|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **WP2.2 Workshops-consultations**  **Daugavpils University (DU), Latvia**  **Final summary table:**  **Consultation No 1 - date: 08.02.2023; time: 13:00-14:00**  **Consultation No 2 - date: 09.02.2023; time: 13:00-14:00** | | | | | |
| **Stakeholder 1: Consultancy/Ltd**  **Stakeholder 2: NGO/regional**  **Stakeholder 3: State government / regional division**  **Stakeholder 4: Municipal government/Nature Zoo**  **Stakeholder 5: NGO/regional**  **Stakeholder 6: Municipal government**  **Stakeholder 7: State government/regional division**  **Stakeholder 8: State government/regional division** | | | | | |
| Daugavpils University hosted two stakeholders meetings, on February 8th and 9th , attended by SIA "Latvian Rural Consultation and Education Center," Latgale Zoo, the Augšdaugava Municipal Council, Ekolat Ltd, the NGO Beekeeping Association, and the State Environmental Service, the Latvian Ecological Society, the Head of the Natural Resources Department of the Augšdaugava Municipal Council, the Environmental Management Specialist of the Natural Resources Department of the State Environmental Service, The State Plant Protection Service, the Nature Research and Environmental Education Center of Daugavpils University's Association, and the Environmental Management Specialist in Lake Management.  During the meetings, each participant introduced their sphere of activity and pointed to existing collaboration with Daugavpils University, as well as the problems, needs, challenges, and opportunities for future cooperation in their field and region. The meetings were characterized by the exchange of various questions, suggestions, and proposals.  The participants expressed a keen interest in participating and collaborating in the Better Life project, offering their skills and services. The participants also expressed their visions and desires for the implementation of the collaboration platform and its future usage and development. | | | | | |
|  | | | | | |
| ***Local capacities*** | ***Local pains*** | ***Local needs*** | ***Local challenges*** | ***Local potential*** | ***Local opportunities*** |
| Control and monitoring - plant protection products, fertilisers, seeds, plant quarantine, forest management | Lack of digitally active and developed people , the lack of knowledge of using apps | The education with some tracking audio and visual tools, radio, newspapers... |  | The presentation of information to ordinary citizens - social networks, short online seminars, youtube, facebook. | Training of specialists - face-to-face seminars with discussions |
| Ekolat Ltd. project aims to improve the technology and environment related to drinking water, waste water treatment, and rainwater, it focused on the purification plants and adjacent lake, with the goal of providing information on the lake, fish resources, and flora and fauna that can be cleaned | There is a lack of workforce and knowledgeable young people.  The interest in the environment is fading among young people, making it difficult to find individuals who are willing to learn and continue the work | Ekolat Ltd. needs a workforce with expertise in water treatment and purification technology.  The project needs to attract and educate young people who are interested in the environment and willing to learn | Ekolat faces challenges related to the lack of workforce and knowledgeable young people. | The project can invite additional specialists, such as dendrologists and those familiar with rare species, to provide their expertise. | Collaboration in creation an information system that will show activities, scientific information, technological questions, ecological situations, and news related to the project. |
| Planning and implementing projects that help to achieve sustainable and environment-friendly development and urbanization | Lack of enough educated people, there are no enough knowledgeable young people |  | To increase the interest in the environment | Co-organize training and courses that enable to deepen the expertise and improve qualifications for   * project developers, * project promoters and implementers, * construction companies and contractors, * engineers and designers   in collaboration with university teachers, offering professional tips and solutions. | Offered training service to State Environmental Service institutions specialists, technologies and environment |
| Bringing degraded areas back to life, reclamation of quarries. | Shortage of skilled labor to study something more complex and knowledge-intensive |  |  | Research the employers’ needs, what areas need to be developed, provide training in these areas, thus preparing a skilled workforce | Information system with the articles, scientific information. Technological questions, ecological news. |
| Production and marketing of beekeeping products, their various potencials, apitherapy,  aiming to identify different species using DU's equipment. | The shortage of skilled labor in the region to study more complex and knowledge-intensive areas.  The low population in the region, which limits opportunities for training and research. | Need to explore what employers need and what areas to realize, conduct training in these areas, and prepare a skilled labor force. | The shortage of skilled labor and low population in the region are the major challenges faced by the project. | The university can conduct research and training in areas that are relevant to employers and the local community. | The project can create a platform for live conferences to facilitate communication and collaboration among researchers, experts and society. |
