7 access to services and information, increasing user convenience regardless of time and location.

4. Principle of adaptability.
SMART technologies continuously learn from data, adjusting their operating algorithms in response to customer behavior and market conditions, which enables the maintenance of a consistently relevant level of service.

Figure 1. Principles of improving service quality through smart technologies

Note:
* Based on this, an individualized approach to each customer is formed, including personalized offers, adapted services, and targeted recommendations. This increases customer satisfaction and builds loyalty.
Source: created by the author.

(see Figure 1): (i) the principle of service personalization; (ii) the principle of service efficiency (speed); (iii) the principle of continuity and accessibility of services; (iv) the principle of adaptability.

Service safety is a category that defines the state of protection of customers and staff, the enterprise's property, and information from various threats and risks during the provision and consumption of services. It involves a system of organizational, technical, and legal measures aimed at preventing and minimizing such risks as: (i) physical threats (accidents, fires, injuries, emergencies); (ii) sanitary and hygienic risks (violations of cleanliness standards, food poisoning); (iii) technological and environmental risks; (iv) information threats (personal data breaches, cybercrime); (v) organizational risks (staff errors, violations of service standards).

Indeed, service safety in the tourism and hospitality industry can be viewed as a guaranteed level of protection that ensures a comfortable, stable, and risk-free stay for clients while they use tourism, hotel-restaurant services. Such as, in restaurant operations, various service safety measures may be implemented that function as a single interconnected risk management system (technology, personnel, and processes are integrated into one control framework [1]). In the industrial kitchen, an automatic fire suppression system may be installed (above deep fryers, so that in case of ignition the fire is immediately extinguished). Employees are required to wear gloves and head coverings, and every two hours they undergo cleanliness checks of work surfaces. Refrigerators are equipped with temperature sensors, and if the temperature rises above the norm, the administrator receives an alert. Customer data from online orders is stored in a system with password protection and encryption to prevent information leaks. Cashiers receive training to avoid calculation errors and prevent fraud.

In light of the outlined integration, smart technology has been identified as a tool for comprehensive detection, prevention, and real-time monitoring of risks (see Table 3).

Thus, smart technologies form an integrated safety system that covers physical, sanitary, informational, and organizational levels of protection, ensuring the stable and secure functioning of enterprises in the tourism and hospitality industry. In the case of a hotel enterprise, the implementation of a "smart hotel" system makes it possible to encompass various levels of safety: RFID key cards and access control systems restrict unauthorized entry (physical safety); smoke detectors and automatic fire suppression systems respond

Table 3. Smart technologies as a tool for enhancing service safety in tourism and the hotel-restaurant industry

Comfortable and consistent service usage		Safe use of services	
General characteristics	Implementation specifics	General characteristics	Implementation specifics
Developing a convenient service environment	Use of mobile applications, online booking, automated service, and personalization of customer interaction	Reducing and preventing risks in service delivery	Use of video surveillance systems, security sensors, access control, and cybersecurity measures to prevent physical, informational, and organizational risks
Ensuring stable service delivery	Real-time process monitoring, big data analytics for forecasting workload and demand, and automation of managerial decision-making	Minimizing threats to customers and staff	Detection of potential risks using IoT systems and automatic response to emergencies (fires, accidents, and violations of sanitary standards)

Source: created by the author based on [1—2; 3; 7—8].

