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S poštovanjem,

Dr Dejan Kojić, docent
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EDITORS' INTRODUCTION

Dear fellow authors, distinguished readers,

In the front of you is the first issue of the scientific Journal of Social and Technological Development - STED Journal in 2021, published by the University of Business Engineering and Management. The first issue in 2021 includes 9 papers. Published papers have got a positive review by two independent reviewers. Reviews are anonymous and reviewers do not know the authors identity. Reviewers have also suggested the sorting of papers into scientific and expert category. Reviewers have given their consent for publishing of paper based on their assessment of originality, novelty, used methodology and literature of paper.

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On the last pages of the journal, there is also the bibliography of papers published in second issue in 2020.

We thank the reviewers of papers whose professionalism and critical approach have greatly contributed to the quality of published papers.

With best wishes,

Dr Dejan Kojić, docent
Editor-in-Chief

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PORODIČNO AFEKTIVNO VEZIVANJE I AGRESIVNOST KOD NEPSIHOTIČNIH POČINILACA NASILNIH KRIVIČNIH DELA

Snežana Samardžić

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APSTRAKT

Problem agresije i agresivnosti veoma je aktuelan u naše vreme. Sama agresija nije nasilje, ali to postaje kada se ispolji kao kriminalni akt. Dosadašnja teoretska sagledavanja i konkretna istraživanja prirode nasilnog ponašanja bar u određenoj meri impliciraju da su mnogi poremećaji u strukturi ponašanja (između ostalog i nasilno, kriminalno ponašanje) jednim delom uslovljeni i poremećenim porodičnim odnosima.

Aktuelno istraživanje, oslanjajući se na teoriju afektivnog vezivanja, imalo je za cilj da ispita da li postoje neke razlike unutar grupe nepsihotičnih počinilaca nasilja sa različitim obrascima porodične afektivne vezanosti u odnosu na vrstu i nivo agresivnosti. Ispitivanje je provedeno na uzorku od 62 ispitanika muškog pola, sa istorijom počinjenja nekog nasilnog krivičnog dela. U ispitivanju usvojenih obrazaca porodične afektivne vezanosti (PAV) korišćen je modifikovani Brenanov upitnik za procenjivanje PAV, dok su nivo i struktura agresivnosti ispitivani pomoću skale agresivnosti BPAG. Rezultati su pokazali da sigurno vezani ispitanici imaju najniži nivo agresivnosti po svim modalitetima koje meri korišćena skala u odnosu na ispitanike sa nesigurnim vezivanjem. Takođe, ispitanici sa okupiranim obrascem vezivanja pokazuju značajno veći nivo hostilnosti, a plašljivo vezani pokazuju značajno veći nivo besa, hostilnosti i ukupne agresivnosti. Između sigurno i odbacujuće vezanih nije nađena statistički značajna razlika.

Ključne reči: afektivno vezivanje, agresivnost, nasilna krivična dela.

UVOD

Ljudsko društvo se od svog nastanka suočava sa agresivnim ponašanjem pojedinaca ili pak grupa, što je uslovilo da se agresivnost, kao pojava, proučava od davnina. Tako, o zločinu kao društvenom fenomenu pronalaze pisani tragovi još iz vremena antičke Grčke i starog Rima.

Sam pojam „agresija“ je ambivalentan i upotrebljava se najčešće za označavanje neke destruktivne aktivnosti, pri čemu akcija sa napadačkim ciljem može biti usmerena prema drugoj osobi (kada govorimo o homicidalnom ponašanju) ili prema samom sebi (što podrazumeva suicidalno ponašanje). Milovanović D. i

Milovanović S. ukazuju da je agresivnost, kao entitet, prisutna u svim vidovima interpersonalne komunikacije i to kao element ljubavi, mržnje i bolesti (Milovanović i Milovanović, 2000). Prema Ćiriću, agresivnost označava trajnu osobinu ili stanje ličnosti, odnosno skup oblika ponašanja i tendenci, koje su relativno postojane i među sobom su u značajnom stepenu korelacije (Ćirić, 1998; Ćirić, 2001).

Na pitanje da li su mentalni poremećaji sami po sebi nosioci agresivnih potencijala ili je u pitanju delovanje i drugih činilaca, danas ne postoji jedinstven odgovor. Nas je u ovom radu interesovala agresivnost nepsihotične psihijatrijske populacije: poremećaja ličnosti i zavisnika od psihoaktivnih supstanci. Iz kliničke prakse sa ovim pacijentima možemo reći da je agresivnost karakteristična za obe kategorije. Dosadašnja istraživanja su ukazala da su poremećaji ličnosti povezani sa kriminalitetom. U sklopu interesovanja za agresivnost osoba sa poremećajem ličnosti de Baros i de Padua su poredili antisocijalni poremećaj ličnosti sa borderline poremećajem i to u odnosu na vrstu agresivnosti i krivično delo protiv imovine (de Baros & de Padua, 2008). Zaključili su da različiti poremećaji ličnosti vode ka različitim vrstama krivičnih dela i agresivnosti: ličnosti sa antisocijalnim poremećajem su hladne i češće počine zločine koji zahtevaju detaljnije planiranje, dok su borderline pacijenti impulsivni i eksplozivni. U longitudinalnoj studiji Newhillove i saradnika sa uzorkom iz više regiona, ispitivao se stepen agresivnosti kod borderline poremećaja (Newhill, Eack & Mulvey, 2009). Nalazi su pokazali da je 73% subjekata sa borderline poremećajem ličnosti povezano sa agresivnošću. Fazel i Grann su ispitivali psihijatrijski morbiditet i homicid u Švedskoj za period 1981-2001. godine na uzorku od N=2005 ispitanika, a njihovi rezultati su pokazali da 90% ispitivanog uzorka ima psihijatrijsku dijagnozu; od ispitanika sa psihijatrijskom dijagnozom 54% počinitelja homicida (što svedoči o njihovom agresivnom potencijalu) pripada grupi poremećaja ličnosti (Fazel, Grann, 2004).

Mišljenja o povezanosti kriminalnog ponašanja i zavisnosti od alkohola i droga su podeljena: neki istraživači podržavaju tezu o njihovoj povezanosti, dok drugi stoje na stanovištu da ove dve pojave nisu ni u kakvoj kauzalnoj vezi. U nekim istraživanjima se alkohol pojavljuje kao značajan faktor u vezi sa kriminalitetom i nasilnim ponašanjem (Draganić, Kovačević, Mužinić i Sušac, 2016; Dundović, 2008). Neka laboratorijska istraživanja podržavaju ideju da je nivo alkoholom podstaknute agresivnosti povezan sa osobom koja se u prošlosti ponašala agresivno (Giancola & Zeicher, 1995, Bailey & Taylor, 1991, Moeller & Dougherty 2001, prema Žarković-Palijan, 2005).

Mnoge studije ukazuju da je i uživanje droge faktor koji dovodi do kriminaliteta. Neki istraživači posmatraju drogu samo kao okidač za oslobađanje agresivnih i sadističkih impulsa, koji već postoje u ličnosti, dok drugi smatraju da je kriminalno ponašanje u okviru narkomanije »iznuđeni oblik« delinkventnog ponašanja, koje je diktirano narkomanijom kao bolešću a ne predispozicijama ličnosti. Kostić je poredio grupu narkomana-delinkvenata i nedelinkvenata sa grupom normalnih ispitanika, našavši pri tom da je u odnosu na normalnu populaciju, kod delinkventih narkomana najizrazitije prisutna crta agresivnosti (Kostić, 1996).

U ovom radu za teorijski koncept prihvaćena je Bowlbyjevu teoriju o afektivnom vezivanju. Istraživanjem na uzorku dece sklone delinkvenciji, Bowlby je počeo da uobličava ideju o nepovoljnim ranim okolnostima, kao uzroku kasnije psihopatologije ličnosti (Bowlby, 1969). Teorija afektivnog vezivanja naglašava značaj ranih interpersonalnih interakcija deteta, preko kojih se uspostavljaju različiti obrasci afektivnih veza, ali koje takođe utiču i na osetljivost ličnosti za razvoj psihopatoloških odgovora na životne okolnosti (Stefanović-Stanojević, 2005). To bi bili sledeći obrasci:

1. ***Sigurni obrazac afektivnog vezivanja*** (pozitivni model sebe i

pozitivni model drugih) u vezi je adekvatnim i uzajamno funkcionalnim interakcijama deteta sa majkom, koje mu omogućavaju da gradi predstavu o sebi kao osobi koja zavređuje ljubav i pažnju, istovremeno gradeći i pozitivnu sliku o drugim ljudima. Na taj način, ono internalizuje osećaj sopstvene vrednosti, gradi samopouzdanja i poverenje u odnosima sa drugima i razvija osećaj prijatnosti u bliskim, intimnim odnosima.

2. ***Okupirani obrazac*** (negativni model sebe i pozitivni model drugih) se stvara iz iskustva majčine nedoslednosti u reagovanju na detetove potrebe, usled čega dete bira strategiju intenzivnog vezivanja za majku, čija je funkcija kontrolisanje i obezbeđivanje majčine prisutnosti. Ove osobe negativno procenjuju sebe i nastoje da pridobiju od drugih bezuslovno prihvatanje, verujući da bi mogle da se osećaju sigurno i bezbedno samo kada bi navele druge da na pravi način odgovore na njihove potrebe.
3. ***Odbacujući stil afektivnog vezivanja*** (pozitivni model sebe i negativni model drugih) se razvija ukoliko je dete tokom razvoja suočeno sa iskustvom majčinog kontinuiranog i doslednog nereagovanja na njegove potrebe. U tom slučaju ono postepeno formira sliku o sebi kao nekom ko ne zavređuje ljubav i sliku o drugima kao osobama koje ga odbacuju. Odbacujuće osobe izbegavaju bliskost zbog negativnih očekivanja od drugih, ali uspevaju da održe osećanje sopstvene vrednosti odbrambenim poricanjem vrednosti bliskih odnosa i vezivanja.
4. ***Plašljivi obrazac*** (negativni model i sebe i drugih) stvaraju deca koja su odrastala uz duševno obolele roditelje, ili deca koja su bila fizički zlostavljana. Karakteriše ih ambivalentan odnos prema vezivanju, koji zadržavaju i u partnerskim odnosima, gde često ispoljavanju teškoće u kontrolisanju besa; kao i preokupirane osobe, zavisne su od tuđeg prihvatanja i potvrde, međutim, zbog negativnog očekivanja od drugih, teško realizuju bliskost iako teže za njom, visoko su anksiozni i skloni pogrešnom interpretiranju emocionalno obojenih signala i poruka.

U kontekstu ove teme, proučavano je u kakvoj je vezi agresivnost nepsihotičnih počinilaca nasilnih krivičnih dela sa ranim porodičnim afektivnim vezivanjem.

Neka dosadašnja istraživanja

U studiji koju je provela Kõiva iz 2016. godine procenjivana je veza između obrazaca afektivne vazanosti i činjenja nasilnih krivičnih prestupa kod odraslih muškaraca u Estoniji (Kõiva, 2016). Ona je, na uzorku od 110 ispitanika (od čega je 47 bilo nasilnih, a 63 nenasilna počinioca krivičnih dela) pokazala da je kod ispitanika koji su počinili nasilna krivična dela bio značajno više prisutan anksiozno-ambivalentni obrazac vezivanja u odnosu na nenasilne počinioce krivičnih dela.

Karantzas i saradnici su pokušali da na osnovu pregleda ranijih istraživanja naprave uvid u povezanost obrazaca afektivne vezanosti i lakših oblika seksualnih delikata Karantzas, et al., 2016). Pokazalo se da je anksiozno (preokupirano) vezivanje doslednije povezano sa žrtvom seksualne prinude od izbegavajuće (odbacujuće) vezanosti, dok je, u pogledu izvršenja, izbegavajuća vezanost doslednije povezana sa seksualnom prinudom.

Slično, i Velotti i saradnici su se bavili analizom studija koje su istraživale attachment i nasilje u intimnim partnerskim vezama, ali su njihovi rezultati bili drugačiji: naime, oni su izneli zaključak da postoji veliki broj ovih studija, koje nisu uspele da pronađu značajne veze između nesigurne vezanosti i vršenja partnerskog nasilja (Velotti, Beomonte Zobel, Rogier, & Tambelli, 2018). Kada je reč o nasilju u intimnim vezama, interesantno je istraživanje McClure-a i Parmenter-a, koje je povezalo vršenje navedenog nasilja sa emocionalnim i fizičkim zlostavljanjem i zanemarivanjem u detinjstvu, i sa anksioznim (okupiranim) stilom vezivanja (McClure, & Parmenter, 2017).

Rezultati studije koju su proveli Schimmenti i saradnici, sugerišu da istraživanje prošlih i sadašnjih odnosa vezanosti može biti presudno za razumevanje nasilnog ponašanja (Schimmenti, et al., 2014). Oni su otkrili da se preko stavki Upitnika za procenu psihopatije (PCL-R), koje se odnose na devalvaciju afektivne vezanosti, mogu predvideti rezultati, odnosno – pokazali su da je većina učesnika, koji su dobili najviše rezultate na upitniku PCL-R, takođe prijavilo ozbiljno zlostavljanje tokom svog detinjstva, što je rezultiralo pojavom dezorganizovane (plašljive) vezanosti.

Brodie i saradnici navode da je nesigurno vezivanje povezano sa disfunkcionalnim strategijama za regulaciju emocija, što dovodi do nefleksibilnog ili neprilagođenog reagovanja (Brodie, Goodall, Darling, & McVittie, 2018). Istraživanjem je utvrđeno da oni sa visokim anksioznim vezivanjem slabo regulišu druge negativne emocije, ali da ipak da ove osobe mogu primeniti strategiju suzbijanja kada se suoče sa iskustvom besa.

Prema nalazima Amanija, sigurno vezivanje majke i deteta imalo je značajnu negativnu korelaciju sa agresijom, ambivalentno vezivanje je imalo značajnu pozitivnu korelaciju sa agresijom, dok izbegavajući obrazac vezivanja nije imao značajnu korelaciju sa agresijom (Amani, 2016). Prema rezultatima ove studije, sigurno vezivanje majke i bebe moglo bi da smanji agresiju tokom odraslog doba, dok bi, s druge strane, ambivalentna vezanost između majke i deteta mogla očigledno da poveća rizik od agresije.

METOD

Problem i cilj istraživanja

Problem ovog rada bio je da se ispita kakav je uticaj ranog nepovoljnog emocionalnog iskustva na agresivnost nepsihotičnih počinilaca krivičnih dela nasilja. U tom kontekstu, cilj istraživanja bio je da se utvrdi da li postoje razlike unutar grupe kriminogene populacije sa različitim obrascima porodične afektivne vezanosti (PAV) u odnosu na vrstu i nivo agresivnosti.

Hipoteze

U skladu sa Bowlby-jevom teorijom afektivnog vezivanja, očekivano je da će istraživanje pokazati značajne razlike u vrsti i nivou agresivnosti između sigurno i nesigurno vezanih počinilaca nasilnih krivičnih dela, i to tako da će sigurno vezani počinioci ispoljiti niži nivo agresivnosti u odnosu na ostala tri obrasca nesigurne vezanosti (okupirani, odbacujući i plašljivi).

Uzorak i procedura

Uzorak je činilo 62 ispitanika muškog pola, prosečne starosne dobi od 37,92 godina, koji su počinili neko nasilno krivično delo. Najveći broj ispitanika potiče iz gradske sredine (58%), srednjoškolskog je obrazovanja (66%) i oženjen (45%). Uglavnom potiču iz potpune, funkcionalne porodice (68%), u kojoj nije bilo alkoholizma. Najveći broj njih je počinio krvni delikt (44%) i razbojništvo sa napadom na osobu (31%), a žrtve su najčešće bile muškog pola (58%) i nepoznate počiniocu (55%).

Istraživanje je provedeno u zatvorskim jedinicama Foča i Istočno Sarajevo, a uključeni su ispitanici sa dijagnozom poremećaja ličnosti i bolesti zavisnosti, koji su se u trenutku provođenja istraživačkog postupka nalazili na izdržavanju kazne zbog počinjenih nasilnih krivičnih dela, u koja su, u ovom istraživanju, svrstani krvni delikti, seksualni delikti, nasilje u porodici, razbojništvo i napad na službena ili druga lica. Ispitivanje je provedeno grupno, a učestvovanje u istraživanju bilo je dobrovoljno. Svim ispitanicima je ukratko objašnjena svrha istraživanja.

Instrumenti

Za ispitivanje usvojenih obrazaca porodične afektivne vezanosti koristili smo modifikovani Brennanov Upitnik za procenjivanje PAV (Brenan, Clark & Shaver, 1995, preuzeto iz Stefanović-Stanojević, 2005). Upitnik se sastoji od 18 tvrdnji koje se odnose na osećanja ispitanika u porodičnim odnosima. Pri tom, 9 tvrdnji meri anksioznost, a drugih 9 meri izbegavanje. Kombinacijom rezultata na subskalama Anksioznost i Izbegavanje dobijaju se četiri obrazaca afektivne vezanosti: sigurni, okupirani, odbacujući i plašljivi. Kako bi se odredila pouzdanost primenjenog instrumenta izračunat je Cronbach α koeficijent koji u ovom istraživanju iznosi .827. S obzirom na mali broj stavki u upitniku, može se zaključiti da je pouzdanost prihvatljiva.

Ispitivanje nivoa i strukture agresivnosti vršeno je pomoću skale agresivnosti BPAG. Autori skale su Buss i Perry, a primenjena skala predstavlja skraćenu i revidiranu formu Upitnika hostilnosti (Buss & Durkee, 1957, prema Mitrović i Smederevac, 2005). Sastoji se od 29 iskaza sa petostepenim skalama Likertovog tipa za odgovaranje. Ova skala obuhvata četiri subskale: 1. bes – odnosi se na tendencu ka impulsivnom i nepromišljenom reagovanju; 2. fizička agresivnost – odnosi se na sklonost ka upuštanju u tuče i obračune; 3. hostilnost – odnosi se na uverenje osobe da život nije pravedan prema njoj i osećanje da su drugi uspešniji, kao i na paranoidne sklonosti; 4. verbalna_agresivnost – ispituje sklonost ka agresivno-asertivnom ponašanju, zaštiti sopstvenih prava koja uključuje pretnje, provokacije i svađu. Veći rezultati na subskalama znače i veću agresivnost ispitanika. Izračunati Cronbach α koeficijenti za subskale ovog upitnika kreću se u rasponu od .713 do .832, a pouzdanost celokupne skale je visoka i iznosi .905.

REZULTATI

Rezultati testiranja normaliteta distribucija dobijenih rezultata prikazani su u tabeli 1. Kolmogorov-Smirnovim testom utvrđeno je da se distribucije subskale *Izbegavanje* (na upitniku PAV) i subskale *Bes* i *Fizička agresivnost* upitnika agresivnosti BPAG statistički značajno razlikuju od normalne distribucije.

Tabela 1. Provera normaliteta distribucija rezultata dobijenih na skalama PAV i BPAG
Table1.Check of normality of results distribution obtained on scales PAV and BPAG

	Kolmogorov-Smirnov		
	Statistic	**df**	**Sig.**
PAV anksioznost	.077	62	.200
PAV izbegavanje	.126	62	.017*
BPAG bes	.125	62	.017*
BPAG fizička agr.	.124	62	.019*
BPAG hostilost	.072	62	.200
BPAG verbalna agr.	.101	62	.184
BPAG	.074	62	.200

Napomena: sig – značajnost; **- odstupanje značajno na nivou 0.01; *- odstupanje značajno na nivou 0.05

Radi se o pozitivno asimetričnim distribucijama, što ukazuje da su rezultati grupisani na nižim vrednostima skala (veći broj ispitanika ima nisko izbegavanje, odnosno niži nivo agresivnosti). S obzirom da se ostale skale normalno distribuiraju, upotreljeni su parametrijski postupci na navedenim skalama.

U tabeli broj 2 dati su osnovni deskriptivni pokazatelji agresivnosti, u odnosu na obrasce porodičnog afektivnog vezivanja ispitanika.