| The Environmental Service is a controlling body responsible for ensuring water and air quality, monitoring landfills, and managing flood risks, having access to laboratories to obtain water analyses quickly to address environmental concerns. | The poor quality of water and wastewater in purification plants is a problem faced by the Environmental Service.  There is no air quality monitoring station, and the water monitoring system records only when someone is drawing water.  Many quarries have breaches, and remote sensing methods and techniques are needed to determine the volumes that have been removed. | The Environmental Service needs to address the poor quality of water and wastewater in purification plants.  The service needs to establish an air quality monitoring station and improve the water monitoring system.  The service needs to improve the infiltration in landfills and develop a method to record infiltrate concentrations | The Environmental Service faces several challenges related to the monitoring and management of environmental concerns, such as water and air quality, landfills, and flood risks. | The Environmental Service can hold internal conferences, video calls, and planning sessions to discuss and address the issues. | The service can provide training to improve their skills and knowledge in monitoring and managing environmental concerns. |
| Latgale Zoo successfully fulfills the functions of European zoos in ecological education, science, and nature protection.  The zoo cooperates with DU and continues to use citizen science and work with green and nature friends | The zoo faces challenges related to generating revenue.  The institution needs to upgrade the qualifications of its specialists. | Latgale Zoo needs to develop tourism to bring in money.  The zoo needs to participate in projects to upgrade the qualifications of its specialists. | The institution faces challenges related to generating revenue and upgrading the qualifications of its specialists. | The zoo can develop scientific and educational tourism to connect the marsh park with the fortress. | The institution can work with DU specialists, social scientists, and biologists to jointly develop a mobile app that will provide new opportunities for visitors and encourage the exchange of knowledge. |
| The Latvian Ecological Society is focused on restoring reptile species, particularly the European bog turtle. | The economic situation in the region makes it difficult to attract landowners and stakeholders to participate in nature conservation efforts. | The society needs to generate income to address the challenges related to the economic situation in the region and restore reptile species.  Make the environment more optimal for tourists, to make the environment meet their needs | The society faces challenges related to the economic situation in the region and the need to restore reptile species. | The society can collaborate with the university to provide consultations and engage in university activities.  Development of scientific tourism, educational tourism, | The society can create an app called "Better Life Exchange" to provide an opportunity exchange platform for users to select and share information related to their interests and potential research opportunities. |
| The Augšdaugava District Council, specifically the Head of the Natural Resources Division, is interested in water management concerning public waters and annual operating rules for lakes. | The council is concerned about water management, invasive species, depopulation, low labour force, and falling prices.  The council faces challenges related to biodiversity, co-management, park encroachment, and social and geopolitical issues. | The council requires more extensive advice on lake ecology to prevent the development of invasive species. | The council faces challenges related to water management, biodiversity, co-management, park encroachment, depopulation, low labour force, and falling prices. | The council can attract teachers from two agricultural schools in the region, Agriculture schools, as an excellent target audience. | The council can collaborate with other countries and municipalities to exchange knowledge and experiences through field trips. |
| The State Environmental Service's Natural Resources Division has expertise in environmental management. | The division faces challenges related to the need for scientific support and the reclamation of degraded areas | The division requires scientific opinions and expertise in the region to address environmental challenges. | The division faces challenges related to environmental management, including the need for scientific support and the reclamation of degraded areas. | The division can collaborate with DU to obtain scientific opinions and expertise in the region. | The division can use various communication channels to disseminate information and provide training to specialists. |
| The Plant Protection Service has the responsibility of controlling and monitoring various aspects related to plant protection, including plant protection products, fertilizers, seeds, plant quarantine, and forest management. |  | The service needs to collaborate with universities to obtain useful research and training. | The service faces challenges related to education and information dissemination, particularly for digitally inactive and undeveloped people. | The service can use tracking audio and visual tools to educate and disseminate information to digitally inactive and undeveloped people | The service can create a website platform and hold more face-to-face events, consultations, and seminars to present news, challenges, and new research. |
| Ecological education, scientific research and real nature protection |  | The development of information exchange and public involvement via University activities | Develop cooperation using modern technologies, e.g. searching for invasive species, using e-dns methods, using logger systems to monitor amphibian and reptile habitats, using a mobile complex of pond aquaculture laboratories | Prepare the specialists via upgrade of qualifications | Participation and cooperation in project |

