

УДК 372.881.1

CAN ARTIFICIAL INTELLIGENCE REPLACE A LOGISTICIAN?

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The logistics industry is undergoing rapid transformation due to the integration of artificial intelligence (AI). AI technologies are increasingly automating routine tasks and optimizing supply chains. This raises a critical question: Can AI fully replace a human logistician, or does the human element remain indispensable in logistics management?

AI excels in automating repetitive tasks like data entry, order processing, and shipment scheduling. Machine learning analyzes data for demand forecasting, route optimization, and disruption prediction. Robotics handle inventory management and packing in warehouses. Examples include:

- Amazon’s AI-powered robotics for fulfillment;
- FedEx and Walmart’s real-time tracking and route optimization;
- DHL’s AI-based forecasting for resource allocation.

The benefits are clear:

- Increased operational efficiency;
- Reduced costs and risks;
- Improvement customer service through chatbots and real-time updates;
- Improved sustainability via optimized routes and reduced emissions.

AI struggles with complex decision-making, creativity, and strategic planning.

For instance:

- It cannot fully adapt to unpredictable events or nuanced customer needs;
- Chatbots lack empathy for complex queries;
- Predictive systems may miss complex equipment issues.

AI automates routine roles but creates demand for AI-savvy professionals. Human roles are shifting toward strategic oversight, problem-solving, and managing exceptions.

Artificial Intelligence is transforming logistics by automating routine tasks, optimizing operations, and providing actionable insights. However, it cannot fully replace human logisticians. AI should be viewed as a powerful tool that increases human capabilities, not as a replacement. Strategic thinking, creativity, and adaptability remain uniquely human strengths. Artificial Intelligence is a tool to augment human capabilities.

The research analyzed 6 online sources, such as Shippers.org.gh, Dataconomy, SPD Technology, FreightAmigo, Desk Lib and Built In.