Tabela 2. Testiranje značajnosti razlika između različito afektivno vezanih ispitanika u odnosu na skale BPAG: deskriptivne mere

Table 2. Testing of importance of differences between differently affectively attached examinee comaring to the scales BPAG: descriptive measurements

		N	M	SD	Min.	Max.
BPAG Bes	sigurni obrazac	40	24.68	8.377	10	41
	okupirani obr.	11	29.27	7.913	20	42
	odbacujuci obr.	5	29.80	7.694	19	38
	plasljivi obr.	6	36.67	7.062	23	43
	Total	62	27.06	8.798	10	43
BPAG Fizička agresivnost	sigurni obrazac	40	13.65	5.309	6	28
	okupirani obr.	11	14.64	6.757	6	25
	odbacujuci obr.	5	16.60	5.857	11	24
	plasljivi obr.	6	18.50	5.357	11	25
	Total	62	14.53	5.702	6	28
BPAG Hostilnost	sigurni obrazac	40	19.95	5.306	8	30
	okupirani obr.	11	24.27	6.068	15	35
	odbacujuci obr.	5	21.20	4.438	17	28
	plasljivi obr.	6	27.83	5.456	18	33
	Total	62	21.58	5.888	8	35
BPAG Verbalna agrresivnost	sigurni obrazac	40	20.50	5.487	9	30
	okupirani obr.	11	23.00	3.464	18	30
	odbacujuci obr.	5	16.80	7.918	9	29
	plasljivi obr.	6	24.67	3.204	20	30
	Total	62	21.05	5.461	9	30
BPAG Ukupna agresivnost	sigurni obrazac	40	78.78	19.945	46	119
	okupirani obr.	11	91.18	18.893	71	126
	odbacujuci obr.	5	84.40	20.182	62	107
	plasljivi obr.	6	107.67	15.782	77	122
	Total	62	84.23	21.030	46	126

Iz tabele se takođe vidi da sigurno vezani ispitanici imaju najniži nivo agresivnosti, a da ispitanici sa plašljivim obrascem porodične afektivne vezanosti pokazuju najviši nivo agresivnosti po svim modalitetima koje meri skala u odnosu na ispitanike sa drugim obrascima PAV.

Rezultati provedene analize varijanse dati su u tabeli 3. Kao što se vidi, grupe se statistički značajno razlikuju na skali besa, skali hostilnosti i skali ukupne agresivnosti, dok je razlika na skali verbalne agresivnosti na granici statističke značajnosti.

U cilju utvrđivanja značajnosti razlika između različito afektivno vezanih ispitanika u odnosu na skale agresivnosti proveden je t-test, a rezultati su prikazani u tabeli 4.

Tabela 3. Testiranje značajnosti razlika između različito afektivno vezanih ispitanika u odnosu na skale BPAG: ANOVA
Table 3. . Testing of importance of differences between differently affectively attached examinee comaring to the scales BPAG: ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
BPAG bes	Između grupa	872.652	3	290.884	4.383	**.008**
	Unutar grupa	3849.090	58	66.364		
	Total	4721.742	61			
BPAG Fizička agresivnost	Između grupa	147.090	3	49.030	1.549	.212
	Unutar grupa	1836.345	58	31.661		
	Total	1983.435	61			
BPAG hostilnost	Između grupa	421.382	3	140.461	4.810	**.005**
	Unutar grupa	1693.715	58	29.202		
	Total	2115.097	61			
BPAG Verbalna agresivnost	Između grupa	222.722	3	74.241	2.698	.054
	Unutar grupa	1596.133	58	27.520		
	Total	1818.855	61			
BPAG Ukupna agresivnost	Između grupa	5017.694	3	1672.565	4.418	**.007**
	Unutar grupa	21959.145	58	378.606		
	Total	26976.839	61			

Tabela 4. Testiranje značajnosti razlika između različito afektivno vezanih ispitanika u odnosu na skale BPAG: t-test
Table 4. . Testing of importance of differences between differently affectively attached examinee comaring to the scales BPAG: t-test

Poređenje:	**Skale:**	**F**	**df**	**p**
Sigurni – okupirani	Hostilnost	.083	49	**.024***
Sigurni – plašljivi	Bes	1.243	44	**.002****
	Hostilnost	.051	44	**.002****
	Ukupna agresivnost	1.509	44	**.002****
Okupirani – odbacujući	Verbalna agresivnost	5.726	14	**.042***

Napomena: p – značajnost; **- odstupanje značajno na nivou 0.01; *- odstupanje značajno na nivou 0.05

Rezultati su pokazali da postoji statistički značajna razlika između ispitanika sa sigurnim obrascima PAV i ispitanika sa okupiranim obrascem PAV i to tako da okupirano vezani ispitanici pokazuju značajno veću hostilnost u odnosu na sigurno vezane. Takođe, nađena je statistički značajna razlika i između grupe sigurno vezanih ispitanika i grupe plašljivo vezanih ispitanika, gde plašljivo vezani pokazuju značajno veći nivo besa, hostilnosti i ukupne agresivnosti. Između sigurno i odbacujuće vezanih nije nađena statistički značajna razlika. Što se tiče nesigurnih obrazaca vezanosti, statistički značajna razlika nađena je jedino između grupe okupiranih i odbacujućih, gde su okupirano vezani ispitanici pokazali značajno veću verbalnu agresivnost.

DISKUSIJA

S obzirom da se psihopatološka ispoljavanja, u kontekstu teorije afektivnog vezivanja, najčešće povezuju sa nesigurnim obrascima vezanosti, osnovne pretpostavke ovog istraživanja bile su da će se različito vezani ispitanici razlikovati u odnosu na vrstu i stepen ispoljavanja agresivnosti. Dobijeni rezultati potvrdili su ove pretpostavke: u istraživanju je utvrđeno da ispitanici sa sigurnim obrascem porodične afektivne vezanosti pokazuju najniži nivo agresivnosti, a da u okviru nesigurnih obrazaca vezanosti ispitanici sa plašljivim obrascem porodične afektivne vezanosti pokazuju veći nivo ukupne agresivnosti, ali i veći nivo različitih oblika agresivnosti (bes, hostilnost). Ovi nalazi su u skladu sa rezultatima do kojih su došli Samardžić i saradnici, utvrdivši povezanost nepovoljnih iskustava koja se odnose na rana ometanja u uspostavljanju stabilne emocionalne vezanosti sa višim skorom hostilne agresivnosti, a koja se odnosi na sumnjičavost, nepoverenje, uvredljivost, vulnerabilnost na stres (Samardžić, Nikolić, Grbeša, Simonović i Milenković, 2010).

S druge strane, Levy i Orlans navode istaživanja nekih autora, po kojima su dečaci tinejdžeri, sa teškoćama u ranom afektivnom vezivanju, tri puta češće hapšeni zbog nasilja. Isti autori ukazuju da su deca, koja imaju teškoće tokom afektivnog vezivanja, pod visokim rizikom da razviju razne probleme kako postaju stariji. Po pravilu oni postaju impulsivniji, nesposobni da daju i prime ljubav, nedostaje im savest, osećaj sažaljenja i empatije, ekstremno se suprostavljaju, agresivni su i nasilni (Levy & Orlans**,** 2004, prema Čačić, 2009).

U odnosu na Bowlby-jevu teoriju afektivnog vezivanja, u čijim se radovima ističe da začetak agresivnosti ima poreklo u ranom iskustvu nesigurne vezanosti, te da se pojava ljutnje kasnije konvertuje u agresivnost (tokom predškolskog perioda) i u antisocijalne ispade u kasnijem periodu razvoja (Čačić, 2009), može se reći da su nalazi ovog istraživanja u skladu sa pretpostavkom da će oni, koji su u ranom detinjstvu razvili neki od nesigurnih obrazaca afektivne vezanosti kasnije pokazivati veći stepen agresivnosti.

U istraživanju je utvrđeno da ispitanici sa okupiranim obrascem PAV pokazuju značajno veći nivo hostilnosti u odnosu na sigurno vezane ispitanike; pri tom se pod hostilnošću podrazumeva uverenje osobe da je život nepravedan, da su drugi vredniji i uspešniji, ali isto tako podrazumeva i hipersenzitivnost i oprez u komunikaciji sa drugima. Prema teoriji afektivnog vezivanja, okupirani obrazac podrazumeva nesigurnost, ambivalentnost i naglašenu nezrelost usled negativnog vrednovanja sebe; kod njih se evidentira doživljaj manje vrednosti, nedostatak samopoštovanja i vrlo krhko poverenje u druge, uz strah da za njih nisu dovoljno dobri. Ove osobe su u principu preokupirane odnosima, loše procenjuju realitet, visoko su emocionalno reaktivne, posebno podložne reagovanju ljutnjom i besom. Prema Bowlbyju ljutnja je prirodan odgovor deteta u situaciji kada je očekivanje sigurnosti u blizini značajne druge osobe ugroženo i, ukoliko se neosetljivost majke (ili druge figure vezanosti) doživi kao „duboka" i prožimajuća, ona pokreće agresiju kao odgovor, biva integrisana u self-strukturu deteta i počinje da preti „probijanjem" kroz afektivnu vezanost (Bowlby, 1969). Na ovaj način okupirana afektivna vezanost, prema Bowlbyju, može biti povezana sa nasilnim ponašanjem, ali isto tako i sa hostilnošću, što bi objasnilo naše rezultate.

Izdvojenost plašljivog obrasca afektivne vezanosti, kao najagresivnijeg u ispitivanom uzorku, svedoči o specifičnoj vulnerabilnosti ovih osoba, za koje se može pretpostaviti da su odrastali uz nepredvidive roditelje, koji često imaju ulogu i progonitelja i žrtve, pa su se ispitanici u detinjstvu verovatno suočavali sa dvostrukom porukom da osoba, koja treba da bude izvor sigurnosti, topline i podrške, ujedno predstavlja i izvor straha i nesigurnosti. Pretpostavljamo da je na ovaj način kod ispitanika došlo do razvoja negativnog modela i sebe i drugih (karakteriše ih odsustvo poverenja i u sebe i u druge, uz nerazvijenost bilo kakve strategije za održavanje odnosa sa drugima). S druge strane, zbog generalizacije ovih radnih modela, ispitanici pokazuju tendencu da i u drugim odnosima vide opasnost, pretnju, hostilnost, nedoslednost i neresponzivnost, a sebe u ovim odnosima doživljavaju kao neadekvatne i neprihvaćene, zbog čega primenjuju jedini naučeni način opstajanja u odnosu, a to je ili biti progonitelj, odnosno izvor straha i agresije (zbog nevrednovanja drugih moguće je okretanje agresivnosti prema drugome), ili žrtva, odnosno preplavljen bespomoćnošću (zbog nevrednovanja sebe moguće je okretanje agresivnosti ka samom sebi).

Takođe, porast unutrašnje tenzije usled kontinuirane ambivalencije po pitanju vezivanja (karakteristično za ovaj obrazac - prisustvo želje za bliskošću i straha od nje) mogao bi da rezultira uključivanjem primitivnih mehanizama odbrane (projekcija, cepanje, projektivna identifikacija) i porastom interpersonalne hipersenzitivnosti, što bi takođe moglo da dovede do teškoća u kontrolisanju agresivnih impulsa.

Ono što je interesantno je činjenica da ovo istraživanje nije pokazalo statistički značajnu razliku u ispoljavanju agresivnosti između sigurno i odbacujuće vezanih ispitanika. Ovo bi se moglo delimično objasniti činjenicom da, usled negativnog modela drugih, ove osobe ne očekuju mnogo od interakcije sa drugima (očekuju odbacivanje, hostilnost i neresponzivnost), pa su razvili pozitivan radni model sebe, za koji se može pretpostaviti da je u funkciji zaštite već ranjenog i osetljivog selfa od novih povređivanja i retraumatizacije: strategija koju ove osobe koriste je izbegavanje bliskosti, poricanje vrednosti bliskih relacija i oslanjanje na sebe.

Ograničenja studije i smernice za buduća istraživanja

Jedno od ograničenja ovog rada je relativno mali uzorak, što u principu onemogućava da se rezultati ovog istraživanja shvate kao čvrsto dokazane činjenice, već se oni više mogu posmatrati kao verovatne tendencije. Takođe, u istraživanju nema ženskih ispitanika, pa se ne mogu uopštavati rezultati. Jedan od razloga zašto uzorak čine samo muškarci leži u činjenici da žene mnogo ređe čine krivična dela, te da su zatvori u kojima je vršeno istraživanje namenjeni izdržavanju kazni muških počinilaca krivičnih dela. U istraživanju nisu uzete u obzir osobine ličnosti ispitanika, koje takođe mogu biti kreatori i pokretači opasnih situacija.

Očekuje se da će ovo istraživanje bar malo doprineti afirmaciji forenzičke nauke i povećanju interesa za specifične probleme vezane za osobe sa psihijatrijskim dijagnozama, bez obzira da li se radi o psihotičnim ili nepsihotičnim poremećajima, jer je ovo područje još uvek nedovoljno istraženo. Buduće studije bi mogle da idu u pravcu ispitivanja međusobnog odnosa društvene sredine, bazičnih crta ličnosti i osobenosti porodice porekla, a svakako bi od značaja bilo istražiti i vezu premorbidne strukture ličnosti i obrazaca vezanosti.

ZAKLJUČAK

Cilj istraživanja bio je da se ispitaju razlike unutar grupe kriminogene populacije sa različitim obrascima porodične afektivne vezanosti u odnosu na vrstu i nivo agresivnosti. Nađene su statistički značajne razlike u ispoljavanju agresivnosti između ispitanika sa sigurnim obrascima PAV i ispitanika sa okupiranim i plašljivim obrascima PAV. Ispitanici sa okupiranim obrascem PAV pokazuju značajno veću hostilnost u odnosu na sigurno vezane ispitanike. Plašljivo vezani ispitanici pokazuju značajno veći nivo besa, hostilnosti i ukupne agresivnosti u odnosu na sigurno vezane ispitanike. Ispitanici sa okupiranim obrascem PAV pokazuju značajno veću verbalnu agresivnost u odnosu na odbacujuće vezane, dok između sigurno i odbacujuće vezanih nije nađena statistički značajna razlika.

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FAMILY AFFECTIVE ATTACHMENT AND AGRESSIVENESS AT NON-PSYCHOTIC OFFENDERS OF VIOLENT CRIMES

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ABSTRACT

A problem of aggression and aggresivness is reather present in our time. The very aggression is not violence, but it becomes the one when it is demonstrated as crime. The previous theoretical observation and specific research of the nature of violent behaviour at least implies that many disorders in the structure of the behaviour (also violent, criminal behaviour) are partly caused with disturbed family relations.

A current research, relying on the theory of affective attachment, had an aim to examine if there were any differences within a group of non-psychotic offenders with different paterns of family affective attacment comparing to the kind and a level of agressivness. The survey was carried out on a sample of 62 male examinee, with the history committing of a violent crime. Brennan's modified questionnaire for estimation was used in the survey for addopted patterns of family affective attacment (PAV), while the level and structure of aggressiveness were examined by using BPAG scale of aggressiveness. The results show that safely attached respondents have the lowest level of the aggressiveness in accordance with all modalities which are measured by used scale comparing to the respondents with unsafely attached. Also, the respondents with occupied pattern of attachment show considerably high level of hostility, whereas timidly attached ones show considerably high level of anger, hostility and total aggressiveness. Between safely attached and rejected ones there has not been found statistically important difference.

Keywords: affective attachment, aggressiveness, violent crimes.

AFEKTIVNA VEZANOST U DJETINJSTVU KAO PREDIKTOR STRESA, ANKSIOZNOSTI, DEPRESIVNOSTI I ADVERZIVNIH ISKUSTAVA KOD MLADIH

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APSTRAKT

Istraživanjem se nastojalo utvrditi uticaj afektivne vezanosti u djetinjstvu kao prediktora stresa, anksioznosti, depresije i adverzivnih iskustava kod mladih. Uzorak istraživanja činilo je 202 ispitanika, ujednačeni po polu (N_m=102; $N_ž$=100), koji dolaze sa područja grada Bihać i okoline. Za potrebe istraživanja korišteni su upitnik depresivnosti, anksioznosti i stresa (DASS skala), upitnik adverzivnih iskustava iz djetinjstva (ACE) i upitnik porodične afektivne vezanosti (PAVb). Nepotpunost porodice narušava porodičnu strukturu i remeti njeno prirodno stanje što može dovesti do patologije afektivne vezanosti koja se u našem istraživanju pokazala kao značajan prediktor internalizirajućih (simptomi anksioznosti i depresije) promjena u ponašanja kod mladih ($p< .01$). Nekonzistentnost odnosa u porodici dovodi i do potencijalno traumatskih, adverzivnih, iskustva koja je osoba mogla da doživi u periodu od rođenja do 18 godine života a čija simptomatologija je pokazana na statistički značajnom nivou ($p< .01$) u ovom istraživanju. Istraživanja ukazuju na konzistentne spolne razlike u kojima žene imaju intezivnije internalizirajuće simptome od muškaraca što u ovom istraživanju nije pokazano kroz statističku značajnost. Naime, zbog razlika u adolescenciji koje postoje u stilu suočavanja sa stresnim situacijama između muškaraca i žena, rezultati ovog istraživanja ukazuju da postoje razlike u kojima muškarci pokazuju statistički značajnije ($p< .01$) ispoljvanje depresivnosti i u prosjeku izraženije simptome anksioznosti i adverzivnih iskustava, a žene samo statistički značajno ($p< .01$) ispoljavanje simptoma stresa.

Ključne riječi: afektivna vezanost, anksioznost, depresija, stres, adverzivna iskustva.

UVOD

Struktura porodice ima implikacije za psihološko i socijalno funkcionisanje djece i adolescenata i za razvoj identiteta. Potpunost porodice i sigurna emocionalna povezanost olakšava funkcionisanje njenih članova i predstavlja zaštitini faktor od raznih patoloških oblika ispoljavanja.

Nepotpunost porodice narušava porodičnu strukturu i remeti njeno prirodno stanje (Letić, 2012). Postoji slaganje u području razvojne i kliničke psihologije da razdoblje ranog djetinjstva i iskustvo koje pojedinac stječe u svom primarnom odnosu s roditeljem tokom prvih godina života (bilo da se radi o majci, ocu ili nekoj drugoj osobi) ima ključnu ulogu u normalnom razvoju pojedinca, ali i u nastanku poremećaja u njegovom funkcionisanju.

Razvoj privrženosti dugotrajan je proces koji obuhvata promjene psiholoških struktura koje kod djeteta dovode do stvaranja duboke emocionalne veze s osobom koja o njemu brine. Ta veza ostavlja dugotrajne posljedice, utječe na odnose s drugim ljudima "od kolijevke do groba". U teoriji privrženosti naglašeno je kako stvaranje ranih veza i kvaliteta brige u dojenačkoj dobi predstavlja temelj za kasnije funkcionisanje pojedinca i formiranje privrženog ponašanja (Bowlby, 1979). Bowlby je pošao od dva jednostavna nalaza:

- potreba male djece za roditeljima je analogna njihovoj potrebi za hranom;
- značajnije odvajanje ili gubitak roditelja ima učinak psihološke traume za dijete.

Istraživanje (Buist, Deković, Meeus, & van Aken, 2004) povezanosti između internalizovanih i eksternalizovanih problema i odnosa privrženosti s roditeljima predstavljaju relevantne probleme u adolescenciji koji izazivaju zabrinutost u određenoj mjeri, ali nisu dovoljno ozbiljni za kliničku intervenciju. Poteškoće u ranim iskustvima privrženosti očituju različite poteškoće u prilagodbi i ponašanju, uključujući antisocijalno i delinkventno ponašanje te razvoj psihopatskih obilježja ličnosti (Saltaris, 2002). Faktor rizika u porodici za ovakva stanja su: roditeljsko zanemarivanje, odbacivanje ili zlostavljanje, bračna nesloga i nasilje, sukobi u porodici, autoritativni, kažnjavajući i popustljiv odgoj, trijangulacija. Rizični faktori mogu stvoriti vulnerabilnost ili osjetljivost za razvoj poremećaja, mogu predstavljati "okidač" ili potaći razvoj poremećaja. To su svi oni faktori koji pojačavaju odgovor na neki stresni događaj (Vulić-Prtorić, 2002).