All participants of the stakeholder meeting noted natural values of the Latgale region – ethnographical region in the south-east part of Latvia and one of the five planning regions in Latvia. Latgale Region is characterized by great diversity of nature and climatic conditions, which make it different from other regions of Latvia. It has a typical continental climate, more severe winters with thicker snow cover. Territory of the Region is 14 547 square­ kilometers, which is 22,52% of territory of Latvia. Latgale Region borders with Russian Federation in the east, Republic of Belarus in southeast, and Republic of Lithuania in the south. The Latgale region is the eastern border of the EU, which under certain conditions can be both an advantage and a challenge.

The participants of the meeting noted the outflow of labor from the region to more economically developed parts of Latvia, especially to the capital, as the biggest problem. The lack of educated and motivated people hinders the development of the region.

Stakeholders showed great interest in the BETTER Life project because they saw in it new opportunities for the economic development of the region.

The reform of higher education institutes initiated by the Ministry of Education and Science is causing great concern in society. Plans to add the universities of the largest cities of the region (Daugavpils and Rezekne) to the universities of the capital in the form of branches will certainly not contribute to the development of science in the region.

**WP2.2. – Summaries per stakeholders taken part:**

**Stakeholder 1 - Ekolat Ltd. (Consultancy/Ltd)**

##### **Ekolat Ltd.** Is is a consultancy, engineering and construction design company, thataims to improve the technology and environment related to drinking water, waste water treatment, rainwater, and more. The company is focused on the purification plants and adjacent lake, with the goal of providing information on the lake, fish resources, and flora and fauna that can be cleaned. The company also offers a training service to State Environmental Service institutions specialists on technologies.

Problem:

One of the major problems faced by the Ekolat Ltd. project is the lack of workforce and knowledgeable young people. The project requires a lot of manpower, but there are not enough educated people to fill the positions. The interest in the environment is fading among young people, which makes it difficult to find individuals who are willing to learn and continue the work.

Solution:

To address these problems, Ekolat Ltd. plans to create an information system that will show activities, scientific information, technological questions, ecological situations, and news related to the project. The system will be managed by an administrator who publishes articles and updates. The project also plans to invite additional specialists, such as dendrologists and those familiar with rare species, to provide their expertise.

Conclusion:

In conclusion, Ekolat Ltd. is an important project that aims to improve the technology and environment related to drinking water, waste water treatment, rainwater, and more. The project faces challenges related to the lack of workforce and knowledgeable young people, but it plans to address these problems by creating an information system and inviting additional specialists to provide their expertise. With these efforts, Ekolat Ltd. hopes to make a positive impact on the environment and the community.

Capacities:

* Ekolat Ltd. project aims to improve the technology and environment related to drinking water, waste water treatment, and rainwater.
* The project offers a training service to State Environmental Service institutions specialists on technologies.
* Ekolat Ltd is focused on the purification plants and adjacent lake, with the goal of providing information on the lake, fish resources, and flora and fauna that can be cleaned.