ISSN 2306-6792

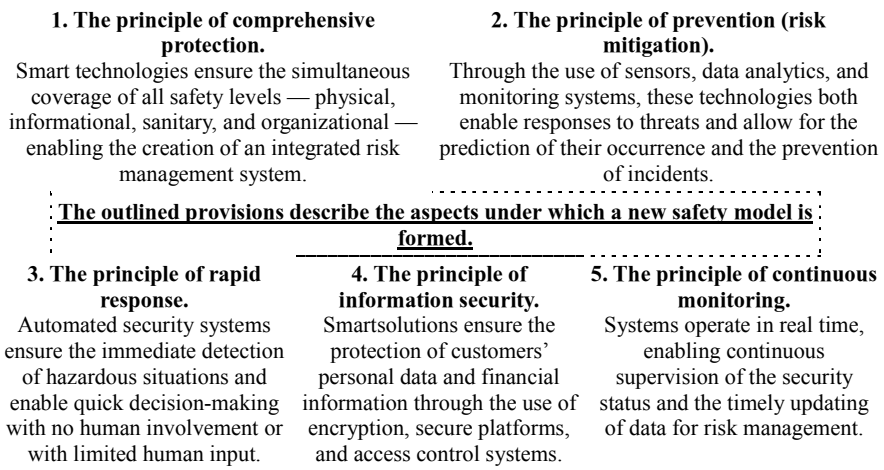

Figure 2. Principles of enhancing service safety in the tourism and hotel-restaurant industry through smart technologies

Source: created by the author.

promptly to emergencies (technogenic safety); data management systems ensure the protection of guests' personal information (information security); and automated control of cleaning and food quality in the hotel-restaurant maintains sanitary and hygienic standards. In the operations of a tourism enterprise, the use of a CRM system and a mobile tourism application helps ensure the safety of tourists across all stages of the journey.

In general, the formulated provisions define the basic principles for enhancing service safety in the tourism and hotel-restaurant industry through smart technologies. Among them, the following are highlighted (see Figure 2): (i) the principle of comprehensive protection; (ii) the preventive principle (risk mitigation); (iii) the principle of timely reaction; (iv) the principle of information security; (v) the principle of continuous monitoring.

Actually, smart technologies form a new safety model in the tourism and hotel and restaurant industry, based on the integration of automation, analytics, and digital control.

CONCLUSIONS

As a result of the study, it has been substantiated that smart technologies is viewed as an independent category, distinct from the concept of SMART goals. These technologies represent not a planning methodology, but a set of intelligent technical solutions aimed at process automation and optimization. It has been demonstrated that, in the tourism and hotel-restaurant industry, smart technologies perform a system-forming function, acting as a tool for improving service quality and safety.

Research has shown that the impact of smart technologies on service quality is realized through personalization, increased service speed, ensuring continuous access to services, and the adaptability of systems to consumer behavior. In parallel, their role in ensuring safety lies in the formation of a comprehensive protection system covering physical, informational, sanitary, and organizaional aspects, using preventive mechanisms, continuous monitoring, and rapid response to risks. Thus, smart technologies form a new service paradigm oriented toward the integration of digital solutions into all stages of customer interaction.

The study's scientific merit lies in clarifying the conceptual framework through distinguishing between SMART goals and smart technologies; systematizing the directions of smart technologies' impact on service quality and safety; substantiating the principles of improving quality and safety; and forming an integrated approach to understanding smart technologies as a comprehensive toolkit for ensuring the competitiveness of hospitality industry enterprises.

The applied value of the findings lies in the possibility of their application by tourism and hotel and restaurant enterprises to improve service management efficiency, optimize operational processes, enhance customer experience, and minimize risks.

The study is limited by the general nature of the analysis without in-depth empirical validation based on specific enterprises, as well as the limited consideration of regional features in the implementation of smart technologies.

ISSN 2306-6792

The prospects for further research should be focused on conducting empirical studies of the effectiveness of smart technologies implementation across different segments of the industry.

Література:

1. Bhuiyan K.H., Jahan I., Zayed N.M., Islam K.M.A., Suyaiya S., Tkachenko O., Nitsenko V. Smart Tourism Ecosystem: A New Dimension toward Sustainable Value Co-Creation. Sustainability. 2022. № 14. URL: https://www.mdpi.com/2071-1050/14/22/15043 (дата звернення: 10.09.2024)

2. Кочума І., Красномовець В. SMART--туризм як екосистема: сутність, складові та значення в забезпеченні сталого розвитку територій. Сталий розвиток економіки, 2024. № 3 (50), pp. 487—495.

3. Лисюк Т. Інноваційні проєкти у розвитку готельно-ресторанних підприємств. Економіка та суспільство. 2026. № 84. https://doi.org/10.32782/2524-0072/2026-84-17

4. Маслиган О.О., Терещук О.С., Кізюн А.Г., Гуцол А.В. Management of quality-of-service production in the clusters of tourism and hotel-restaurant business. Агросвіт. 2022. № 17—18. С. 20—25.