TEORIJSKI OKVIR ISTRAŽIVANJA

Neka problematična ponašanja mogu karakterisati slabiju prilagodbu koju većina djece uspješno prevlada odrastanjem (Vulić-Prtorić, 2004). Anksiozni i depresivni simptomi mogu predstavljati prilagodbu u stresnim situacijama, kao što su: bolest u dječijoj dobi, rođenje brata ili sestre, rivalitet među braćom, frustracije i privremeno odsustvo roditelja (Papalia i Olds, 1995). Shodno tome, anksiozni i depresivni simptomi mogu biti dio normalnog razvoja svakog djeteta i ukoliko iščeznu s dobi i nemaju za posljedicu disfukcionalno ponašanje djeteta, ne smiju se posmatrati kao dokaz „psihopatologije".

Aksioznost kao neugodno emocionalno stanje strepnje, straha i zabrinutosti upozorava i priprema na potencionalno stresnu ili opasnu situaciju (Barlow, 2002). Depresivnost je emocionalno stanje praćeno osjećajem tuge, neraspoloženja, žalosti i utučenosti, neuspjeha u postizanju važnog cilja (Vulić-Prtorić, 2004). Prilikom definisanja anksioznosti i depresije, važno je razlikovati anksioznost i depresiju kao simptom od anksioznosti i depresije kao sindroma te od anksioznosti i depresije kao poremećaja. Kao simptomi, anksioznost i depresija su dio afekta i kao takvi dio svakodnevnog života. Simptom označava određene emocionalne, kognitivne i ponašajne karakteristike, bez pretpostavki o etiologiji ili uzročnim faktorima koji leže u pozadini tih karakteristika. Kao sindrom, anksioznost i depresivnost pretpostavljaju kombinaciju nekoliko simptoma, ali se pri tome ne koristi neki određen model za tumačenje njihove etiologije. Sindrom se izvodi na osnovi faktorske ili klaster analize, npr. separacijska anksioznost, zabrinutost, psihomotorički nemir i sl. Na nivou poremećaja, polazi se od pretpostavke da ne samo da postoje klasteri simptoma, već ti sindromi imaju prepoznatljivu etiologiju i dijagnostičke kriterije koje moraju zadovoljiti sa značajnim posljedicama na planu svakodnevnog funkcionisanja (Vulić-Prtorić i Sorić, 2001; prema: Miščević, 2007). To znači da kod djece s anksioznim simptomima postoji veći rizik pojavljivanja depresivnih simptoma. Zbog toga su posebno važna i istraživanja koja ispituju komorbidnost simptoma ova dva poremećaja. Komorbiditet anksioznosti i depresije češće se javlja u djetinjstvu i adolescenciji nego u odrasloj dobi. Komorbidnost je prisutna u čak 50% od ukupnog broja djece koja zadovoljavaju kriterije za više od jednog poremećaja (Ollendich & Ollendich, 1987; prema: Vulić-Prtorić, 2004). Anderson i saradnici su utvrdili su da u kasnom djetinjstvu 17% djece s anksiznim poremećajem ima i depresiju (Anderson et al., 1987; prema: Davison & Neale, 1999), a Kashani i Orvaschel su utvrdili da u adolescenciji taj postotak raste na 69% (Kashani & Orvaschel, 1990).

Anksioznost je doživljaj vrlo neprijatne unutrašnje nelagodnosti, napetosti, strepnje, odnosno osjećaja neodređene ugroženosti. Anksioznost je emocionalno stanje neugodnog čuvstva straha i strepnje (Davison, Neale, Krizmanić & Arambašić, 1999). Anksioznost, kao osnovni emocionalni poremećaj, utiče na psihičke funkcije. To su teškoće koncentracije i slabost pamćenja, kao i brzo i lako psihičko zamaranje i neraspoloženje. Patološka se anksioznost razlikuje od razvojne anksioznosti prema stepenu oštećenja funkcionisanja osobe. Kada strah i anksioznost značajno ometaju funkcionisanje osobe, govori se o anksioznom poremećaju. Anksiozni su poremećaji najčešći psihički poremećaji dječije i adolescentne dobi (Dodig-Ćurković i sar., 2013). Anksiozni poremećaji najčešći su u djetinjstvu i 6 do 8% djece i adolescenata pati od nekog oblika anksioznog poremećaja (Costella, 1989; Kashani & Orvaschel, 1998; McGee et al., 1990; prema: Davison, Neale, Krizmanić & Arambašić, 1999). U većini dosadašnjih istraživanja pokazalo se da su upravo konflikti među roditeljima i poremećena porodična komunikacija, doživljaj odbacivanja i osramoćivanje od strane prijatelja, te razočarenje u druge, često u osnovi kako internaliziranih, tako i eksternaliziranih poremećaja u djetinjstvu i adolescenciji. Pri tome, djeca i adolescenti koji uspijevaju emocije vezane za ove događaje eksternalizirati (podijeliti svoje nezadovoljstvo s dugim prijateljima ili roditeljima, posvađati se, pokušati riješiti taj problem na aserativan način, i sl.), imaju manje somatskih simptoma od djece i adolescenata koja te emocije potiskuju. Ukoliko je stresna situacija rezultat konflikta s roditeljima, kao što je često u adolescenciji, ili su roditelji zbog vlastite nevolje manje osjetljivi na djetetove probleme, onda dijete/adolescent ne može tražiti njihovu pomoć i razumjevanje i izbor strategija suočavanja s tom situacijom je sužen. Ovakav splet može dodatno pojačati tjelesne simptome (Vulić-Prtorić i Galić, 2004).

Depresija je osjećaj tuge, frustriranosti i beznađa u životu, praćen gubitkom uživanja u većini aktivnosti i poremećajima u spavanju, apetitu, koncentraciji i energiji. Depresivna djeca ponekad su pretjerano aktivna i agresivna, dok se u adolescenta depresija manifestuje kao negativizam, antisocijalno ponašanje i osjećaj neshvaćenosti (Wenar & Arbanas, 2003). Prema Kellyju, depresija je psihopatološko stanje i reakcija na aksioznost (Fulgosi, 1987). Ona se javlja u osoba kod kojih dolazi do sužavanja perceptivnog polja. Te osobe sve više smanjuju polje svog interesa, tj. nisu sposobne da donesu i najjednostavnije odluke i osjećaju se opterećene strahovitim problemima. Do depresije dovodi kombinacija bioloških i okolinskih faktora, a mješavina tih faktora razlikuje se od osobe do osobe. Djeca iz porodica koja pate od afektivnih poremećaja imaju značajno veći stepen depresivnosti od djece iz porodica koje nemaju ove poremećaje (Kovacs, Devlin, Pollock, Richards & Mukerji, 1997). Problemi koji otežavaju dijagnozu depresije u djece jesu visok stepen komorbidnosti s drugim poremećajima. Studije procjenjuju preklapanje depresije i anksioznosti zbog separacije na gotovo 50% (Kovach et al., 1984; Puig-Antich & Rabinovich, 1996; Hershberg et al., 1982; prema: Davison, Neale, Krizmanić & Arambašić, 1999).

Smatra se da je zastupljenost depresivnih simptoma u toku puberteta češća među djevojčicama, a nakon puberteta među dječacima. Ovaj obrat stavlja se u dob od 13 do 15 godine. Shodno tome, pokazalo se da djevojčice u dobi od 13 godina i starije imaju više skorove na skali depresivnosti od dječaka, dok ta razlika nije značajna za dob ispod 13 godina (Nelson et al., 1987; Harrigton, 1993; Cicchetti & Toth, 1998; prema: Vulić-Prtorić, 2004). Istraživanja pokazuju da između dječaka i djevojčica postoje razlike u stilu suočavanja sa stresnim situacijama. Dok dječaci nastoje potisnuti misli o stresnom događaju, što smanjuje trajanje njihovih depresivnih epizoda praćenih s više eksternalizirajućih reakcija, za djevojčice je karakterističan ruminacijski stil suočavanja i veća ovisnost o podršci roditelja i vršnjaka. Ruminacijski stil suočavanja koji se usvaja u djetinjstvu kroz proces učenja spolnih uloga, uključuje ponavljana razmišljanja o događaju ili vlastitom ponašanju, što ometa proces aktivnog suočavanja i rješavanja problema, te pojačava i produbljivanje stanja depresije (Nolen-Hoeksema, 1992; prema: Vulić-Prtorić, 2001).

METODOLOGIJA ISTRAŽIVANJA

Neke porodične strukture se povezuju sa određenim obrascima afektivnog vezivanja koje mogu dovesti do potencijalno traumatskih, adverzivnih, iskustva. Stoga, cilj istraživanja je bio, ispitati uticaj afektivnih iskustava u djetinjstvu kao prediktora stresa, anksioznosti, depresije i adverzivnih iskustava kod mladih.

Hipoteze istraživanja:

1. Postoji statistički značajna povezanost ispoljavanja simptoma stresa, anksioznosti, depresije i adverzivnih iskustava kod ispitanika sa usvojenim nesigurnim obrascem afektivne vezanosti.
2. Postoji statistički značajnija razlika u izraženosti simptoma stresa, anksioznosti, depresije i adverzivnih iskustava s obzirom na spol ispitanika sa usvojenim nesigurnim obrascem afektivne vezanosti.

Uzorak istraživanja činilo je 202 ispitanika, uzrasta od 18 do 20 godina (N_m=47; 46,08%; $N_ž$=51; 51%), od 21 do 23 godine (N_m=30; 29,41%; $N_ž$=23; 23%), od 24 do 25 godina (N_m=25; 24,51%; $N_ž$=26; 26%), ujednačen po polu (N_m=102; $N_ž$=100). Istraživanje je izvršeno u periodu jun-jul 2019.godine na uzorku ispitanika koji dolaze sa područja grada Bihać i okoline.

Za potrebe istraživanja korišteni su: upitnik depresivnosti, anksioznosti i stresa (DASS skala) koji sadrži 21 ajtem raspoređen u tri skale (Lovibond & Lovibond 1995, prema: Asghari, Saed, i Dibajnia, 2008), upitnik adverzivnih iskustava iz djetinjstva (ACE) koji sadrži 10 ajtema koji se odnose na iskustvo ispitanika do 18. godine života (Felitti et al., 1998) i upitnik porodične afektivne vezanosti (PAVb) koji se sastoji od 18 ajtema kojima se ispituje izraženost dimenzija anksioznosti i izbjegavanja na osnovu kojih se formiraju obrasci afektivne vezanosti (Brennan, & Shaver, 1995).

Rezultati su obrađeni u statističkom softveru SPSS 20.0. Korištene su deskriptivne statističke pokazatelje. Od statističkih analiza korištene su regresiona analiza, t test, analiza varijanse, Pearsonov koeficijent korelacije. Pouzdanost mjernih instrumenata provjeren je pomoću Kronbahovog alfa koeficijenta.

REZULTATI I DISKUSIJA

Rezultati (Tabela 1) su pokazali da se u predikciji stresa preko dimenzija afektivne vezanosti dobija statistički značajan model koji objašnjava oko 20% varijanse kriterijuma (R= .44; R^2= .19; $F_{2, 196}$= 23.33; p< .01).

Tabela 1. Predikcija stresa preko dimenzija afektivne vezanosti.
Table 1. Prediction of stress with dimensions of attachement.

PAVb	B	Beta	t	p
Izbjegavanje	.05	.14	2.11	.04
Anksioznost	.16	.38	5.82	.00

Izbjegavanje i anksioznost su statistički značajni prediktori stresa, a kako rezultati sugerišu, što je osoba nesigurnije vezana to je veća vjerovatnoća da ima izraženiji stres. Dimenzija anksioznosti (PAVb) je bolji prediktor stresa. Rezultati pokazuju da je hipoteza statistički značajno potvrđena na nivou p< .01, te da nesigurno vezani ispitanici imaju statistički značajno izraženiji stres. Maunder i Hunter navode da obrazac afektivne vezanosti doprinosi razlikama u reakciji kod osoba na psihološki stres, takođe da nesigurno vezani pokazuju veću ranjivost na stres, imaju povećane eksterne regulatore afekata i iskrivljena ponašanja za traženje pomoći (Maunder & Hunter, 2001). Istraživanja su pokazala i da je procjena doživljenog stresa medijator između dimenzije anksioznosti i manje adaptivne reakcije na stres (Johnstone & Feeney, 2005).

Nadalje je ispitan odnos između dimenzija afektivne vezanosti i anksioznosti kao emocionalnog stanja (Tabela 2). Dobijen je statistički značajan model koji objašnjava oko 35% varijanse anksioznosti ($R= .59$; $R^2= .35$; $F_{2, 196}= 52.731$; $p< .01$).

Tabela 2. Predikcija anksioznosti preko dimenzija afektivne vezanosti.
Table 2. Prediction of anxiety with dimensions of attachement.

PAVb	**B**	**Beta**	**t**	**p**
Izbjegavanje	.05	.12	2.07	.04
Anksioznost	.26	.55	9.29	.00

I u ovom slučaju, što su ispitanici bili nesigurnije vezani imaju statistički značajno izraženiju anksioznost (p< .01). Prema istraživanju Sareen i saradnika negativno iskustvo u djetinjstvu je povezano sa poremećajem raspoloženja ili anksioznim poremećajem (Sareen et al., 2013). Također, djeca klasifikovana kao nesigurno vezana u dobi od 15 mjeseci koja su doživjela mnoge stresne životne događaje pokazala su više simptoma anksioznosti u prvom razredu škole od djece klasifikovane kao sigurno privržena koja su na sličan način doživjela mnoge negativne životne događaje (Dallaire & Weinraub, 2007).

Rezultati regresione analize (Tabela 3) ispitivanja ispoljavanje depresivnosti kod nesigurno vezanih ispitanika u odnosu na ispitanike koji su sigurno vezani pokazuje statističku značajnost (p< .01) te ovaj model objašnjava oko 41% varijanse depresivnosti ($R= .64$; $R^2= .41$; $F_{2, 196}= 68.51$; $p< .01$).

Tabela 3. Predikcija depresivnosti preko dimenzija afektivne vezanosti.
Table 3. Prediction of depression with dimensions of attachement.

PAVb	**B**	**Beta**	**t**	**p**
Izbjegavanje	.12	.27	4.86	.00
Anksioznost	.25	.52	9.21	.00

I druga istraživanja pokazuju da nisko samopouzdanje i loša interakcija sa porodicom povećavaju šanse za dijagnosticiranje depresije (Cawnthorpe, West & Wilkes, 2004), te da je nesigurna vezanost povezana sa depresijom (Bifulco, Mahon, Kwon, Moran & Jacobs, 2003).

Prisustvo adverzivnih iskustava za koja pretpostavljamo da su kod kod ispitanika sa usvojenim nesigurnim obrascem afektivne vezanosti statistički značajnija u odnosu na ispitanike koji su sigurno vezani.

Tabela 4. Predikcija adverzivnih iskustava preko dimenzija afektivne vezanosti.
Table 4. Prediction of adverse experiences with dimensions of attachement.

PAVb	**B**	**Beta**	**t**	**p**
Izbjegavanje	.12	.27	4.86	.00
Anksioznost	.25	.52	9.21	.00

Rezultati u Tabeli 4. pokazuju da osobe koje izvještavaju o većem broju adverzivnih iskustava ispoljavaju usvojeni nesigurni obrazac afektivne vezanosti koja su statistički značajna (p<.01), a ovaj model objašnjavaju oko 29% varijanse adverzivnih iskustava ($R= .54$; $R^2= .29$; $F_{2, 196}= 39.33$; $p< .01$). U ranijim istraživanjima se pokazalo da loši ishodi u smislu adverzivnih dječijih iskustava su visoko povezani sa manje stabilnim porodičnim strukturama (Hobcraft & Kiernan, 2010), te istraživanju Karatekin i Ahluwalia na uzorku studenata gdje rezultati pokazuju više ACE skorove kao uzrok smanjene socijalne podrške roditelja u ranom djetinjstvu (Karatekin & Ahluwalia 2016).

Slijedeća hipoteza pretpostavlja postojanje značajnije razlika u izraženosti simptoma stresa, anksioznosti, depresije i adverzivnih iskustava s obzirom na spol ispitanika sa usvojenim nesigurnim obrascem afektivne vezanosti. Te razlike bi trebale pokazivati veću izraženost internalizirajućih promjena, stresa i adverzivnih iskustva kod žena jer istraživanja ukazuju da je ženski pol u dva puta većem riziku od razvoja depresivnosti (Nolen-Hoeksema, 2001), a te da su stres, anksioznost i depresija zastupljenije kod ženskog pola (Bayram & Bilgel, 2008; Wahed & Hassan, 2017; Rehman & Kazmi, 2015; Fawzy & Hamed, 2017).

Tabela 5. Razlike između muškaraca i žena prema stresu, anksioznosti, depresivnosti i adverzivnim iskustvima.
Table 5. Differences between male and female according to stress, anxiety, depression and adverse experiences.

	Pol	N	AS	SD	p
Stres	Muški	102	5.75	3.42	.04
	Ženski	97	6.82	3.82	
Anksioznost	Muški	102	4.31	4.03	.12
	Ženski	97	3.43	3.87	
Depresija	Muški	102	4.81	4.12	.05
	Ženski	97	3.65	4.16	
ACE skor	Muški	102	2.50	2.23	.11
	Ženski	97	1.99	2.30	

Rezultati (Tabela 5) su pokazali da je druga hipoteza djelimično potvrđena jer je samo na subskali stres postignuta statistička značajnost ($p< .05$) ispoljavanja stresa kod žena u odnosu na muškarce. Nadalje, muškarci na ostalim subskalama anksioznost i advrezivna iskustva u prosjeku pokazuju izraženije simptome, bez statističke značajnosti, dok na subskali depresivnosti simptomi su statistički izraženiji ($p< .05$) u odnosu na žene. Objašnjenje ovakvih rezultata može se tražiti u stilu suočavanja sa stresnim situacijama. Dok muškarci nastoje potisnuti misli o stresnom događaju, što smanjuje trajanje njihovih depresivnih epizoda praćenih s više eksternalizirajućih reakcija i najčešće kroz „maskiranu depresiju“ (Cytryn & McKnew, 1972), za žene je karakterističan ruminacijski stil suočavanja i veća ovisnost o podršci roditelja i vršnjaka (Nolen-Hoeksema, 1992; prema: Vulić-Prtorić, 2001).

ZAKLJUČAK

Na temelju rezultata istraživanja može se izvesti zaključak da je usvojen nesiguran obrazac afektivne vezanosti kod ispitanika, koji se pokazao se kao statistički značajan ($p< .01$) prediktor u ispoljavanju simptoma stresa, anksioznosti, depresije i adverzivnih iskustava kod mladih što ispitanike čini manje adaptivnim na psihički stres i internalizirane siptome. Znači, pokazalo se da postoji tendencija ka povezanosti odbacivanja od strane roditelja u djetinjstvu i razvoju poremećaja u ponašanju kod mladih.

Iako rezultati ranijih istraživanja ukazuju da za ženski spol postaje rizičniji faktor za internalizirane probleme, stres i adverzivne probleme, rezultati ovog istraživanja pokazuju djelimičnu potvrdu hipoteze. Naime, samo na subskali stres postignuta je statistička značajnost ($p< .05$) ispoljavanja stresa kod žena dok muškarci na ostalim subskalama anksioznost i advrezivna iskustva u prosjeku pokazuju izraženije simptome, bez statističke značajnosti, a na subskali depresivnosti simptomi su statistički izraženiji ($p< .05$) u odnosu na žene. Objašnjenje ovakvih rezultata se može tražiti u stilu suočavanja sa stresnim situacijama.

Ograničenje u ovom istraživanju je u retrospektivnom pristupu i pristupu indirektnim podacima afektivnog deficita u djetinjstvu koji se manifestuju kod mladih, a što je dostupno i u ranijim istraživanjima (Saltaris, 2002; Buist et al., 2004). Od interesa je rezultate ovog istraživanja usmjeriti u moguće utvrđivanje profila ponašanja u ranom djetinjstvu i preventivno djelovati na psihopatska odstupanja koja bi se mogla pojavljivati kasnije u životu.