Pains:

* There is a lack of workforce and knowledgeable young people.
* The interest in the environment is fading among young people, making it difficult to find individuals who are willing to learn and continue the work.

Needs:

* Ekolat Ltd. needs a workforce with expertise in water treatment and purification technology.
* The project needs to attract and educate young people who are interested in the environment and willing to learn.

Challenges:

* Ekolat faces challenges related to the lack of workforce and knowledgeable young people.

Potential Opportunities:

* Ekolat can create an information system that will show activities, scientific information, technological questions, ecological situations, and news related to the project.
* The project can invite additional specialists, such as dendrologists and those familiar with rare species, to provide their expertise.

**Stakeholder 2 - NGO in apiculture field (NGO/regional)**

Introduction:

The field of apiculture in Latvia has limited data available about the society, but there is already cooperation with DU to utilize their vast resources to study bees and other home insects. The project aims to identify different species using DU's equipment. There is a lack of research on wild insects, but home insects are the focus.

Problem:

One of the major problems faced by the project is the shortage of skilled labor in the region to study more complex and knowledge-intensive areas. To address this, the university needs to explore what employers need and what areas to realize, conduct training in these areas, and prepare a skilled labor force. Another challenge is the low population in the region, which limits opportunities for training and research.

Solution:

The project plans to create a platform for live conferences to facilitate communication and collaboration among researchers and experts. This will help to address the lack of skilled labor and provide opportunities for students to apply their acquired knowledge in the region. The university will also need to conduct research and training in areas that are relevant to employers and the local community.

Conclusion:

In conclusion, the apiculture project in Latvia faces challenges related to the shortage of skilled labor and low population in the region. To address these challenges, the project plans to create a platform for live conferences and conduct research and training in areas that are relevant to employers and the local community. With these efforts, the project hopes to make a positive impact on the field of apiculture and the community.

Capacities:

* The project has already established cooperation with DU to utilize their resources to study bees and other home insects.
* The project aims to identify different species using DU's equipment.

Pains:

* The shortage of skilled labor in the region to study more complex and knowledge-intensive areas.
* The low population in the region, which limits opportunities for training and research.

Needs:

* The university needs to explore what employers need and what areas to realize, conduct training in these areas, and prepare a skilled labor force.
* The project needs a platform for live conferences to facilitate communication and collaboration among researchers and experts.
* The university needs to conduct research and training in areas that are relevant to employers and the local community.

Challenges:

* The shortage of skilled labor and low population in the region are the major challenges faced by the project.

Potential Opportunities:

* The project can create a platform for live conferences to facilitate communication and collaboration among researchers, experts and society.
* The university can explore what employers need and what areas to realize, conduct training in these areas, and prepare a skilled labor force.
* The university can conduct research and training in areas that are relevant to employers and the local community.

# **Stakeholder 3 - The State Environmental Service, Daugavpils Regional Environmental Branch (State government / regional division )**

**The State Environmental Service** is a controlling body responsible for ensuring water and air quality, monitoring landfills, and managing flood risks. One of the primary functions of the Environmental Service is to obtain water analyses quickly from laboratories to address environmental issues, such as eel suffocation in Lake Razna. However, there are several challenges faced by the Environmental Service related to the monitoring and management of environmental concerns.

Problem:

One of the major problems faced by the Environmental Service is the poor quality of water and wastewater in purification plants. Although samples are good, national testing plants show worse results in 70% of cases, and there are not enough resources to look at all non-agricultural pollutants. Additionally, there is no air quality monitoring station, and the water monitoring system records only when someone is drawing water. Furthermore, there are insufficient infiltrates in landfills, and treatment plants are unable to record infiltrate concentrations. The Jēkabpils situation is a prime example of this problem, as the flood model is not in place, and remote sensing methods and techniques are needed to model flood risks. Lastly, there are many quarries with many breaches, and remote sensing methods and techniques are needed to determine the volumes that have been removed.