5. Матвійчук Т., Церклевич В. Психологія споживачів кави і компетентність баристи. Вісник ЛТЕУ. Економічні науки. 2019. № 58. URL: http://www.journals-lute.lviv.

6. Стаєцький М. Роль і місце смарт-технологій в стратегічному управлінні бізнес-організацій. Економіка та суспільство, 2025, № 72. https://doi.org/10.32782/2524-0072/2025-72-74

7. Sorokina, W.Y., Fyall, A., Lugosi, P., Torres, E., Jung, T. Constructing a Smart destination framework: A destination marketing organization perspective. Journal of Destination Marketing & Management. 2022. № 23. URL: https://www.sciencedirect.com/science/article/abs/pii/S2212571X21001384?via%3Dihub (дата звернення: 10.09.2024).

8. Jin Liu, C. Michael Hall, Chris Zhu, Vincent Ting Pong Cheng. Redefining the concept of Smart tourism in tourism and hospitality. Anatolia: Informa UK Limited, trading as Taylor & Francis Group. 2023. № 24. P. 1—13.

9. Церклевич В., Діль А., Петришена К. Розвиток бренду ресторану в умовах війни: маркетингові дослідження, "local food", туристичні можливості. Індустрія туризму і гостинності в Центральній та Східній Європі. 2024. № 11. С. 52—64.

References:

1. Bhuiyan, K.H., Jahan, I., Zayed, N.M., Islam, K.M.A., Suyaiya, S., Tkachenko, O., and Nitsenko, V. (2022), "Smart Tourism Ecosystem: A New Dimension toward Sustainable Value Co-Creation", Sustainability, vol. 14, available at: https://www.mdpi.com/2071-1050/14/22/15043 (Accessed: 10.09.2024)

2. Kochuma, I., and Krasnomovets, V. (2024), "SMART-tourism as an ecosystem: essence, components and significance in ensuring sustainable development of territories", Stalyy rozvytok ekonomiky, vol. 3 (50), pp. 487—495.

3. Lysyuk, T. (2026), "Innovative projects in the development of hotel and restaurant enterprises", Ekonomika ta suspil'stvo, vol. 84. https://doi.org/10.32782/2524-0072/2026-84-17

4. Maslyhan, O.O., Tereshchuk, O.S., Kizyun, A.H., and Hutsol, A.V. (2022), "Management of quality-of-service production in the clusters of tourism and hotel restaurant business", Ahrosvit, vol. 17-—18, pp. 20—25.

5. Matviychuk, T. and Tserklevych, V. (2019), "Psychology of coffee consumers and barista competence", Visnyk LTEU. Ekonomichni nauky, vol. 58, available at: http://www.journals-lute.lviv. (Accessed: 10.04.2026).

6. Staetsky, M. (2025), "The role and place of smart technologies in the strategic management of business organizations", Ekonomika ta suspil?stvo, vol. 72. https://doi.org/10.32782/2524-0072/2025-72-74

7. Sorokina, W.Y., Fyall, A., Lugosi, P., Torres, E., and Jung, T. (2022), "Constructing a Smart destination framework: A destination marketing organization perspective", Journal of Destination Marketing & Management, vol. 23, available at: https://www.sciencedirect.com/science/article/abs/pii/S2212571X21001384?via%3Dihub (Accessed: 10.09.2024).

8. Jin, Liu, C., Michael. Hall, Chris, Zhu, and Cheng, V.T. P. (2023), "Redefining the concept of Smart tourism in tourism and hospitality", Anatolia: Informa UK Limited, trading as Taylor & Francis Group, vol. 24, pp. 1—13.

9. Tserklevych, V., Dil, A., and Petryshena, K. (2024). "Restaurant brand development in wartime: marketing research, "local food", tourism opportunities", Industriya turyzmu i hostynnosti v Tsentral'niy ta Skhidniy Yevropi, vol. 11, pp. 52—64.

Отримано редакцією журналу / Received: 04.05.26
Прорецензовано / Revised: 14.05.26
Дата публікації / Published: 21.05.26

ISSN 2306-6792