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AFFECTIVE ATTACHMENT IN CHILDHOOD AS A PREDICTOR OF STRESS, ANXIETY, DEPRESSION AND ADVERSIVE EXPERIENCES IN YOUNG PEOPLE

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ABSTRACT

This research aims to determine the impact of affective attachment in childhood as a predictor of stress, anxiety, depression, and adversive experiences in young people. The research sample consisted of 202 subjects, gender-balanced (Nm = 102; Nf= 100), who come from the area of the city of Bihać and its suburbs. The Depression, Anxiety and Stress Questionnaire (DASS scale), the Adverse Childhood Experience Questionnaire (ACE) and the Family Affective Attachment Questionnaire (PAVb) have been used for the research. The incompleteness of a family impairs the family structure and disturbs its nature which can leads to the pathology of affective attachment. This research proved it to be a significant predictor of internalizing (symptoms of anxiety and depression) changes in behavior with young people ($p<.01$). The inconsistency of family relationships also leads to potentially traumatic and adversive experiences that one could have experienced in the period from their birth to the age of 18 whose symptomatology was seen at a statistically significant level ($p <.01$) in our research. Studies indicate consistent differences in gender in which women have more intense internalizing symptoms than men. This has not been shown in this research through statistical significance. However, due to differences between men and women in terms of adolescence in the context of coping with stressful situations the results of this study prove there are certain differences in which men show statistically significant ($p <.01$) manifestations of depression and on average they also express more symptoms of anxiety and adversive experiences. On the other hand, women show only statistically significant ($p <.01$) manifestation of stress symptoms.

Keywords: affective attachment, anxiety, depression, stress, adversive experiences.

INTERPERSONAL RELATIONSHIP AS A FACTOR OF JOB SATISAFACTION

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ABSTRACT

Job satisfaction is positive emotional state, which is result of evaluation of some work experience. It is a multidisciplinary phenomenon, which is influenced by multiple internal and external factors. In this paper, employee satisfaction or job satisfaction was observed as a dependent variable, while interpersonal relationships are defined as influencing factor, i.e. independent variable. Interpersonal relationships imply establishment of social relations and connections between individuals at work. Interpersonal relationships can be defined as the subjective experience of employee in interaction or connection with another person (colleagues or superiors). Factors such as gender, age, education, work experience and job position are included in the analysis as control variables. Main hypothesis in this paper states that positive interpersonal relationships have impact on employee satisfaction. The independent variable is divided into three segments, namely: communication and work climate, relationship with superiors and relationship with colleagues. Each segment of interpersonal relationships was separately tested in relation to the dependent variable. The base of this paper is an empirical research conducted in 2019. Based on the survey questionnaire, data from 143 employees in the surveyed company were collected. Data processing was performed on the basis of statistical software for social sciences-SPSS. Descriptive and correlation analysis were applied in the data analysis. All hypotheses tested were confirmed. Testing the hypotheses confirm that there is a statistically significant relationship between observed variables and that there is a moderate positive correlation, which implies that interpersonal relationship is a factor of job satisfaction. Main limitation of this research relates to the observation of relationship between variables in a single business entity. However, the coverage of all employees in the conducted research and the high response rate of employees (82%) provide a good basis for data analysis and giving some general conclusions. Detailed description of research methodology enables its repetition in other organizations.

Keywords: interpersonal relationship, communication skill, superiors relationship, colleague relationship, job satisfaction.

INTRODUCTION

Regarding concept of job satisfaction, there are many existing definitions that can be found in the existing literature. Hence, a large number of authors believe that job satisfaction refers to the feeling that employees have about their work (Smith, Kendall, & Hulin, 1985; Dormann, & Zapf, 2001), or to the attitudes and feelings that people have towards work (Armstrong, 2017), expressed through employee reactions to what they get from work (Gordon, 2011). The observed concept is also defined as an emotional response to various aspects of work (Kinicki, & Fugate, 2016), a positive or negative value judgment about the job or situation at work (Weiss, 2002) or as an individual attitude towards work resulting from the sum of positive and negative emotions experienced at work (Weiss, 2002). Job satisfaction includes cognitive assessment of the work environment (Organ, & Near, 1985), personal assessment of work and work context, or an attitude that reflects the extent to which people like or dislike their job (Spector, 1997). However, job satisfaction is most often defined as a positive emotional state resulting from the evaluation of work experience (Mathis, & Jackson, 2011), or as a satisfactory or positive emotional state resulting from job evaluation or work experience (Locke, 1969; Locke, 1976).

Based on the above definitions, it can be observed that most authors believe that job satisfaction essentially includes job-related feelings that are expressed through employee reactions to various aspects of work (Muterera, Hemsworth, Baregheh, & Garcia-Rivera, 2018). The consequences of job dissatisfaction (Kakkar, Dash, Vohra, & Saha, 2020) can be economic consequences, social consequences, and consequences related to the mental health of employees that manifest as stress, anxiety, depression and fear of losing a job (Cherif, 2020). The term job satisfaction refers to a concept developed as part of organizational theory (Moore, Tetlock, Tanlu, & Bazerman, 2006) and represents one of the most important and most researched attitudes that employees have regarding their work (George, & Jones, 2012; McPhail, Patiar, Herington, Creed, & Davidson, 2015). Thus, job satisfaction is a popular research topic in the fields of management and psychology (Shiu, Hassan, & Parry, 2015), i.e. in the field of organizational research related to organizational behaviour and human resource management (Van Der Westhuizen, Pacheco, & Webber, 2012; Yahyagil, 2015; Shiu et al., 2015).

The importance of job satisfaction is evidenced by numerous studies conducted in different countries around the world, in which the observed concept is studied as a dependent or as an independent variable (Schermerhorn, Hunt, Osborn, & Uhl-Bien, 2012). Authors who studied job satisfaction as a dependent variable showed that there are a number of different factors that can affect the level of employee satisfaction (Pan, 2015), which include various demographic factors that focus on personal attributes and characteristics of employees, and organizational or external factors related to the work itself or the work environment (Crossman & Harris, 2006). On the other hand, authors who studied job satisfaction as an independent variable showed that job satisfaction leads to a number of positive and desirable outcomes (Kirkman & Shapiro, 2001), such as: improving performance and productivity, increasing organizational commitment, reducing absenteeism and turnover (Davis & Newstrom, 2003). The general view is that satisfied workers are more motivated and more productive than those who are not satisfied (Rai & Maheshwari, 2021). Thus, numerous authors have proven that job satisfaction is related to the behaviour and results of employees that ensure productive functioning of the organization (Gómez-Mejía, Balkin, & Cardy, 2016).

Interpersonal relationships refer to the establishment of social relations and the connections of individuals. They can be defined as the subjective experience of an individual in repeated interaction or connection with another person (Reich, & Hershcovis, 2011). In an organizational context, interpersonal relationships are treated as an inevitable reality, and positive interaction between people helps employees meet their need to belong to some group. Positive interpersonal relationships at work lead to a number of benefits at the individual and organizational level, such as increased motivation, organizational commitment and employee satisfaction. In this paper, research problem is related to employee satisfaction, while interpersonal relationships are viewed as one of the factors of job satisfaction. Scientific goals are intended to reveal new scientific facts and insights into the impact of interpersonal relationships on job satisfaction. Research assumption in this paper is following: adequate interpersonal relationships have a positive impact on employee satisfaction. In order to look at this relationship in more detail, the independent variable in the work is divided into three segments, namely: communication and work climate, relationships with superiors and relationships with colleagues. All three segments of interpersonal relationships are tested separately and in relation to the dependent variable. Basic socio-demographic variables, gender, age, education, work experience and work position, were introduced into the analysis as control variables.

RESEARCH METHODOLOGY

Main problem considered in this paper could be expressed in the form of the following question: Do interpersonal relationships affect employee satisfaction? From the posed research problem, two basic research variables can be identified. The independent variable is interpersonal relationships (IR), while job satisfaction (JS) is a dependent variable.

Employee satisfaction is a set of feelings and attitudes that employees have in relation to the work they perform. In order to identify and eliminate the causes of employee dissatisfaction, i.e. negative feelings and attitudes of employees, organizations are developing various systems for measuring employee satisfaction. Because of the above, it can be concluded that there is no universal way to measure employee satisfaction. Two basic approaches are most commonly applied. The first approach involves a general assessment of satisfaction, which means that employees assess how satisfied they are with the job as a whole. The second approach involves the use of standardized scales that are aimed at assessing employee satisfaction in relation to specific aspects of work (for example, tangible and intangible compensation, the nature and content of work, development opportunities, etc.). The first approach is applied in this paper. For the evaluation of the dependent variable, it was used general satisfaction rating, measured by a five-point Likert-type scale: 1. I strongly disagree, 2. I disagree, 3. neither agree nor disagree (I am neutral), 4. I agree and 5. I completely agree.

In this research, interpersonal relationships were observed through three basic aspects: 1. Communication and work climate (CWC); 2. Superiors relationship (SR); 3. Colleague relationship (CR). A questionnaire with a total of 20 items related to defined aspects of interpersonal relationships was used to evaluate the independent variable. The first aspect of interpersonal relationships (Communication and work climate) was measured using a subscale that has three (3) items. An example of an item that aims to help understand this aspect of interpersonal relationships is: "I am informed about what is happening in the organization." Another aspect of the independent variable considers employees' relationships with superiors. Employee relationships with superiors were measured using a subscale containing ten (10) items. An example of an item in this subscale reads: "The superior shows interest in solving employee problems." The third aspect of the independent variable is relationships with colleagues. Relationships with colleagues were studied and measured using a subscale containing seven (7) items. An example of an item from this part of the survey questionnaire reads: "My colleagues are ready to help me and to help each other." As in the case of the dependent scale, a five-point Likert-type scale was applied in which the answers varied from “I strongly disagree (1)" to "I completely agree (5)". Factors such as gender, age, level of education, work experience and current job position were included in the analysis as control factors.

The basic hypothesis tested in this paper is:

H_1. Good interpersonal relationships have a positive effect on job satisfaction.

In order to gain a more detailed insight into the observed relationship between the dependent and independent variables, each of the three aspects of interpersonal relationships (Communication and work climate, Superiors relationship, Colleague relationship) were analysed individually. Therefore, the following hypotheses were tested in this paper:

$H_{1.1.}$ Satisfactory communication and work climate have a positive effect on employee satisfaction.

$H_{1.2.}$ Good relationships with superiors have a positive effect on employee satisfaction.

$H_{1.3.}$ Good relationships with colleagues have a positive effect on job satisfaction.

The data necessary for testing the set hypotheses were obtained through empirical research. Empirical research was conducted in 2019. The subject of the analysis was employees in the company from petroleum product trade sector, and which at the time of the research employed 178 workers. All employees were included in the survey. The main research instrument used for the purpose of collecting data on interpersonal relationships and employee satisfaction was a survey questionnaire. The questionnaire was distributed to all employees via e-mail. In the process of collecting empirical data, the respondents were guaranteed anonymity and confidentiality of collected data regarding interpersonal relationship and individual perception of job satisfaction. Statistical data processing was performed with the help of the statistical software package SPSS. Appropriate descriptive statistics techniques were used to study relationship between defined variables. For the purpose of testing the hypothesis set, correlation analysis was used. As both the dependent and independent variables were evaluated using a Likert-type scale, Spearman's Rank-Order Correlation (Spearman's Rho) was selected as the appropriate statistical tool.

RESULTS AND DISCUSSION

Data were collected from 143 respondents. When this number of employees is put in proportion to the total number of employees in the observed organization, it is obtained that the response rate of employees in the survey was 82%, which is fully acceptable for organizational surveys of this type.

If we analyse the sample from the aspect of demographic characteristics of the respondents, we can conclude that 86% of the sample is men. When it comes to the age of the respondents, only 0.7% of the sample consists of persons less than 20 years of age. The three age categories (21-30; 31-40; 41-50) are almost equally represented in the sample. However, the largest percentage of respondents belong to the category of employees over 50 (39%). In terms of education, in the sample dominate employees with secondary school. They make up 65% of the sample. The analysis of the collected data from the aspect of work experience shows that the majority of employees have between 20 and 30 years of work experience (29.4%).

Before testing the hypotheses, the reliability of the created scales, which are applied in the research, was assessed. The Crombach's Alpha coefficient (Cronbach's Alpha) was used to calculate the reliability of the entire scale used to assess interpersonal relationships in the observed organization. The values of the Cronbach's alpha coefficient for the created scales (the whole scale and the three subscales), which were calculated on the basis of the collected data, are shown in table 1.

The data presented in the previous table show that the calculated values of the Cronbach's alpha coefficient for the whole scale and individual subscales range from 0.788 to 0.917. This implies that the created scale has an appropriate level of reliability. Also, based on the obtained values of the Cronbach's alpha coefficient, it can be stated that there is an internal reliability of the statements, both in the overall scale and in the individual subscales of the independent variable. Thus, the created scale is reliable enough to assess the adequacy of interpersonal relationships, as well as the adequacy of its elements: Communication and work climate, Superiors relationships and Colleague relationships.

After calculating the Cronbach's coefficient, descriptive statistics were made for all observed variables. The results of this segment of data analysis are shown in the table 2.

Table 1. Cronbach's coefficient alpha values

Scale / subscale	Cronbach's coefficient alpha
Subscale 1: Communication and work climate	0,788
Subscale 2: Superiors relationships	0,850
Subscale 3: Colleague relationships	0,835
The whole scale: Interpersonal relationship	0,917

Source: Data processing in SPSS

Table 2. Descriptive measures for the observed research variables

	N	Mean	Std. Deviation
CWC	143	3.6830	.84414
SR	143	4.0371	.65097
CR	143	4.0749	.62151
IR	143	4.03	.676
JS	143	3.88	.622
Valid N (listwise)	143		

Source: Data processing in SPSS

In order to analyse the data in more detail, Table 3 presents data on the average assessed degree of agreement of the respondents with the statements regarding the three observed aspects of interpersonal relationships, according to the defined control variables. The assessed degree of agreement also shows the attitudes of the employees.

Based on the obtained results, it can be noticed that the respondents from the sample, on average, believe that all parameters of the variable related to interpersonal relationships are adequate or appropriate (the estimated level of agreement with most statements has a value above neutral - 2.50).

To test the set hypotheses, correlation analysis was applied. The results of the correlation analysis are shown in Table 4. From the table 4, can be seen that in all observed relations, correlation coefficient is positive, and the calculated correlation rate is moderate. In particular, in the case of testing the first auxiliary hypothesis ($H_{1.1}$), the obtained value of the correlation coefficient (r_s = .672) and the calculated *p* value (*p* = .000) indicate that there is a correlation in the sample and that for any level of significance, there is a quantitative connection between communication and work climate on the one hand, and job satisfaction on the other. Considering that a statistically significant relationship was found between the observed variables, that calculated correlation was moderate, and degree of correlation was positive, it can be stated that respondents who believe that communication and work climate in the organization are adequate have a higher degree of job satisfaction, where the reverse is also true.

Table 3. Arithmetic means for subscales and overall scale according to control variables

Variable		CWC	SR	CR	IR	JS
Gender	male	3,72	4,06	4,11	4,06	3,92
	female	3,47	3,90	3,84	3,90	3,65
Age	to 20 years	4,67	3,90	4,00	4,00	4,00
	21-30	3,81	4,17	4,29	4,17	3,96
	31-40	3,72	4,07	4,08	4,07	3,83
	16-50	3,54	4,11	4,16	4,03	3,88
	over 50 years	3,68	3,93	3,93	3,96	3,88
Education	Primary school	4,67	4,40	4,71	5,00	5
	Skilled worker	3,71	3,75	3,84	3,76	3,71
	Secondary school	3,66	4,06	4,12	4,06	3,9
	High-skilled worker	3,33	3,89	3,84	3,88	3,63
	University	4,13	4,14	4,04	4,13	3,88
	University and more	3,67	4,24	4,17	4,13	4
Work Experience	Up to 1 year	0,00	0,00	0,00	0,00	0
	1-5	3,92	4,13	4,22	4,19	3,94
	5-10	3,53	4,20	4,25	4,13	3,93
	10-20	3,59	4,03	4,04	4,03	3,79
	20-30	3,63	4,01	4,10	3,95	3,98
	over 30 years	3,82	3,96	3,93	4,03	3,81
Current position	Managerial	4,21	4,40	4,04	4,15	4,15
	Expert/professional	3,87	4,28	4,23	4,20	4,2
	Administrative	3,27	3,78	3,92	3,91	3,64
	Technical/operational	3,83	3,95	4,06	4,07	3,87
	Sales	3,59	4,03	4,10	4,01	3,86

Source: Data processing in SPSS

This confirmed the first auxiliary hypothesis ($H_{1.1}$). In the case of the second auxiliary hypothesis ($H_{1.2}$), the calculated values of the correlation coefficient in the sample (r_s = .670) and the *p* values (*p* = .000), it can be concluded that the correlation coefficient is positive, that there is a correlation in the sample and for any level of significance, there is a quantitative correlation of the observed variables, ie that the observed relationship is statistically significant. In other words, respondents who believe that relationships with superiors are adequate have a higher degree of job satisfaction, and vice versa. This confirms the second auxiliary hypothesis ($H_{1.2}$). The last auxiliary hypothesis ($H_{1.3}$) was set in order to analyse the relationship between colleague relationships and job satisfaction. In this case, the obtained value of the correlation coefficient in the sample (r_s = .685) and the calculated *p* values (*p* = .000), suggest that the correlation coefficient is positive, that there is a correlation in the sample and that for any level of significance, there is quantitative correlation of the observed variables, ie that the observed relationship is statistically significant. Considering the obtained result, it can be stated that the respondents who think that the relationship with colleagues are adequate have a higher degree of job satisfaction, and vice versa, which confirms the third auxiliary hypothesis ($H_{1.3}$).

Regarding main hypothesis in the paper (H_1), the obtained correlation value in the sample (r_s = .651) and the calculated *p* values (*p* = .000), imply that the correlation coefficient is positive, that there is a correlation in the sample, and that for any level significance, there is a quantitative correlation of the observed variables, i.e. that the observed relationship is statistically significant. Considering that between the assessed interpersonal relationships and job satisfaction it was found statistically significant relationship, that the calculated correlation was moderate, and the degree of correlation was positive, it can be stated that respondents who consider interpersonal relationships to be adequate have a higher degree of job satisfaction, where the reverse is also true. As it has been proven that there is a correlation between the observed variables in the sample, it can be concluded that interpersonal relationships are an important factor of job satisfaction, which proved the hypothesis.