Solution:

To address these problems, the Environmental Service team plans to hold internal conferences, video calls, and planning sessions to discuss and address the issues. The team will also provide training to improve their skills and knowledge in monitoring and managing environmental concerns.

Conclusion:

In conclusion, the Environmental Service faces several challenges related to the monitoring and management of environmental concerns, such as water and air quality, landfills, and flood risks. To address these challenges, the service plans to hold internal conferences, video calls, and planning sessions, and provide training to improve skills and knowledge. With these efforts, the Environmental Service hopes to improve the quality of the environment and ensure the well-being of the community.

Capacities:

* The Environmental Service is a controlling body responsible for ensuring water and air quality, monitoring landfills, and managing flood risks.
* The service has access to laboratories to obtain water analyses quickly to address environmental concerns.

Pains:

* The poor quality of water and wastewater in purification plants is a problem faced by the Environmental Service.
* There is no air quality monitoring station, and the water monitoring system records only when someone is drawing water.
* There are insufficient infiltrates in landfills, and treatment plants are unable to record infiltrate concentrations.
* Many quarries have breaches, and remote sensing methods and techniques are needed to determine the volumes that have been removed.

Needs:

* The Environmental Service needs to address the poor quality of water and wastewater in purification plants.
* The service needs to establish an air quality monitoring station and improve the water monitoring system.
* The service needs to improve the infiltration in landfills and develop a method to record infiltrate concentrations.
* Remote sensing methods and techniques are needed to determine the volumes of quarries that have been removed.

Challenges:

* The Environmental Service faces several challenges related to the monitoring and management of environmental concerns, such as water and air quality, landfills, and flood risks.

Potential Opportunities:

* The Environmental Service can hold internal conferences, video calls, and planning sessions to discuss and address the issues.
* The service can provide training to improve their skills and knowledge in monitoring and managing environmental concerns.

**Stakeholder 4 - Latgale Zoo –** Division at theDaugavpils city Local Government (Municipal government/Nature Zoo)

Introduction:

**Latgale Zoo** is an institution of Daugavpils municipality that successfully fulfills the functions of European zoos in ecological education, science, and nature protection. The zoo undergoes certification annually, and its functions include ecological education, scientific research, and real nature protection. The zoo also cooperates with DU and continues to use citizen science and work with green and nature friends.

Solution:

To address the challenges faced by Latgale Zoo, the institution plans to develop tourism to bring in money. This includes scientific and educational tourism, which will connect the marsh park with the fortress and make the environment more optimal for tourists. The zoo plans to work together with DU specialists, social scientists, and biologists to jointly develop a mobile app that will report what's new and provide new opportunities for visitors. The mobile app will also allow visitors to choose a partner, add their ideas, and exchange knowledge.

The zoo also plans to participate in projects and prepare its specialists for real serious work to upgrade their qualifications. This will help to increase the qualifications of specialists working with people in the field and improve the skills of specialists and animals.

Conclusion:

In conclusion, Latgale Zoo is an important institution that fulfills the functions of European zoos in ecological education, science, and nature protection. To address the challenges faced by the institution, the zoo plans to develop tourism, participate in projects, and prepare its specialists for real serious work to upgrade their qualifications. The zoo also plans to work with DU specialists, social scientists, and biologists to jointly develop a mobile app that will provide new opportunities for visitors and encourage the exchange of knowledge. With these efforts, Latgale Zoo hopes to make a positive impact on the environment and the community.

Capacities:

* Latgale Zoo successfully fulfills the functions of European zoos in ecological education, science, and nature protection.
* The zoo undergoes certification annually.
* The zoo cooperates with DU and continues to use citizen science and work with green and nature friends.

Pains:

* The zoo faces challenges related to generating revenue.
* The institution needs to upgrade the qualifications of its specialists.

Needs:

* Latgale Zoo needs to develop tourism to bring in money.
* The zoo needs to participate in projects to upgrade the qualifications of its specialists.