Table 4. Hypothesis testing

			CWC	SR	CR	IR	JS
Spearman's Rho	CWC	Correlation Coefficient	1.000	.551**	.539**	.623**	.672**
		Sig. (2-tailed)	.	.000	.000	.000	.000
		N	143	143	143	143	143
	SR	Correlation Coefficient	.551**	1.000	.774**	.816**	.670**
		Sig. (2-tailed)	.000	.	.000	.000	.000
		N	143	143	143	143	143
	CR	Correlation Coefficient	.539**	.774**	1.000	.793**	.685**
		Sig. (2-tailed)	.000	.000	.	.000	.000
		N	143	143	143	143	143
	IR	Correlation Coefficient	.623**	.816**	.793**	1.000	.651**
		Sig. (2-tailed)	.000	.000	.000	.	.000
		N	143	143	143	143	143
	JS	Correlation Coefficient	.672**	.670**	.685**	.651**	1.000
		Sig. (2-tailed)	.000	.000	.000	.000	.
		N	143	143	143	143	143

** Correlation is significant at level 0.01 (two-tailed test)
Source: Data processing in SPSS

CONCLUSION

Employees' satisfaction is a positive feeling regarding job they perform, which arises from the personal perception of each employee. Employee satisfaction is a function of different job values, which can be tangible or intangible. This relationship is complicated by the fact that each employee value different aspects of work in different ways. Also, the way employees evaluate certain aspects of work is not a static category, it usually changes over time with the personal and professional development of employees. Furthermore, job satisfaction is a reflection of each employee's personal perception, which does not have to be an accurate reflection of reality. It is important for an organization to measure and monitor employee satisfaction for a number of reasons. First of all, evaluation of employee satisfaction is an instrumentality to valorise and assess the impact of various policies, programs and activities implemented in the organization. Also, evaluation of employee satisfaction can be in the function of reducing various manifestations of withdrawal from work, such as behaviour change, absenteeism, intentional and real fluctuation. In addition to salary, working conditions, job content and role in the organization, relationships with superiors and colleagues are also an important source of employee satisfaction or dissatisfaction. In this paper, research problem was related to employee satisfaction, while interpersonal relationships are viewed as one of the factors of job satisfaction. Main purpose of this paper was to present results of the research and highlight new knowledge and facts regarding the relationship between interpersonal relationship and job satisfaction in the observed business organization. Positive and moderate correlation was found between the dependent and independent variables. Based on the data processing results it can be concluded that interpersonal relationships, expressed through communication and work climate, and superiors and colleague relationships, affect the level of job satisfaction, which confirmed tested hypothesis. The created research model and defined scales can be used to repeat the research in the observed organization, in order to continuously measure the level of interpersonal relationships and their impact on job satisfaction. It can also be used to conduct comparative research in other organizations in the country and the region. The limitation of this research stems precisely from the fact that the research was conducted in single business entity. Therefore, in further research, it would be it would be desirable to include a larger number of organizations, while a longitudinal approach would certainly improve the quality of empirical findings.

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REGIONAL COOPERATION OF DEVELOPMENT IN LOCAL GOVERNMENT (CASE IN THE PROVINCE OF EAST JAVA, INDONESIA)

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ABSTRACT

Decentralization in the field of local government is very necessary for regional development, it is highly recommended by local governments to improve the economy or form new regional planning. Different conditions between neighboring regions make cooperation as an alternative in the development process. This paper is a literature review of an inter-regional cooperation between local governments that can lead to development progress. In this paper an example is given of cases in the East Java Province in which the province has done a lot of cooperation between regions, but even so there are still many weaknesses that exist in the implementation of such cooperation so that development cannot be carried out properly.

Keywords: Decentralization; Development; Interregional Cooperation; New Regional Planning; and Government**.**

INTRODUCTION

Stated that local government is better able than central government to respond to change in demand, to experiment and to anticipate future changes (Smith, 1985). It provides a form of government in which people form non-producer groups can more easily participate. In his opinion, Smith interpreted the regional government as an autonomous region considered more able to respond to demands, conduct experiments, and anticipate future changes from the central government to any changes and developments in the region. Decentralization also has added value because it can develop democratic values, create a distribution of justice, and can manifest political stability at all levels of government (Haeruddin, 2015).

Although decentralization is felt to be good in accommodating various inputs or suggestions that arise in the community, conflicts and conflicts must exist and cannot be avoided, either between communities or between political actors. These are both those that occur between the political elite in the region or between the regional political elite and the central government, including when providing public goods, such as education, health, and water supply (Sager, 2007). The existence of public food as a form of local government services that must be available to the community will also be an indicator of an area in development activities, both physical and human development.

In a study conducted by (Sager, 2007) explained that regional development planning focused on aspects of the location where the activity was carried out. The regional government plans development in its area by striving for the utilization of space in its area, filling it with various activities in such a way as to produce development alternatives that are considered the best for the area.

The emergence of the regional development paradigm in Indonesia begins with the enactment of Law Number 4 of 1982 concerning Environmental Matters, subsequently in Law Number 23 of 1997 concerning Environmental Management both of these laws are expected to change the development paradigm from resting on growth that focuses on economic inequality, is based on sustainable development (Purnaweni, 2014).

Over time and the development of the times resulted in the development on a regional scale cannot run alone, limited budget, infrastructure, and other public services, and the lack of resources can open opportunities for the region to cooperate with contiguous area. Regionalization of development area related to implementation inter-regional cooperation can be done with two approaches, spatial and managerial approaches. Spatial approach emphasizes on determination of the area to be made strategic area arranged in spatial plans. Whereas the approach managerial can be done in form of real cooperation between governments regional (government to government/G to G) and between business actors (business to business/ B to B) (Wahyudi & Sari, 2011).

Kourliouros in his research Local Development and Collaborative Planning: A Theoretical Framework of Analysis, also outlines the importance of cooperation between one region and another, because according to him development planning with a centralized pattern will not provide the best solution in development activities (Kourliouros, 2013). It is precisely the collaborative activities are at the bottom that make development progress.

The existence of inter-regional cooperation based on local conditions will be more developed if each regency/city has the same regional conditions, socio-economic conditions, and prospects for the same are almost the same (Arsyad, Satriawan, Mulyo & Fitrady, 2011) explains that this locally based development strategy is a development strategy that uses a territorial approach that relies primarily on the needs, all potentials, and local actors of a particular area (locality).

Inter-regional cooperation is a joint action (collective action) that occurs in a unique process. Uniqueness cooperation between these regions visible from among other things, patterns relationships are based by horizontal relations, no hierarchical. The consequences of patterns this relationship will have implications on the proper approach understood together by the actors involved. The Error understanding and enforcement is conventional organizational model fatal to management cooperation between regions, deep bureaucratic trap cooperation between regions. Approach conventional looked at organization with approach Weberian bureaucracy (intra organization), mean-while inter-regional cooperation is intergovernmental networking more precisely approached with the concept of inter organization (Warsono, 2009).

Inter-regional cooperation is currently taking place in many cities/regencies with one another, or in one province with another province. This activity can directly support the process of developing the progress of each region, especially if the area is still in a region with geographical, social and economic conditions that are not much different. Abdurahman mentions that the limitations of resources, potential, and geographical location are some of the factors that will strengthen the aspect of 'regional interdependence' between neighboring regions (Abdurahman, 2014).

Therefore, in this paper we will explain the importance of implementing inter-regional cooperation, there are several models that can be used by regions in order to develop their respective regions, this is because each region will certainly have differences in their characteristics, both landscapes, natural resources, the condition of the community, up to the existing government capacity.

RESEARCH METHODS

This research according to (Pasolong, 2012) based on its place is a library research, namely an investigation that aims to collect data and information contained in a library room, such as books, magazines, documents, and notes. In the implementation of this research, taking data from existing document reports, articles and books, then what has been obtained is written in the form of descriptive exposures with an exploratory model, because it is still very open, still searching and not having a hypothesis. Therefore, this research will be the basis for further research.

RESULT AND DISCUSSION

Decentralized Development

The policy of decentralization and regional autonomy in Indonesia currently has implications for a shift in the format of relations between governments, not in an atmosphere of centralization where the pattern of relations between the center and the regions is very hierarchical, but as an autonomous region the regional government has some authority to manage its own households (Domai, 2011). The role of the center in the framework of regional autonomy will largely determine macro policies, conduct supervision, monitoring, evaluation, control and empowerment so that the regions can carry out their autonomy optimally. Whereas the regions in this case that are authorized to make local policies, including regional development planning policies.

The old central government and regional development system which is very centralized and dominated by the central government is being abandoned. Today, local governments are given greater authority and more new financial resources to encourage the development process in their respective regions (Syafrizal, 2014). This development process is more specialized in rural areas where the majority of the population works in the agricultural sector. According to the United Nations in (Rustiadi, 2009), rural development is a planned strategy to improve the economic and social lives of the poor. In the planning and implementation of regional cooperation, it is necessary to strengthen the insight and commitment of regional governments on the importance of regional cooperation in order to develop a competitive regional economy. The shared vision of the regional government is the basic capital in realizing the intended plan so that collective awareness is needed that the success in accelerating and equitable regional development cannot be separated from the connectivity and synchronization of development plans between the central government, provincial governments, and district/city governments.

The National Development Planning Agency on official website states that efforts to carry out development activities are basically carried out through four approaches namely macro, sectorial, regional, and micro.

Macro development planning is a national development plan that is carried out as a whole, in it related to economic growth and development planning. Macro planning should be done by looking and calculating carefully the linkages with sectoral and regional planning.

Sectoral planning is planning carried out with a sector-based approach. What is meant by sector is a collection of activities that have similar characteristics and objectives. Planning with a regional approach dimension focuses on the location aspects where the activities are carried out. Furthermore, micro planning is detailed scale planning in annual planning, which is the translation of macro, sectoral and regional plans into the arrangement of projects and activities with various planning and budgeting documents. This planning is a very important element, because it is the goal of achievement and development goals.

In a study conducted by (Sager, 2007) explained that regional development planning focused on aspects of the location where the activity was carried out. The regional government plans development in its area by striving for the utilization of space in its area, filling it with various activities in such a way as to produce development alternatives that are considered the best for the area.

Over time and the development of the times resulted in the development on a regional scale cannot run alone, limited budget, infrastructure, and other public services, and the lack of resources can open opportunities for the region to cooperate with neighboring regions.

Interregional cooperation for Development

Intergovernmental relations or intergovernmental relations according to (Anderson, 1975) is "an important body of activities or interactions occurring between governmental units of all types and levels". Means in inter-governmental relations are all forms of activities or interactions involving government units at all forms and levels.

One form of intergovernmental relations is expected to be a means to build and develop collective action for regional government, which is called intergovernmental cooperation. In intergovernmental cooperation, it is expected that two or more people or government agencies will collaborate. In its implementation, managerial fragmentation must also be eliminated to create equity to meet the public interest effectively and efficiently.

In relation to relations between local governments, (Smith, 1985) said that there are three approaches in intergovernmental relations, namely: First, the law and administration approach, which focuses on differences in formal relations to power and influence between the central government and regional governments which is explained in various forms of central supervision through legislative, judicial, and administrative. Second, the community politics approach which is an alternative approach in building cooperation between governments. Third, inter organizational politics approach, which is based on inter organizational analysis that explains the relationship between the center and the region as a complex and interdependent system.

There has been much discussion about inter-governmental cooperation. None-theless, the collaboration outputs are more highlighted than how the cooperation process was built, the forms of negotiations that have been built, the values and interests that are highlighted, as well as the organization of each region in the context of development in their respective regions. Yudhoyono (Domai, 2011) explained that inter-regional cooperation was built because there was an awareness among the regions involved in cooperation to conduct: sharing experiences, where space for regions to share experiences in managing regional government affairs. The establishment of cooperation also allows regions to share the benefits of the arena of cooperation built. Cooperation also allows regions to share the burden.

Inter-regional cooperation can only be formed and run if it is based on the awareness that these regions need each other to achieve a goal. Therefore, the initiation of cooperation between regions can only be carried out effectively if similar issues and common needs have been found. This commonality is the basis for bringing together regions that will be partners, with principles of inter-regional cooperation. (Tarigan, 2009) explained that in the implementation of inter-regional cooperation, the two regions that are collaborating must be mutually beneficial. If the interactions that occur between areas of loss or one of the areas of loss and one area of profit then it has not been called collaboration. In implementing the cooperation pattern that has been conveyed by Tarigan, in its implementation there is still a need for integrated and integrated policy management, as stated by (Rocheleau, 1986), that the integrated management that is formed intergovernmental management must be jointly controlled.

In intergovernmental management, the emphasis is on the process of achieving goals, which begin at the beginning of the management process and are taken together to achieve a common goal. Local governments are given the authority to collaborate with other regions and third parties. Inter-regional cooperation is a means to strengthen relations and engagement between one region and another, harmonize regional development and synergize inter-regional potential. By paying attention to the essence of the implementation of the cooperation, the inter-regional cooperation policy is directed at increasing cooperation to create synergy between provinces, districts and cities, both carried out bilaterally and regionally, in accordance with the direction of regional development policy.

The good collaboration will enable the achievement of shared goals according to previous predictions. Due to in the collaboration process requires the cooperation in thinking or planning program, implementing up to evaluate the achievements program (Larantika, Zauhar, Makmur, & Setyowati, 2017).

Regional Cooperation for Development in the Province of East Java

One form of interconnection and interdependence that occurs is a big plan from the Provincial Government of East Java to form an integrated area with regional development based on regional locality. East Java Province is a strategic province in Indonesia because it is the gateway to the economy in eastern Indonesia. East Java Province is bordered by Central Java Province in the west, Indonesian Ocean in the south, Java Sea in the north, and Bali Strait in the east. It has an area of 47.922 km², and the population according to data from the Central Statistics Agency (BPS) of East Java Province in 2017 is 39.292.972 people or around 15% of the entire population in Indonesia.

With these strategic conditions, the economic condition of the East Java Province from year to year continues to increase, meaning that economic growth is developing well in the East Java Province. In addition, the tourism sector is also developing well in East Java Province. One indicator is the increase in foreign tourist arrivals to the East Java Province through the entrance of Juanda International Airport, reported by http://www.juandaairport.com in January 2018, up by 15,05% compared to the number of foreign tourists visiting the month of December 2017, amounting to 23.208 visits to 26.700 visits.

The Governor of East Java in the 2014-2018 period, Soekarwo, explained that the increase in East Java's competitiveness was due to the existence of four main strategies, namely: First, macroeconomic stability. Second, it is governance and institutional layout, third, financial, business and labor conditions and Fourth, quality of life and infrastructure development. Soekarwo said, if competitiveness could be increased, various opportunities in the global market could be utilized optimally. The important role of East Java in the economy of other regions in Indonesia, in terms of political geography and economic geography, East Java's position as the center of gravity in Indonesia

In addition to a fairly well-established economy, East Java Province has a very wide area. The number of regencies and cities in East Java is 38 with very diverse regional contours. Each regency/city has characteristics, advantages, and weaknesses, so that they can complement each other if inter-regional cooperation can be implemented.

In 2018 East Java Province was awarded the Regional Development Award (PPD) organized by the Ministry of National Development Planning (PPN) because the Regional Government Work Plan (RKPD) of East Java Province was very measurable starting from the planning and achievement targets in development. In addition, the principle of consistent, comprehensive, measurable, and can be implemented, becomes a reference for the Province of East Java in planning all activities, including cooperation activities carried out.

Cooperation in East Java Province is a must. Much has been done especially with third parties, one of which is through encouragement from Bank Indonesia. Cooperation in East Java Province has been held especially in the economic field in districts located in the horseshoe area, including Jember Regency, Lumajang Regency, Situbondo Regency, Bondowoso Regency, and Banyuwangi Regency. Ahmad Bunyamin, Head of the Bank Indonesia Representative Office in Jember, also said that this cooperation is for economic development, inflation control, and the development of regional superior products

In addition, there is also a joint agreement made by the Sampang Regency with the Surabaya-Madura Regional Development Agency (BPWS) on the form of facilitation and stimulation of economic growth acceleration in the Sampang District Region, the existence of this memorandum of understanding is also very helpful for the sustainability of economic activities in the Sampang Regency.

Apart from the stakeholders that have been established, in East Java Province there is also an understanding in the form of agreements between neighboring districts. In East Java Province, there are two institutional models that are used, namely the Inter-regional Cooperation Agency (BKAD) model and the Joint Secretariat model. The BKAD model is in accordance with article 24 of the Government Regulation of the Republic of Indonesia Number 50 of 2007 concerning Procedures for Inter-Regional Cooperation which states that in implementing development in their regions, regional heads can cooperate with other regions by forming a Cooperation Agency (BKAD). BKAD is not included in the structure of the regional apparatus, but its management comes from the related Regional Work Units (SKPD) in each member region. In the institutional model of BKAD each management in carrying out its duties and responsibilities has been mutually agreed upon, so that each member region has different roles and responsibilities, BKAD funding sources come from member and private regional APBDs as well as benefits from jointly implemented projects.

Next is the Joint Secretariat model that is in accordance with Government Regulation of the Republic of Indonesia Number 28 of 2018 concerning Regional Cooperation. In the Sekber institutional model, the main activities cooperated are managed by the SKPD and members, while the professional party chosen by the regional head is tasked with coordinating between members.

The following are inter-regional cooperation established in East Java Province:

1. *Germakertasusila Plus* (GKS) Plus (Gresik, Madura, Mojokerto, Surabaya, Sidoarjo, and Lamongan, added with Tuban, Bojonegoro, Jombang, and Pasuruan),
2. *Ratubangnegoro* (Blora, Tuban, Rembang, and Bojonegoro),
3. *Karismapawirogo* (Karanganyar, Wonogiri, Sragen, Magetan, Pacitan, Ngawi, Ponorogo),
4. *Golekpawon* (Ponorogo, Trenggalek, Pacitan, and Wonogiri),
5. *Ngadipono* (Nganjuk, Madiun, and Ponorogo),
6. *Pawitandirogo* (Pacitan, Ngawi, Magetan, Madiun, and Ponorogo),
7. *Pawonsari* (Pacitan, Wonogiri, and Wonosari)
8. *Tunggal Rogo Mandiri* (Tulungagung, Trenggalek, Ponorogo, Madiun, Nganjuk, and Kediri)

Constraints in the Implementation of Inter-regional Cooperation in East Java Province

The implementation of a memorandum of understanding between regencies in East Java Province still has many obstacles, sectoral ego is still high, so there are many memoranda of understanding in East Java Province whose implementation is only a memorandum of understanding, not reaching an inter-regional cooperation let alone forming an inter-regional cooperation institution. (Badan Penelitian dan Pengembangan Provinsi Jawa Timur, 2006) published research on the Inter-regional Cooperation Model in Tourism Management (case study in Malang Raya). The results of the study are showing that Malang Raya was an icon in tourism development between Malang Regency, Malang City, and Batu City. These are which in in fact the cooperation is still a discourse and has not been realized concretely, with indicators that there are no official documents on the existence of inter-regional cooperation policies and tourism development policies are still partial in each region. This is constrained because of the ego-sectoral and ego-interests of each region and the lack of political support from both the executive and legislative branches.

In addition, (Irtanto & Wahyudi, 2012) with the title Inter-Regional Cooperation in the Management of Umbulan Winongan Pasuruan, East Java Province. It discusses the implementation of technical cooperation policies between the Government of East Java Province, Pasuruan Regency, Sidoarjo Regency, Gresik Regency, and Surabaya City. The results of the study also shows that the management of Umbulan spring management has not been going well, due to the not yet forming cooperation institutions involving independent and professional people to work actively and intensively, lack of adequate political umbrella, and lack of stakeholder involvement.

Subsequent research by (Abror, 2017) on the Model of Regional Intergovernmental Cooperation in Management of Public Infrastructure (Study of Cooperation between the Government of Surabaya City and Sidoarjo Regency Government in the Management of the Purabaya Terminal). The research results can also be seen if the collaboration carried out is still less than expected, this is seen in the recommendations of the research results offered. These are classified into: First, the Surabaya City Government and the Sidoarjo Regency Government should carry out re-coordination in order to change the cooperation regulation in the Purabaya Terminal management in accordance with Law number 23 of 2014 and the principles of cooperation who adheres to the spirit of regional autonomy. Second, in the implementation of the Purabaya Terminal management cooperation, the Surabaya City Government and Sidoarjo Regency Government can be able to work together in creating harmonious cooperation. These are executed by reinforcing the Institutionalized Hard Cooperation model by forming a Balance in Jointly-Formed Authorities in the form of establishing a joint secretariat of cooperation between regional governments that can create networking in in order to increase the accountability, efficiency, and effectiveness of agreed cooperation management.

From the three results of research on inter-regional cooperation in East Java Province, it can be seen that if cooperation in East Java Province has not been carried out properly, agreements in the form of understanding in cooperation cannot yet represent an effective and efficient joint activity.

In another research, the latest inter-regional collaboration in East Java Province, Tunggal Tunggal Rogo Mandiri, has also not been able to be implemented well. Tunggal Rogo Mandiri is an acronym from the district that is in Selingkar Wilis. Mahardhani's research shows that selfish situations are also found in inter-regional areas. Cooperation in the Selingkar Wilis Region, East Java Provinces that are currently still being enjoyed, there are a cooperation agreements and agreements but not implemented well, so for this region to run independently in accordance with regional strategic plans and regional vision leadership (Mahardhani, Suwitri, Zauhar, & Purnaweni, 2020)

Nevertheless, East Java Province always supports the implementation of existing cooperation between, this can be seen from the formation of the Regional Cooperation Coordination Team (TKKSD) based on the East Java Governor Decree number 188/255/KPTS/013/2016 led by the Regional Secretariat facilitated by the Bureau Public Relations and Protocol of the Province of East Java.

CONCLUSION

From what has been said above, it can be seen if the development carried out by the regional government will not be completed properly if only done alone, but requires cooperation with near regions, therefore a good collaboration is needed to support the implementation of the development process. In addition, it is also recommended to the regions above it, such as the provincial level, it should also facilitate the implementation of cooperation activities, such as forming a new section specifically to handle the implementation of inter-regional cooperation so that implementation can be maximized, systematic, and properly measured.

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УПОТРЕБА ИНТЕРНЕТА У ПРЕДУЗЕЋИМА У РЕПУБЛИЦИ СРБИЈИ ЗА ВРЕМЕ ПАНДЕМИЈЕ COVID-19

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APSTRAKT

Предмет рада јесте употреба Интернета за пословање предузећа. Актуелност ове теме проистиче из чињенице да у новој дигиталној ери могућности и предности електронског пословања и електронског трговања чине значајан потенцијал који треба искористити на најбољи и најефикаснији начин. Циљ рада јесте да укаже на предности Интернета за пословање са једне стране што штеди време, а на другом месту је и новац. Али овакво пословање путе интернета има и озбиљну сметњу заживљавању онлајн шопинга јер представља недовољну сигурност онлајн трансакција. Људи се и даље нерадо одлучују да број своје кредитне картице пошаљу преко мреже или сајта. Посебно је наш народ у Србији, претежно на Косову и Метохији специфичан по склоности информационим технологијама и поверење у интернет пословање. Хипотеза рада јесте да је пандемија COVID-19 променила понашање потрошача и предузећа на тај начин што се већина њих преусмерила на интернет пословање. Помоћне хипотезе рада јесу да је Интернет тржиште једно од највећих светских тржишта у развоју и друга помоћна хипотеза јесте да уколико постоји квалитетна понуда, корисници се лако одлучују на куповину путем Интернета јер она подразумева већи избор, једноставно поређење цена између више продавача те услугу доставе на кућна врата, што значи уштеду времена. Међутим, реално је очекивати да се у блиској будућности превазиђе и овај проблем, пошто технологија и у овој области веома брзо напредује. Прво питање, које се поставља при извођењу трансакција, јесте питање поверења у оне са којима се посао обавља. У електронским трансакцијама, пословање се одвија између две или више страна, које су физички раздвојене. Оно што они који нуде производе и услуге морају да обезбеде јесте поверење купаца и корисника услуга. У раду биће примењене Опште научне методе: анализа, синтеза, индукција, дедукција, компаративна метода, статистичка, историјска метода, и друге методе иманентне друштвено хуманистичким наукама.

Кључне речи: Интернет, COVID-19, пословање, онлајн, медији.

ПРЕГЛЕД ЛИТЕРАТУРЕ И ДОСАДАШЊИХ ИСТРАЖИВАЊА

Интернет је медиј који је увео темељне промене на подручју комуникација, забаве и трговине. Предузећа га користе за комуникацију са добављачима, сарадницима и клијентима. Она преко интернета продају, наручују, примају наруџбине и такмиче се за производе. Људи свакодневно користе интернет за размењивање порука електронске поште са члановима породице, пријатељима, за разне трансакције, резервације путовања, куповање и истраживање. Интернет је постао корисно средство за пословање како на националном, тако и регионалном нивоу, што показује однос између тема везаних за COVID-19 и резултате претраживања (Hu et al., 2020).

Развојем интернета развила се и продаја и трговина путем тог медија, са највећом стопом раста и развоја у поређењу са било којим другим медијем. На интернету више него на било ком другом тржишту, купац је у средишту јер може да се веома брзо и лако информише о жељеном производу. Интернет се користи у продаји и то као медиј директног маркетинга.

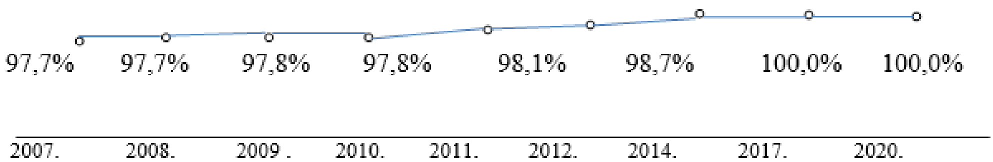
Помоћу интернета је створено виртуелно и глобално тржиште ослобођено граница, времена и простора (Karibeeran & Ramaswamy, 2020). Интернет је у последњих 10 година показао огроман раст у броју корисника, и за кратко време на неким развијенијим тржиштима успео да буде медиј са процентуално највише утрошеног новца на оглашавање. андемије нису само медицински феномен, већ утичу како на појединце и друштво на многим нивоима, доводећи до различитих поремећаја тако и на предузеће (Петрић, 2020). Традиционално пословање засновано је на коришћењу структурираних папирних докумената у претходно дефинисаној и општеприхваћеној комуникацији између учесника у процесу пословања. Електронско пословање представља размену стандардизованих електронских порука у обављању разних послова у компанијама, банкама, управи, активностима грађана и у свим другим пословним трансакцијама. Развој е-пословања је свуда у свету па и у нашој земљи довео до могућности да се пословање обавља електронским путем. Неопходно је ангажовање стручњака различитих области и знатне новчане инвестиције за пословање. Интернет економија је феномен новијег датума, који се одвија, бржим или споријим темпом од тридесетак година у свету па и код нас.

Друштвена мрежа је друштвена структура коју чине чворови (који су уопштено појединци или организације) повезани једном или више међузависности као што су вредности, визије, идеје, финансијски интереси, пријатељство, сличност, различитост, конфликт, куповина, повезаност преко веба, сексуална повезаност, пренос болести (у епидемиологији), саобраћајне руте. Резултујућа структура често може да буде веома комплексна (Милосављевић и Мишковић, 2011). Друштвене мреже такође играју важну улогу при запошљавању, пословном успеху ипословним перформансама. Друштвене мреже обезбеђују начин да компаније дођу до битних информација, превазиђу конкуренцију као и уговоре о формирању цена и полиса. Истраживање о младима и друштвеним мрежама које сам спровео са колегиницом Јеленом Јевтић, а које је потекло из наше професорске праксе показало је да су средњошколци у Србији склони онлајн куповини производа и да често прате промоције производа путем друштвених мрежа, најчешће преко Инстаграм.

Многе компаније при запошљавању радника, узимају у разматрање целокупну web историју, као и присуство на друштвеним медијима. Према дефиницији коју је дала International Business Machines Corporation (IBM) „Електронско пословање је трансформација кључних пословних процеса употребом Интернет технологије“ (IBM, 2020). Разлике у схватању су делимично резултат самог развоја поменутих категорија. Данас у току пандемије COVID-19 владе широм света су покушале да својим економским мерама ублаже утицај пандемије на људе и привреду (Pavlović, Bodroža i Vukomanović, 2020).

Продаја робе преко Интернета у Србији

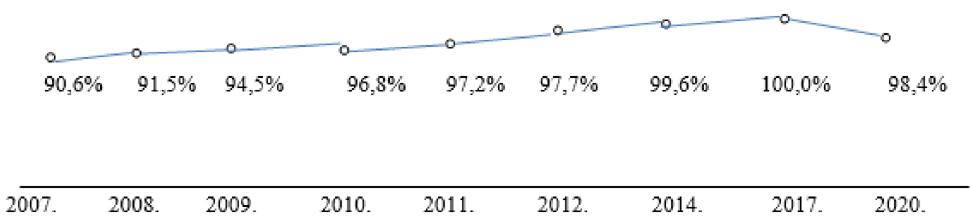
Рачунари и савремене информационе технологије из основа мењају начин производње, потрошње и дистрибуције производа и услуга. Истраживања Републичког завода за статистику Републике Србије о употреби информационо-комуникационих технологија у Србији у 2020. години показала су да сва предузећа користе рачунар (Републички завод за статистику Србије, 2020) у свом пословању (слика 1), а нарочито у условима COVID-19 пандемије, када је већина предузећа преусмерило своје пословање онлајн. Медији и друштвене мреже који надгледају и достављају саопштења представника владе, указивали су на проблеме у придржавању предвиђених мера, посебно у првим недељама ванредног стања у току пандемије COVID-19, (Öcal, Cvetković, Baytiyeh, Tedim & Zečević, 2020) па су се и поједина предузећа понашала неодговорно.



Слика 1. Коришћење рачунара у предузећима на територији Републике Србије

Ауторитет доношења одлука се изводи из стручности и поседовања информација, а не из позиције у хијерархији. Информације подржавају сваку активност у некој компанији, али саме по себи могу да представљају извор за увећање вредности. Уосталом, конкуренција се у савременим условима све више заснива на информатичкој, а не на физичкој компоненти производа. Уколико менаџери поседују више информација о компанији и њеном окружењу, они ће моћи да доносе квалитетније планске одлуке. Један од најзначајнијих аспеката процеса глобализације се односи на умрежавање компанија.

Глобално умрежено окружење познато је као интернет. Према подацима Републичког завода за статистику Републике Србије у 2020. години (Републички завод за статистику Србије, 2020) 98,4% предузећа која своје пословне активности обављају на територији Србије имало је интернет прикључак (слика 2). Појава интернета за многе компаније је подразумевала комплетну трансформацију начина на који се обавља пословање. Интернет значајно смањује трошкове прикупљања информација и олакшава приступ истим, захваљујући доступним информацијама олакшава процес доношења одлука, пружа могућност компанијама да рекламирају и промовишу своје производе и услуге, олакшава и убрзава комуникацију са пословним партнерима, омогућава електронску трговину. Интернет трговина данас је једна од најуспешнијих облика трговине. Захваљујући интернету, овакав је тип трговине постао изузетно популаран. У скоро време биће најнормалнија ствар да људи користе интернет због властитог образовања и здравља, забаве, куповине, али исто тако и због зарађивања за властити живот. Овом се тематиком баве аутори из различитих делова света и сваки од њих има своју дефиницију интернет трговине, која напослетку резултира истим завршетком.



Слика 2. Приступ интернету у предузећима у Републици Србији

Савремени трговински токови се све више одвијају кроз токове страних директних инвестиција због чега их не можемо више анализирати само на класичан начин и кроз призму постојећег методолошког и статистичког обухвата (Stojadinović-Jovanović, Krstić i Radivojević, 2020). Е-трговина (E-commerce) представља куповину и продају добара или услуга путем Интернета као и приходе од рекламе, електронску размену докумената који прате робу, новац и услуге, пословање путем електронских средстава: EDI, e-mail, ftp, итд. Термин електронска трговина може се дефинисати и као процес управљања онлајн финансијским трансакцијама од стране појединаца или компанија. Овај процес укључује како малопродајне, виртуелне и велепродајне трансакције. Примери трансакција е-трговине су:

- Индивидуална куповина књига на Интернету;
- Резервација хотелске собе за запослене из неке организације преко Интернета;
- Бесплатно позивање телефонског броја и наручивање неког производа преко интерактивног телефонског система продавца;
- Организација купује канцеларијску опрему онлајн или преко електронске аукције;
- Производни погон у организацији наручује електронске компоненте из другог организационог одељења у оквиру организације користећи Интернет организације;
- Корисник повлачи новац из банкомата (*Automatic Teller Machine*).

Неке од апликација електронске трговине:

- Е-маил;
- Системи за управљање садржајем;
- Документи, извештаји, базе података;
- Финансијски системи;
- Информације о наруџбама и испоруци;
- Пословно извештавње итд.

Овакав начин продаје има одређене предности и недостатке и са становишта продавца и са становишта купца. Предности са становишта продавца су:

- Нижи трошкови текућег пословања;
- Снижавање трошкова продаје и испоруке роба и услуга;
- Скраћење времена између пласмана и наплате робе и бржи обрт капитала;
- Елиминисање складишта;
- Могућности брже реакције на захтеве купаца;
- Мањи обим папирне документације;
- Бржа индентификација циљног тржишта;
- Повећање конкурентности продавца;

- Скраћивање канала промета;
- Афирмација куповине „just-in-time”;
- Продавац је глобално оријентисан што доводи до интернационализације трговине.

Често у електронској трговини долази до конфликта у каналима продаје, првенствено због тога што многи произвођачи почињу да заобилазе своје дотадашње дистрибутере и сами се појављују на малопродајном тржишту. Због тога се сматра да ће Интернет донети и крај систему дистрибуције какав је данас. У комбинацији са системима за брзу испоруку робе, нестаће потребе за складиштењем робе код дистрибутера. Њихова улога у каналима продаје биће замењена електронским презентацијама, демонстрацијама употребе производа а сервис и продршка купцима ће бити организовани директно од стране потрошача. Недостаци са становишта продавца су:

- Већа цена опреме (хардвера и софтвера) неопходне за опслужење е-продавнице;
- Недостатак стручних кадрова за управљање и рад у овом облику продаје.

Предности са становишта потрошача су:

- Куповина робе из фотеље;
- Бржа испорука него код других облика неперсоналне продаје;
- Ниже цене производа;
- Избегавање притиска продајног особља;
- Већи избор производа и продаваца;
- Лакши приступ информацијама;
- Смањење трошкова набавке производа итд.

Сигурно корисно за потрошаче је глобално присуство продаваца што нуди потрошачима и глобалан избор робе и услуга. У електронској трговини не постоје физичке или националне границе, ограничење је само у раширености компјутерске мреже. Недостатци са становишта потрошача су:

- Несигурност електронских трансакција;
- Недовољан ниво приватности података о склоностима потрошача;
- Могућност погрешне испоруке производа или неиспоруке производа.

Комуницирање и едукација преко блога, налога на друштвеним мрежама и сл. су саставне активности у креирању и одржавању репутације. Ове две активности су блиско повезане и најбољи начин је комбиновати их. Друштвени медији не захтевају новац, већ знање.

Пандемија ће и у будућности имати траг у пословању предузећа, знатно ће се унапредити е-пословање и већина послова ће се обављати на web-у или у елекронској форми. Компликована администрација и папирологија добиће електронски облик и смањити трошкове и губитак времена. Интернет маркетинг и оглашавање ће преузети примат у односу на offline маркетинг. Предвиђа се изумирање штампаних медија и увођење наплате садржаја. Створиће се потребе за новим кадровима запослених специјализованих за ову област. Свака компанија која би хтела да има присуство или послује преко Интернета требала би да размишља у правцу запошљавања оваквих кадрова. Да ово полако постаје реалност доказ је да се полако појављују огласи за посао оваквог типа. *Social Media Manager* или *Digital Account Director* су неки од модерних профила за којим ће ускоро бити велика потражња.

Предност за обављање оваквих послова су познавање фунционисања и велико искуство на друштвеним медијима. Број пријатеља и пратилаца, као и кредибилитет и репутација на Интернету. Данас за време пандемије је у понуди и адекватно образовање младих онлајн и праћење наставних активности.

ЗАКЉУЧАК

На основу података Републичког завода за статистику можемо закључити да је доказана хипотеза рада да је пандемија COVID-19 променила понашање потрошача и предузећа на тај начин што се већина њих преусмерила на интернет пословање. Такође, уз помоћ теоријског дела рада доказане су и помоћне хипотезе приступног рада да је Интернет тржиште једно од највећих светских тржишта у развоју и друга помоћна хипотеза јесте да уколико постоји квалитетна понуда, корисници се лако одлучују на куповину путем Интернета јер она подразумева већи избор, једноставно поређење цена између више продавача те услугу доставе на кућна врата, што значи уштеду времена. Значајну улогу у све уочљивијем процесу глобализације има и развој савремених средстава комуникације, нарочито електронских, која из темеља мењају постојеће односе и снаге на светском тржишту.

Величина утицаја развоја комуникационих и информатичких средстава на светску привреду се може наслутити и по томе што залази у традиционално радно интензивне делатности, тј. делатности код којих раније није било пуно могућности за примену нових технологија.

Електронска трговина, као и целина електронског пословања постаје наша свакодневница. На основу стандардних прописа и новостечених искустава формирана су нова правила. Нови прописи у себи носе много техничких регулатива које нису блиске обичним пословним корисницима. Ова правила се више односе на сервисе који омогућавају примену оваквог облика пословања.

Учесници у промету се руководе општим правилима, али се технологија пословања мења. Уместо папира, оловки и печата, на сцену ступају рачунари, са којима се много лакше и брже обавља све већи број пословних трансакција. Да би то било могуће потребно је да се донесу национални закони, усклађени са прихваћеним стандардима. Наше законодавство касни у односу на потребе наших пословних људи, али новодоношени закони, а надамо се и нови омогућиће примену не само електронског потписа већ и других потребних за несметано електронско пословање и трговину.

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INTERNET USE IN ENTERPRISES IN THE REPUBLIC OF SERBIA DURING THE COVID-19 PANDEMIC

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ABSTRACT

The subject of this paper is the use of the Internet for business operations. The relevance of this topic stems from the fact that in the new digital era, the opportunities and advantages of e-business and e-commerce make a significant potential that should be used in the best and most efficient way. The aim of the paper is to point out the advantages of the Internet for business on the one hand, which saves time, and on the other hand, money. But this kind of business via the Internet also has a serious obstacle to the revival of online shopping because it represents insufficient security of online transactions. People are still reluctant to decide to send their credit card number over a network or website. Our people in Serbia, especially in Kosovo and Metohija, are especially specific in their propensity for information technologies and trust in internet business. The hypothesis of the work is that the COVID-19 pandemic changed the behavior of consumers and companies in such a way that most of them switched to internet business. Auxiliary hypotheses are that the Internet market is one of the world's largest emerging markets and another auxiliary hypothesis is that if there is a quality offer, users can easily decide to buy online because it involves more choice, simple comparison of prices between multiple sellers and delivery service. house doors, which means time savings. However, it is realistic to expect that this problem will be overcome in the near future, as technology in this area is advancing very quickly. The first question, which is asked when performing transactions, is the issue of trust in those with whom the business is done. In electronic transactions, business takes place between two or more parties, which are physically separated. What those who offer products and services must provide is the trust of customers and users of services. The paper will apply General scientific methods: analysis, synthesis, induction, deduction, comparative method, statistical, historical method, and other methods immanent to the social sciences.

Keywords: Internet, COVID-19, business, online, media.

SELECTION OF THE MOST ACCEPTABLE TOOL FOR BUSINESS INTELLIGENCE FOR WORK IN PUBLIC ADMINISTRATION

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ABSTRACT

The development of business intelligence tools is gaining a new dimension every day, and this is an area of dynamic development. The importance of this paper is to select the tool that represents the best solution for the given needs in public administration. A multi-stage, broad-based survey with clear selection criteria leads to the choice of three tools. Criteria for tool evaluation were set, virtual machines were created, tests and analyzes were performed. The evaluations carried out give the choice of the most accepTable business intelligence tool for use and interoperability in public administration.

Key words: Business Intelligence, Criteria, Public Administration, Interoperability, Virtual Machines.

INTRODUCTION

The field of research of this work, in a broader sense, is the improvement of information systems, which deals with monitoring (monitoring) implementation of projects in joint BiH institutions. More narrowly, the area narrows down to the selection of tools for business intelligence which will be implemented over databases.

A good information system enables all users to understand and learn things that could not be achieved in any other way (Radivojević, Tepšić, & Dumonjić, 2011). Quality information flow and good analytical tools give a completely different insight into the business potentials of the business system. It improves the strength of the human brain and reduces the need for physical work. In order for the management that manages public administration to succeed, it must: be competent; trained to make the right decisions; supervises subordinates; provides purpose, direction and motivation; must possess leadership skills; ensures the success of public administration; is of appropriate education; and relevant experience (Džino, Tepšić, Jovović, & Radivojević, 2019).

In the research itself, we were guided by the principle that all facts obtained are based on research and previously derived facts. In the work, we will manage the following opinion: Regardless of the fact that scientific research is primarily individual and/or group, the scientific results that they come to-their publication remain a public good, the property of humanity. The criteria are based on the needs of assessing the quality of project implementation at the level of BiH.