Challenges:

* The institution faces challenges related to generating revenue and upgrading the qualifications of its specialists.

Potential Opportunities:

* The zoo can develop scientific and educational tourism to connect the marsh park with the fortress.
* The institution can work with DU specialists, social scientists, and biologists to jointly develop a mobile app that will provide new opportunities for visitors and encourage the exchange of knowledge.

**Stakeholder 5 - Latgale’s Ecological Society (NGO/regional)**

Performs and promotes nature research, conservation and restoration in Latgale, Latvia and the world.

**The Latgale’s Ecological Society** is focused on restoring reptile species, particularly the European bog turtle. However, the economic situation in the region makes it difficult to attract landowners and other stakeholders to participate in nature conservation efforts. To address this challenge, the society plans to use its own resources to generate income and convert a negative situation into a positive one.

To improve information exchange and public involvement, the society plans to collaborate with the university to provide consultations and engage in university activities. The society also plans to create an opportunity exchange in the form of an app called "Better Life Exchange." This app will use tick-boxes to allow users to select the information they need, such as their own interests, achievements, background, and training in specific fields. The app will also allow users to propose research in specific fields and participate in practical research by collecting samples for research purposes. The data collected from these efforts can also be used for other research.

In conclusion, the Latvian Ecological Society faces challenges related to the economic situation in the region and the need to restore reptile species. To address these challenges, the society plans to use its own resources to generate income and collaborate with the university to improve information exchange and public involvement. The society also plans to create an app called "Better Life Exchange" to provide an opportunity exchange platform for users to select and share information related to their interests and potential research opportunities. With these efforts, the society hopes to make a positive impact on the environment and the community.

Capacities:

* The Latvian Ecological Society is focused on restoring reptile species, particularly the European bog turtle.

Pains:

* The economic situation in the region makes it difficult to attract landowners and stakeholders to participate in nature conservation efforts.

Needs:

* The society needs to generate income to address the challenges related to the economic situation in the region and restore reptile species.

Challenges:

* The society faces challenges related to the economic situation in the region and the need to restore reptile species.

Potential Opportunities:

* The society can collaborate with the university to provide consultations and engage in university activities.
* The society can create an app called "Better Life Exchange" to provide an opportunity exchange platform for users to select and share information related to their interests and potential research opportunities.

**Stakeholder 6 - The Augšdaugava Municipal District Council (Municipal government)**

**The Augšdaugava Municipal District Council**, specifically the Head of the Natural Resources Division, is interested in water management concerning public waters and annual operating rules for lakes. The council has already collaborated with Bior but requires more extensive advice from DU on lake ecology to prevent the development of invasive species such as Latvans, molluscs, and rattans.

In addition to these concerns, the council faces social and geopolitical challenges such as depopulation, low labor force, and falling prices. These challenges have resulted in an increase in exotic species as people farm less. To mitigate the effects of post-Covid isolation, the council plans to collaborate with other countries and municipalities to exchange knowledge and experiences through field trips.

To disseminate practical information, the council plans to create a newsletter and use municipal news channels and websites to share information. The council also plans to hold live and zoom events with information exchange, tips, and news that would be interesting for regional authorities. Furthermore, the council plans to attract teachers from two agricultural schools in the region, Bebrene and Višķu schools, as an excellent target audience.

In conclusion, the Augšdaugava District Council faces various challenges related to water management, biodiversity, co-management, park encroachment, and social and geopolitical issues. However, the council plans to collaborate with DU and other municipalities, create a newsletter, and hold live and zoom events to disseminate practical information and knowledge. With these efforts, the council hopes to make a positive impact on the environment and the community.

Capacities:

* The Augšdaugava District Council has collaborated with Bior and plans to collaborate with DU and other municipalities.
* The council plans to create a newsletter and hold live and zoom events to disseminate practical information and knowledge.

Pains:

* The council is concerned about water management, invasive species, depopulation, low labor force, and falling prices.
* The council faces challenges related to biodiversity, co-management, park encroachment, and social and geopolitical issues.