The term Business Intelligence (BI) defines the capacity of an organization, company or institution to collect, organize, analyze, maintain, distribute and present information using the capabilities of one of the various software tools. All of this for the purpose of distributing a given set of information to the management of an organization, company or institution simply and at a given time, in order to make timely and concrete decisions in business.

From the analytical database, the business system expects to provide quick answers to important questions. Different models and different architectures are needed to look at business problems or their solutions, which are similar to the natural structure of information used to manage with business system and to manage processes within this system. Many business systems have realized that decision support systems and better work of employees require a different data architecture designed and adapted for inquiries of people involved in the process of work and decision making.

Electronic public administration services are the future of the functioning of the public administration information system(s) and business intelligence gives an upgrade and a competitive advantage to the state administration. Many business systems have realized that decision support systems and better employee work require a different data architecture designed and tailored to the queries of those involved in the work and decision-making process (Džino, Latinović, & Avramović, 2020).

Superficial analysis could conclude that the business intelligence system is directly intended for the management cadre, however in today's modern way of doing business, decisions should be made by everyone in their field, or at least propose them.

Business intelligence tools and their analysis

Business intelligence systems are present in practice today as a complement to certain systems such as databases or the like and some of the leading ones, ranked by value or ability, are according to Gartner presented in Figure 1 (Gartner, n.d). There are 495 types of processed software tools in 31 categories on this page. In the Business Intelligence Tools category, there are 17 types of software tools, and in the Business Intelligence Tool type there are 159 different software packages that can be ranked by: number of views, average rating, price, alphabet and number of recommendations.There is information for each individual package:

- about the price (given on request-not shown),
- a platform on which it can be installed:
  a) Apple,
  b) Windows or
  c) Linux.

- where it can be installed:
  a) o on servers or
  b) in the cloud.

- and what sizes of business can serve data software solutions:
  a) small business (S-small),
  b) midsize business (M-midl) and
  c) Big Business (L-large).

There are 495 types of processed software tools in 31 categories on this page. In the Business Intelligence Tools category, there are 17 types of software tools, and in the Business Intelligence Tool type there are 159 different software packages that can be ranked by: number of views, average rating, price, alphabet and number of recommendations.

Figure 1. Overview of Business Intelligence Tool manufacturers

There is information for each individual package:

- about the price (given on request-not shown),
- a platform on which it can be installed:
  - d) Apple,
  - e) Windows or
  - f) Linux.
- where it can be installed:
  - c) o on servers or
  - d) in the cloud.
- and what sizes of business can serve data software solutions:
  - d) small business (S-small),
  - e) midsize business (M-midl) and
  - f) Big Business (L-large).

Business intelligence softwares enables the collection and storage of intelligent data through their enrichment and increase. Business intelligence technologies provide historical, current and predicTable views on business. Common functions of business intelligence technologies include reporting, online analytical processing, data mining, process mining, business results management, benchmarking and analytics.

It should be pointed out that the selection of a software solution to be used for business intelligence was considered from two aspects:

- commercial and
- strategic.

In a given work, access to tool selection and used criteria are exclusively in the function of choosing the appropriate tool without the intention of minimizing the value of all tools in any way. Each of the software tools has its own good characteristics. Essentially, the criteria are conflicting and the final decision represents a compromise between the above criteria. Selection within this approach represent a solution that does not exist better in the given circumstances.

The basic approach in working when choosing tools is to use free open source tools for business intelligence, to specify, some tools have their free versions as well as commercial-here the subject of consideration will be free versions.

Since the budgets of institutions are difficult to adapt and unoriented to development, thus rarely funds for improving the business can be find. It should be pointed out that the branch that offers the improvement of services and for this solution is the IT industry branch that of course have their own price, which are quite expensive, and are mostly based on annual licenses for commercial solutions. From the above stated it follows that the research is based on free solutions and available to all, which are based on "open source", in other word work with business intelligence tools licensed with open source. The reason for this approach as we have stated is primarily in the budgetary means that are assigned for such purposes and their limited and narrow approach.

In our circumstances the reason is limited resources, but if we look at the environments that have funds, they are oriented towards open-code solutions for reasons of great savings. This statement is from a general view of the use of open code software. So we can say no matter how much we want it or not, we go in, and we press with limited funds in this way, and we follow trends that are current. Of course, there are opposing opinions that we respect and the additional argument for this approach is the development of our own personnel.

The work itself has several stages, the beginning as can be seen from the above text starts from general concepts of business intelligence, as we gave the basic direction to work and these are free open source solutions, we can say that this is the second stage of work.

The third phase is defining open code software solutions. After comprehensive analyses and in accordance with the criteria which are setted, about 30 tools belonging to this category were found here.

In the fourth phase, for easier work with them, we divide them and as follows bellow.

During the research, it was concluded that open source business intelligence software solutions can be divided by two approaches. So we can make a basic division into:

- Open source business intelligence software solutions according to rights and
- Open source business intelligence software solutions according to where they may be located.

In line with the approach that Sotver open source business intelligence solutions can be divided according to proprietary rights we have:

- Free proprietary business intelligence tools,
- Free open source business intelligence tools.

The software listed under point a) are with limited additions and functionality of software that is commercial, in accordance with the scientific and research approach in this work, this category will not be subject to further consideration. According to where they may be located:

- Cloud Business Intelligence Tools in Cloud,
- Free non-cloud business intelligence tools.

The business intelligence tools in Cloud for free use have functionalities that are limited and commercialized, in line with the scientific-research approach in this paper, this category will not be subject to further consideration.

Each state, in order to protect its data, keeps it on its own resourceso that, point a) free cloud intelligence tools, we cannot speak because we would come into conflict with the Personal Data Protection Act, so they will not be subject to further consideration. This is about clarifications on the tools that are in the cloud and their inapplicability in this case it is necessary to point out that they could be used, but it would require hosting in this case in BiH. Since these tools have hosting somewhere unknown to us, and this is not the casethat they are in BiH, they will not be considered.

Phase five: analysis of software solutions for open-source business intelligence.

To summarize, we the following category still remains: Free business inteligence tools with open code.

The analysis of the entirety reflects the criteria of future development and adaptation, so we are not only looking for a solution to a given time, but a solution that will in future bring a series of advantages. The criterias of choosing a software solution for business intelligence are based on the above mentioned and according to the quality assessment of project implementation at the BiH level, and they are as follows:

- the software solution for business intelligence to be used should should be entirely independent,
- web-based,
- to have the current version in a year,
- to support the integration of data from SQL and
- a general impression of researcher.

Fifteen business solutions for open-code business intelligence were analyzed according to available data from webpages, 12 were excluded according to the specified criteria.

Phase six: software solutions for free open-source business intelligence tools.

The research found a smaller group of free open-plan business intelligence tools, including (without any particular guidance criteria): *Pentaho Community Edition*, *Report Server Community Editions and Jasper Reports Business Intelligence*.

COMPARATIVE ANALYSIS

Criterias for analyzing a group of selected tools

In accordance with the as follows, comparative analysis of the following open-source software solutions will be performed:

- *Pentaho Community Edicion* (Hitachiviantara, 2018),
- *JasperReports Business Inteligence* (Jasper Soft, 2018),
- *Report Server Community Edicion* (Report Server, 2018).

Analysis of open code software solutions will be conducted by comparative or comparative method. A comparative method is such a method that by comparing (analysis) multiple individual elements we reach the safest element. Since method for comparison can only use comparable elements, the comparison will be conducted on open code software solutions synchronously, that is, for each software solution, one virtual machine with the necessary software will be created. In accordance with consideration, if needed, a virtual machine and a tested solution will be launched. Testing on three computers was also considered here, but it would require three hardware configurations of the same characteristics, so this testing approach will not be applied here. Essentially a comparative method will be carried out with the same elements (tools) but not at the same time.

The comparison will be made on the basis of important elements:

- Pefromance,
- Functionality,
- Ease of use,
- Training materials, trainings and tutorials,
- Security,
- Community,
- General tool impression.

For these elements assesment can be made, and it can be qualitative or quantitative. By examining the above elements, we determine that each of the seven elements is qualitatative. Each element is reviewed based on practice, importance, comparation and opinion by researchers. Ranking of elements are presented in Table 1.

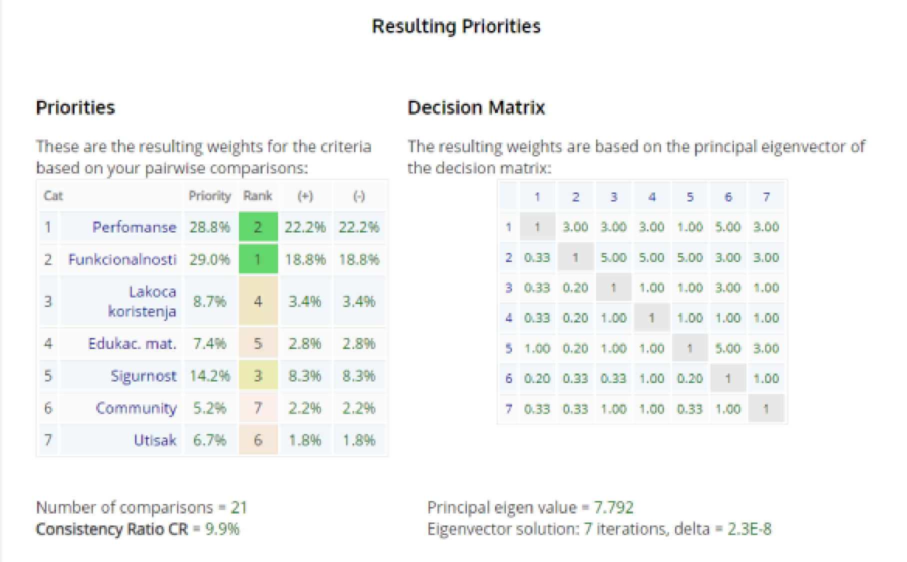
Table 1. Description of each element by ranking.

Num.	Name of element	Element description	Rang
1.	Functionality	What functionality does the software have and in what relationship are relevant for further subject analysis?	1
2.	Pefromance	It refers to the speed of generating reports, to be available to a large number of users at a certain time, to scale well loads. Software performance and functionality during reporting. Here we monitor how the softwer behaves at drill down and drill up functionality.	2
3.	Security	Software and data security and limiting data availability to users with varying levels of access within the software.	3
4.	Ease of use	It tries to choose software that has an interface that is easily understood, managable, and easy to use. How they are users who are not IT educated users and who do other kinds of jobs so that the IT is not in their focus but software that can make their job easier, accelerate, and simplify their business, are.	4
5.	Training materials, trainings and tutorials	Availability of educating materials, tutorials and training, their accessibility and currentity.	5
6.	General tool impression	A general impression of the tool.	6
7.	Community	Community development and its software-related strength, its commitment to helping each other solve problems.	7

In order to test criteria of perfomance, ease of use, functionality and security, and to rate certain criteria, Linux and a business intelligence tool that is connected to a database located on a separate server will be accessed on the virtual disk. The stress test will be conducted so that from the computer on which the virtuoulan machine is located, which in this case plays the role of the client, is tested. The reason for this is a simulation of the actual condition. In this case, the virtual machine is used for the operation of the platform and the allocated resources that we have previously defined in the work. From the side of client and side of sending of requests requested resources are used, this does not burden the virtual machine's resources and client requirements, but we give it the ability to work fullly and use available resources to execute requests. Reports created for testing purposes are used. To simulate multiple clients, multiple sessions are run, creating more clients who send their requests. How quickly reports are carried out and how it gives the impression of the criterium of perfomances and the general impression of the work of the tools and the work of its functionality. For further research purposes, comparisons will be made of the elements - each with each. So that the intensity of importance can be assigned, according to Saaty's scale (Saaty, 2008).

Free BPMSG - *Business Performance Management Singapore* multi-criterion analysis (AHP - Analytical Hierarchy Process) software was used to analyze the criteria and we ranked them.

From the analysis, we clearly see that the order of the criteria and in order of functionality is 29% -those criteria is important from the aspect with which all possibilities the tool has. Following is performance criterion 28.8 %, security 14.2%, ease of use with 8.7%, educating materials, training and tutorials 7.4%, General Impression 6.7% and Community with 5.2%.



Resulting Priorities

Priorities

These are the resulting weights for the criteria based on your pairwise comparisons:

Cat		Priority	Rank	(+)	(-)
1	Perfomanse	28.8%	2	22.2%	22.2%
2	Funkcionalnosti	29.0%	1	18.8%	18.8%
3	Lakoca koristenja	8.7%	4	3.4%	3.4%
4	Edukac. mat.	7.4%	5	2.8%	2.8%
5	Sigurnost	14.2%	3	8.3%	8.3%
6	Community	5.2%	7	2.2%	2.2%
7	Utisak	6.7%	6	1.8%	1.8%

Number of comparisons = 21
Consistency Ratio CR = 9.9%

Decision Matrix

The resulting weights are based on the principal eigenvector of the decision matrix:

	1	2	3	4	5	6	7
1	1	3.00	3.00	3.00	1.00	5.00	3.00
2	0.33	1	5.00	5.00	5.00	3.00	3.00
3	0.33	0.20	1	1.00	1.00	3.00	1.00
4	0.33	0.20	1.00	1	1.00	1.00	1.00
5	1.00	0.20	1.00	1.00	1	5.00	3.00
6	0.20	0.33	0.33	1.00	0.20	1	1.00
7	0.33	0.33	1.00	1.00	0.33	1.00	1

Principal eigen value = 7.792
Eigenvector solution: 7 iterations, delta = 2.3E-8

Figure 2. Overview after comparing criteria and decision matrix

Workstation Description

The following personal computer of following characteristics is used for testing: Intel (R) Core (TM) i3-2120 CPU @ 3.30 GHz, with RAM of 8.00 GB and 64-bit operating system. The operating system is Windows 7 Enterprise, Service Pack 1. Because of the same approach to analysis, tools will be installed on *Oracle VirtualBox* (Oracle, 2018). A separate disk is created for each virtual machine.

Reasons for using virtual box, virtual machine, VHD

In this research, the reasons for testing on a virtuoso machine are as follows:

- The ability to scale the given limitations of physical hardware,
- The independence of the virtual machine from the computer on which it is located,
- Possibility of testing and making different changes for the purpose of checking the value and manner of system behavior. If the results are accepTable, the changes can be accepted otherwise they can be discarded,
- Mobility, refers to the ability to copy and transfer VHD to another computer and use it,
- The possibility of cloning refers to a installed system that does not have to be reinstalled each time but can simply be cloned.

Most important virtual machine settings

Hard disc 20 GB, type VHD (*Virtual Hard Disk*), which has its own space on a fixed-sized physical hard drive. This type of hard drive is selected because the virtual machine already has space reserved on the physical hard drive, and all processes on it run faster the compared to the types of hard drives that are dynamically assored (Dynamically allocated). This may be a technical requirement that must be calculated because virtual machines must be located on the C disk, so it must be careful that there is enough space on the C disk and that it will not compromise your computer's operation and cause a crash. The virtual machine was adbroumed with a Ram 3.6 GB. Every virtual machine is installed: 64 bite *Linux Ubuntu Server* and *Java*.

In addition to common software on each virtual machine, a business intelligence software tool is installed.

Džino, J., et al. (2021). Selection of the most accepTable tool for business intelligence for work in public administration. *STED Journal*, *3*(1), 47-56.

Results analyses

In Figure 3 presented what it looks like when all VMs are installed:

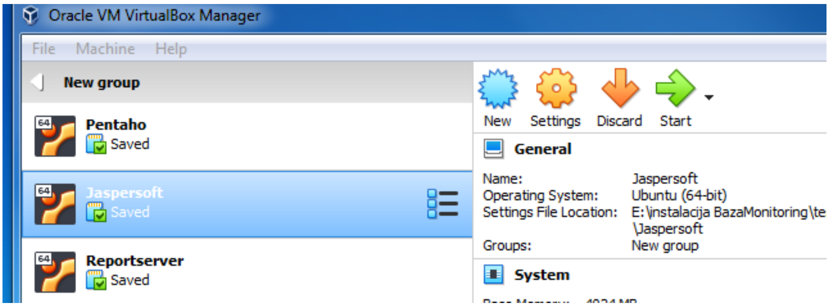


Figure 3. The look of a virtual box with created virtual machines

During work, we can track what happens, how everything is executed, at what speed, whether there are errors, etc. In case there's any mistakes here we are looking for what happened. The Figure 4 below shows the code line.

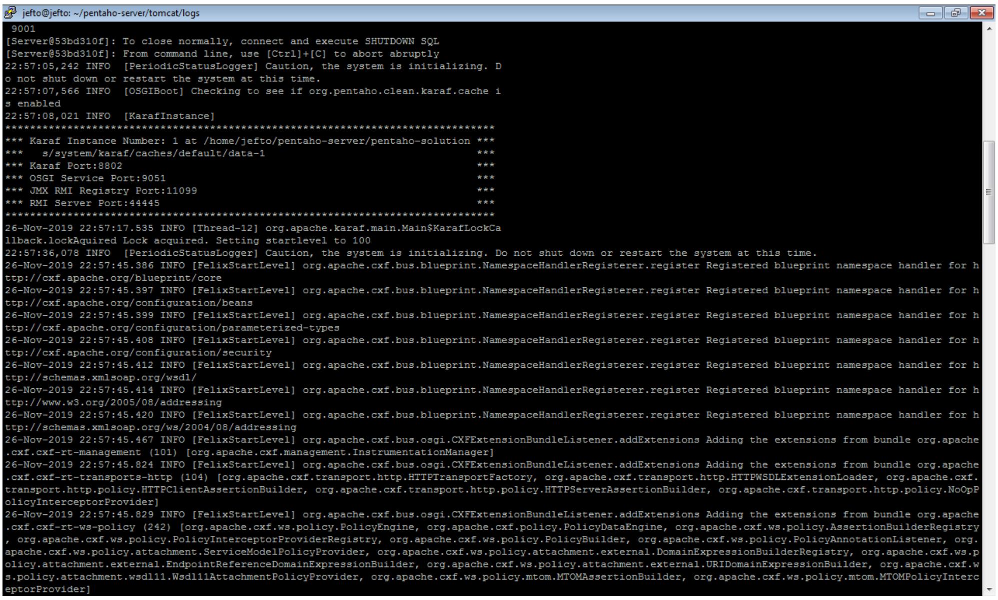


Figure 4. Appearance of code line

Yes, we can say that the picture is nothing special, but to make it easier to work and navigation where the text is framed by the star, the program begins, and if you have an error or problem, look where the code line is interrupted. After analyses and consultations which are conducted, values are included in the tool and the obtained results are presented in Figure 5 and Figure 6.

	A - wrt Odabir alata - or B?		Equal	How much more?
1	◉ Pentaho	○ Jasper Reports	○ 1	○2 ◉3 ○4 ○5 ○6 ○7 ○8 ○9
2	◉ Pentaho	○ Report Server	○ 1	○2 ○3 ○4 ○5 ◉6 ○7 ○8 ○9
3	◉ Jasper Reports	○ Report Server	○ 1	○2 ○3 ○4 ◉5 ○6 ○7 ○8 ○9
CR = 9.8% OK				
Calculate				Submit

Resulting Priorities

Cat		Priority	Rank
1	Pentaho	63.5%	1
2	Jasper Reports	28.7%	2
3	Report Server	7.8%	3

Figure 5. Value entry and result

Project Structure

Hierarchy with Alternatives

No	Node	Criterion	Glb Prio.	Compare	Alt-1	Alt-2
1.	Odabir alata	Pentaho	63.5%	AHP	0.500	0.500
2.		Jasper Reports	28.7%	AHP	0.500	0.500
3.		Report Server	7.8%	AHP	0.500	0.500
				Total weight of alternatives:	0.5	0.5

Figure 6. Results Analysis

The analysis was conducted through the Multicriteria Analysis (AHP-Analytical Hierarchy Process). The analysis is conducted based on knowledge, experience and research objectivity. The tools are compared to each one. The analyses come from research, creation and installation of virtual machines, analyzing available documentation in the form of videos or tutorials of each tool, and conducted consultations. Separately, each criterion was considered and reviewed separately for each of the tools, and a comparison was conducted with each of the tools. The results are presented here.