Needs:

* The council requires more extensive advice from DU on lake ecology to prevent the development of invasive species.

Challenges:

* The council faces challenges related to water management, biodiversity, co-management, park encroachment, depopulation, low labor force, and falling prices.

Potential Opportunities:

* The council can collaborate with other countries and municipalities to exchange knowledge and experiences through field trips.
* The council can attract teachers from two agricultural schools in the region, Bebrene and Višķu schools, as an excellent target audience.

**Stakeholder 7 - The State Environmental Service's** **Natural Resources Division** **(state government/regional division)**

**The State Environmental Service's** Natural Resources Division faces several challenges related to environmental management, including the need for scientific support and the reclamation of degraded areas.

To address these challenges, the division plans to collaborate with DU to obtain scientific opinions and expertise in the region. Furthermore, the division plans to focus on bringing degraded areas back to life and reclaiming quarries in the future.

To present information to ordinary citizens, the division plans to use social networks, short online seminars, YouTube, and Facebook to disseminate information. In addition, the division plans to provide face-to-face seminars with discussions to train specialists.

In conclusion, the State Environmental Service's Natural Resources Division faces challenges related to environmental management, including the need for scientific support and the reclamation of degraded areas. However, the division plans to collaborate with DU and use various communication channels to disseminate information and provide training to specialists. With these efforts, the division hopes to make a positive impact on the environment and the community.

Capacities:

* The State Environmental Service's Natural Resources Division has expertise in environmental management.

Pains:

* The division faces challenges related to the need for scientific support and the reclamation of degraded areas.

Needs:

* The division requires scientific opinions and expertise in the region to address environmental challenges.

Challenges:

* The division faces challenges related to environmental management, including the need for scientific support and the reclamation of degraded areas.

Potential Opportunities:

* The division can collaborate with DU to obtain scientific opinions and expertise in the region.
* The division can use various communication channels to disseminate information and provide training to specialists.

**Stakeholder 8 - The State Plant Protection Service (state government/regional division)**

The objective is to ensure the sustainable use, protection and monitoring of the movement of crops and forest resources in order to preserve their biodiversity, promote public safety and protect the environment from potential pollution from plant protection and fertilisers, create preconditions for farmers to have access to healthy and high-quality propagating material, and increase productivity and agricultural competitiveness.

**The State Plant Protection Service** is responsible for controlling and monitoring various aspects related to plant protection, including plant protection products, fertilizers, seeds, plant quarantine, forest management, viruses, bacteria, and compliance with legislation. To improve its services, the service plans to collaborate with universities to obtain useful research and training.

The Plant Protection Service recognizes that there are many digitally inactive and undeveloped people who cannot use apps and need to be educated using tracking audio and visual tools, radio, newspapers, etc.

To address these challenges, the Plant Protection Service plans to create a website platform and hold more face-to-face events, consultations, and seminars to present news, challenges, and new research. These efforts will help to disseminate information and provide education to those who need it.

In conclusion, the Plant Protection Service faces challenges related to education and information dissemination, particularly for digitally inactive and undeveloped people. However, the service plans to collaborate with universities, use tracking audio and visual tools, and create a website platform to hold more face-to-face events, consultations, and seminars to address these challenges. With these efforts, the service hopes to make a positive impact on the environment and the community.

Capacities:

* The Plant Protection Service has the responsibility of controlling and monitoring various aspects related to plant protection, including plant protection products, fertilizers, seeds, plant quarantine, and forest management.

Needs:

* The service needs to collaborate with universities to obtain useful research and training.

Challenges:

* The service faces challenges related to education and information dissemination, particularly for digitally inactive and undeveloped people.

Potential Opportunities:

* The service can use tracking audio and visual tools to educate and disseminate information to digitally inactive and undeveloped people.
* The service can create a website platform and hold more face-to-face events, consultations, and seminars to present news, challenges, and new research.