CONCLUSION

The development of tools for business intelligence gets its new dimension every day and this is an area that has dynamic development. The development of hardware and software was not uniform - the development of hardware progressed by geometric progression (according to Moore's law), and software hardly by arithmetic (Vujović, Džino, & Radivojević, 2019). Those who are well acquainted with the situation in public administration can notice that even now large funds are spent on hardware, which is often not used even close to its capabilities. We sincerely hope that open-source tools will introduce advances towards the possibilities of commercial tools, especially towards to data research, visualization and interactive control plates. Each product has its own qualities, and when we look at individually certain aspects of each tool can be challenging, leaving room for improvement. In essence, any advantage or weakness of the tools poses a challenge to their development for both those who support the development of tools and for competition. The significance of this work is choosing a tool that is the best solution for a given need. The selection of Pentaho Community Edicion presents a challenge that will show all its quality in the coming works. Pentaho Community Edicion has been selected as a solution that fully matches the superior requirements.For interoperability purposes, these results can be used in public administration in BiH, which increases the importance of the research.

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CONFLICT OF A MEMORY CULTURE IN WESTERN BALKANS

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ABSTRACT

Cultures of remembrance that are officially affirmed by national elites in the Western Balkan countries, that is in the former Yugoslavia, are a source of ongoing conflict. Various collective memories and mutually antagonized interpretations of the past, show that Croats, Serbs, Bosnians, Macedonians, Montenegrins and others who lived together for centuries and decades within a single state, after all interpret and remember their common history in completely different ways. Their social narratives about the past and dominant cultures of memory are predominantly selective, one-sided, intolerant, exclusive.

After a long time, they lived together members of different ethnic, religious and national backgrounds and their historically unfinished and unsuccessful attempt to form a common Yugoslav culture and unique Yugoslav identity, a difficult civil war occurred, ethno-nationalism escalated, and people who were very close and very similar to one another, tried to create as much difference and distance between themselves through violence. All national communities that participated in the wars of the 1990s, emphasized defending national culture as one of their main tasks. The warring parties sought to destroy everything that reminded them that different people, their neighbors and friends of a different religion were living there. Today, three decades after these conflicts, they are still prisoners of their attitude to history. The culture nevertheless brings them together and inspires them to understand themselves more and to cooperate better.

Keywords: Culture of memory, Political Views on the Past, Changing Facts in History, Ethnonationalism, Identity.

INTRODUCTION

Rarely do European scholars, such as those living in Western Balkans, have such a great opportunity to explore and verify in their immediate social environment the claim of one of America's leading politicians, Francis Fukuyama, that the most difficult struggles between many countries in the contemporary world are historical narratives. Although much greater attention of the professional and general public in 2020, when the commemoration of 75 years since the victory over fascism has misunderstandings about historical memory in current relations between Germany, Poland and Russia, the case of the former Yugoslavia is in many ways specific. It refers not only to the controversial memories of World War II, but also to much older events. Specific antagonisms are triggered by a conversation about their recent past.

Conflicts with memories, collective memories, cultural symbols, monuments, interpretations and interpretations of historical events have been for decades, a daily and ongoing preoccupation with the political, scientific and cultural elites of national communities that lived in the common Yugoslav state for almost the entire 20th century, but have parted in bloody armed conflicts (1991-1995), when more than 130.000 people were killed and about 2.000.000 were expelled and displaced. Armed conflicts ended with the signing of the Dayton Peace Accords (1995), but have continued for 25 years in the fields of culture, history, mass media, scientific debate. Historical discussions strongly influence political, social and cultural orientations of all national communities, and collective memory is not only a storehouse of mutual misunderstandings and divisions, but also a constitutive element of political culture that affects the instability of the state structure and the poor quality of social relations.

Exploring the consequences of the disintegration of the Yugoslav multinational and multicultural state, American anthropologists Joel Halpern and David Kajdikel identified the problems of rebuilding separate nation states after the civil war and the destruction of a common nation-state. "Even as the conflict subsided, the successor states of Yugoslavia are facing new difficulties, not the least of which is the creation and maintenance of modern states with limited resources" (Halpern & Kajdikel, 2002). The newly independent states have continued to challenge each other and clash in political, diplomatic, media and economic views on the regional present and the future, but they still have the greatest misunderstandings, the most difficult dialogues and the most complex relations on issues of common past.

National communities that have lived together or as neighbors for centuries, under different political regimes, different ideologies, under different empires, forms of government, although differing in religious affiliation (Orthodox, Catholics and Muslims), they have still very similar cultures, a mixture of different influences, ancient Slavic, ancient, Celtic, Illyrian, Roman, Byzantine, Ottoman and Turkish, Austro-Hungarian and Germanic cultures. First of all, the cultures of these nations are the result of their interactions with each other. Throughout history, they have often fought wars between themselves, scrambling for territories and resources, fighting on the side of various allies, but in the early 20th century they made many concerted efforts and sacrifices to form a common Yugoslav state and, apart from territorial integration, to shape up and strengthen the so-called Yugoslav culture as a common value, a collective identity, a culture that embraces and unites Slovenes, Croats, Bosnians, Serbs, Montenegrins and Macedonians, as well as local Jewish, Albanian, Roma and other minority populations, also Yugoslav citizens. However, that ideological project failed.

There are numerous reasons and many interpretations of the reasons for their divergence and conflicts, the range of historical, social and geopolitical factors, the most notable being the inability to overcome the differences between the ethnic groups that have lived in this region for centuries. However, in the book *Death of Yugoslavia* (1996), Western researchers Laura Silber and Allan Little argued that the war in Yugoslavia was planned and conducted by the Yugoslavs themselves, it was not historically inevitable, that the common state did not die a natural death, but deliberately and systematically destroyed by people who had nothing to gain but who could lose everything by the peaceful transition from state socialism to market democracy" (Silber, & Little, 1996). On the other hand, local scientific authorities (Mirjana Kasapovic, Milan Matic, Nenad Kecmanovic, Vladimir Vujcic, etc.) argue that the characteristics and forms of political culture of ethnic communities in the former Yugoslavia have led to its breakup and civil war, and are certainly one of the main reasons due to which, even today, Balkan societies, especially in Bosnia and Herzegovina, are divided and the state s and political system unstable. Researchers cite as key arguments the fact that Serbs, Bosnians and Croats never jointly, massively and permanently advocated for a common state, and survived only thanks to authoritarian political regimes (Ottoman Empire, Austro-Hungarian Monarchy, Kingdom of SHS and Tito's SFRJ). The controversy is that the common state, as well as those formed by its dissolution, were created by the free will of all citizens, whether they had internal recognition, the consensus of all constituents. The fact is that in their long historical duration, the Balkan people have not been able to continuously build modern political identities. A "land of paradox and ambiguity" in which ethno-nationalism, which generated civil war, was merely a "dormant concept".

Some anthropologists and sociologists (Joel Halpern, David Kajdikel, Radmila Nakarada, Nenad Kecmanovic, Mirjana Kasapovic, etc.) find that the Yugoslav people inhabit a region where ethnic boundaries overlap and intertwine, and experience the common past quite differently (Halpern & Kajdikel, 2002; Nakarada 2011). Although naïve people, without much education, believe that the past is dead and that history has no influence on the present, it is true, on the contrary, that everything that people once thought, what they once felt and what they once did, exists today as part of what we think, feel and do. People are not only communities of blood kinship, psychic characteristics, common language[1], customs, constitution and law, but also of jointly experienced feats and tribulations, nations are "communities of memory". That is why it is very important questions of how people remember, what they remember and what impact it has on current events and processes in society. What is the political affirmation of the past? How do historical facts and cultural and political identities interconnect?

WICH HISTORY IS TRUE?

After the death of Communist Yugoslav leader Josip Broz Tito (1980) and the demise of a one-party state that had been authoritarian governed since the end of World War II, members of the political, scientific and cultural elites of each of the Yugoslav people began to speak openly and loudly that their national, ethnic and cultural identities were endangered at all times, disadvantaged and subordinate to others. They wrote and published books claiming that official history was not true, that the Communist authorities forged it for ideological needs, and that after the demolition of the Berlin Wall (1989) and the first democratic elections in Yugoslavia (1990), they could no longer live together and that everyone should go their own way. In atheist Yugoslavia, religious identification of the population was officially not at the forefront, and then suddenly became paramount. With the first democratic elections, political parties based on ethnic principles emerged, religious identities were of great importance, and each nation also wanted to mark its ethnic space and create their own state.

Each side emphasized the defense of national culture as the most important political task. Thus, belligerent ethnic nationalism quickly flared up, and culture under the influence of politics became a "detonator of hatred in the Balkans," as Belgrade anthropology professor Ivan Colovic believes. "Speech on culture becomes the talk of an isolated, homogeneous, complacent and vulnerable national community" (Čolović, 2008). However, Colovic believes that the conflicts that arose from the intercultural

[1]Serbs, Croats, Bosnians and other nations spoke a common language, but Yugoslavia nevertheless disintegrated. Switzerland or Belgium, which are multi-lingual countries, have survived thanks to their shared identity. Multinational states can more easily survive the crisis of a political society if they have a strong and political and cultural identity, shared memory and cultural history.

communication of the Balkan peoples, especially in the former Yugoslavia, are not the result of insurmountable differences, as the ideologists of nationalism claim. "In contrast, closer to the truth is the conclusion that these conflicts are the fruit of unbearable similarity, a similarity that is perceived as a hostile provocation, as a threat to the greatest national good, a unique and indivisible way of existence, a national identity" (Čolović, 2008).

Indeed, this Freudian "small-difference narcissism" toned down political processes, determined the intensity of war conflicts, caused ways to kill and expel one another. The monuments of common culture, and especially the religious and cultural objects of the enemy side, were brutally burned and destroyed. In the 1990s, more than 3,000 religious sites, mosques, Orthodox and Catholic churches, as well as numerous cemeteries, museums, libraries, etc. were destroyed in the territory of the former Yugoslavia. The warring parties sought to remove anything that reminded them that their neighbors and their different faiths and cultures were living there. The long life together of members of different ethnic and national backgrounds often ends up as a civil war, with the escalation of ethnonationalism, which is accompanied by intolerance, anti-individualism, stereotypes and prejudices, extremism. The enemy becomes someone very close, similar, so most often they try to make as much difference as possible through violence. Balkan and Eastern European History Specialist and Associate Professor at the Department of History of the University of Montreal, Max Bergholz, in the book *Violence as a Generative Power: Identity, Nationalism and Memory in a Balkan Community* believe that extreme violence and brutal killing of neighbors is a catalyst and trigger for ethnic identification (Bergholz, 2018).

Acts of extreme violence have constituted an "antagonistic perception of identity" - the nature of violence has changed the way survivors perceived themselves! The tribal conception of identity, as noted by French-Libyan writer Amin Maluf, prevails all over the world, turning people into stingers when they feel that their tribe is threatened. That's when fanatics, xenophobes come to the fore in "making cakes". "Because of the established way of thinking and expression, so deeply rooted in all of us, because of this narrow-minded, exclusive, religiously-suppressed notion that reduces one's identity to a single identity, proclaimed with passion" (Maluf, 2003). Too much attachment to a collective identity in relation to respect for human rights, universal values, richness of diversity results in negative emotions towards other groups, entities, and not just specific individuals who are considered to be a danger or have committed a crime. Ethnonationalism did much harm in the 20th century. Millions of people have been killed as victims of ethno-nationalism.

Two distinguished scientific researchers, Zlatko Kramaric of Croatia and Angela Banovic-Markovska of Northern Macedonia, point to the intricate interplay of local people. “Traces of some other different identities /cultures / traditions are always inevitably present in every separate identity / culture / tradition” (Kramarić & Banović - Markovska, 2013). Rich cultural backgrounds, different traditions and historical heritage have made this part of the Balkans a place of "live interaction". The history of the Western Balkans is extremely complex, and this is mostly true of the former Yugoslavia. Its history is like an endless roundabout, like a whirlwind, a chronicle of friendship and hostility, brotherly love and brotherly hatred, great cultural achievements, shared enthusiasm, creativity, idealism, but at the same time cruel nationalism, devastating chauvinism, wars in the name of culture, religion, state and ethnic boundaries. Their history is a chronicle of mutual trust and distrust, a magnificent effort and sacrifice to build a better society, but also anger that destroys everything, ethno-national restraint, unfinished murderous projects. A chronicle of unification and disruption, specific Balkan civilization and authentic Balkan barbarism. Chronicle of multi-ethnic hugs and multi-ethnic rapes, slaughter breaks, pause in hatred, bonfire of delusion. Their history is an elusive compromise on times gone by.

Two decades of the 21st century have passed, Yugoslavia is long gone, and the memory of it is interpreted in its own way by every newly created state. Formerly a common language[2], each national community calls it its own, considers the common culture its own, finds blame for the problems only in other nations, and proclaims its only victim. They build new monuments, write new histories, invent new symbols. They want to change everything, to differentiate themselves as much as possible, from the recent past to the oldest times. Leaders of national political parties manage to manipulate the cult of the past and make people selectively turn to historical memory and revive old hostilities, constructed and revived memories of two world wars, killing each other, and suppressing and ignoring positive experiences, examples of multiethnic agreements, cooperation and happiness. It is as if the politicians of the Balkan states have become the rulers of the collective memory, which should forget parts of history, that those historical aspirations for common life and common culture are viewed solely as wrong and tragic, as an argument against the memory of common life, but also used against the idea of rebuilding the old state or creating a new form and a stronger interconnection, alliance, association and cooperation of the regions or as a common address in the European Union. Croatian scientist from Mostar, Mile Lasić, emphasizes that the peoples of the former Yugoslavia are still facing a painful process of self-liberation from the illusion of fascism and Nazism, de-victimization and victim-transaction, from the curse of the culture of selective memory. "Academic and religious communities, the media and political leaders must help in this" (Lasić, 2015).

The culture of memory is not in the function of planning for the future. Dealing with the past turns into memory wars, political propaganda, the instrumentalization of casualties, the schooling of hostilities. Each of the warring parties remembers only their victims, collective suffering and crucifixion, repairing their self-image, feelings of honor and pride, but does not explore their responsibility and guilt, there is nothing in common memory. Famous Balkan writers Ivan Lovrenovic and Miljenko Jergovic believe that political tensions between people are constant, that inter-ethnic divisions have become permanent, images of history are opposed to one another, and there is a dark need to constantly renew the memory of the evil they have done to each other. "The wrongly buried, dark past has the characteristic of always going back and defining the lives of generations" (Lovrenović, & Jergović, 2010). Reducing and justifying crimes committed by compatriots, dehumanizing the opposing party, depriving the enemy of dignity even to have recollection and memories, the political aim is to continue the war and conflict in a different way, by different means. In November 2017, Andreas Ernst published an article in the Swiss journal *Noah's Cirher Zeitung*, which emphasized that for 20 years or more, no nation and no country of the former Yugoslavia has been engaged in their own, but others' crimes and that there is no confrontation with war events without taboo. "There is no distinction between collective guilt and collective responsibility", Ernst observes that Slovenes and Croats, as victorious parties do not see a need for self-reflection, but cherish the memory of their "pure war", with particular emphasis on the difficulties in the wars in Bosnia and Herzegovina and in Kosovo, which were violently ended by forces from outside, with the intervention of the NATO alliance.

If the people in this part of the Balkans do not already have a unique memory of shared history and do not fully recognize or wish to accept historical facts, how do they treat the victims of the

[2]The author of this paper understands that there is disagreement among scientists from the university centers of the former Yugoslav republics with the term "common language".

conflict? Do they feel collective pain, respect for the dead and innocent? Do they have universal compassion or do they have a political, ideological memory, selective, fictional, constructed about this matter? How do you remember the victims of each other's wars in a constant dialogue with the glorious and shameful past? Do they divide into "victims" and "criminals", divisions into afflicted nations and wicked nations? How do they summarize the terrible accounts in which the defeats of one side is - the victory of the other, the crying of the one is - the joy of others, the aim to war for one - the survival of other, the war prey for one - the hearth of others, memories? Issues like these are a huge burden in the public sphere. Counting the dead, using and manipulating them, the irresponsibility of the media and playing with political correctness! University of Constantine culturologist Alaida Asman warns about the abuse of the dead as a factor in strengthening political goals. "Where history stands in the service of identity-building, where citizens adopt it and politicians invoke it, one can speak of political memory" (Asman, 2011). Alaida Asman believes that it is necessary to separate the use of memory from its specific abuse. "What the victims cannot forget is that the descendants of the perpetrators of the crime must not forget" (Asman, 2011).

Contrary to the view that local barbarities reflect the oblivion and disrespect of the dead, some Balkan cultural scientists (Jovan Cvijic, Vladimir Dvornikovic, Bojan Jovanovic, etc.) claim that in the local tradition it is the deceased (the "famous and martyred ancestors") who give greater respect than the authorities of faith, knowledge, spirit, or law. With ideological talk of the dead, politicians mobilized the inhabitants for an onslaught, revenge, war, thus endangering the fates of living and future generations. If we look at messages from history textbooks, memorials, memorials, etc. Obviously, cultures of memory are opposed, reflect collective victimization, deny or ignore the suffering of other nations. Victims of politics and culture of war over territories, religious, national, ideological motives and reasons, for generations of victims, geopolitical processes, local disasters.

There is a widespread belief that the fate of the Balkans[3] is defined by the constant outbursts of collective memory, that its contemporarily is impossible with too much history present, that the future is excluded - looking back. Associations in the Balkans are twofold; national elites have misused the myth of Balkan ancient heroism and insubordination, while using the same term to describe a set of real or fictional practices imbued with primitivism, passion and violence. Anthropologists note that in the late 1980s and during the 1990s, the story of national autochthony in the Balkans was reinforced, as evidence of which country, who first came upon it and made the greatest sacrifice, spoke of "ancestral bones". "Blood and soil", "spiritual cradle" and the like. Famous Bulgarian historian Maria Todorova, in the influential and most cited book on the Balkans, *Imagining the Balkans*, emphasizes that the cultural West has produced a "Balkans bugaboo", a negative perception of it creating aversion to everything is Balkan, especially because of the war in the former Yugoslavia at the end of the 20th century (Todorova, 1997). Even some Balkan people have begun to use the term to designate their closest neighbors as primitive, cruel, undemocratic.

National identifications and historical actualization of national ideas of the national community in this part of the Balkans take different paths, often ignoring the criteria of civilizational pluralism. "The difference between 'us' and 'them', between our culture and some other culture, is seen here as the difference between the only true and authentic culture and the various forms of false, artificial culture or culture at some lower stage of development" (Čolović,

[3]European historiography for the Balkans often states that the area is inhabited by peoples obsessed with history, who builds identities on myths, and that these peoples are incapable of facing contemporary problems and facing the future (H. Sundhaussen, "Europe Balcanica: Der Balkan als historischer Raum Europas, 1999. David A. Norris, "The Balkan myth, the issue of identity and modernity", 2002).

2008). In public and diplomatic speeches by representatives of the international community and the European Union, which seeks to discipline local states and adapt them to their standards, the Balkan nations are too concerned with history and not enough with economics, law, modern technologies. The Balkans live more in the past than in the future. However, the revitalization of history is seen as a condition for progress, not as a "compromise with the past," but rather as a confrontation with the driving forces of history. It is important to understand the real causes of the events, the roles and responsibilities of specific actors, to learn how to keep the mistakes from happening again and to improve the quality of life and peace. The task is to strike a balance in memory cultures in a reasonable dialogue with the past, not to be a reservoir of future conflicts and a continuing conflict potential. "Talks on the dark sides of the national past cannot and should not cease, but not be a source of hatred and revenge" (Vuković, 2019).

VIOLENT IDENTITY CHANGE

In order to understand politics, economy, history, social life in the Balkans, it is necessary to understand the cultures of its inhabitants. Authentic mix of culture, history and politics. French-Bulgarian historian Cvetan Todorov emphasizes that culture is a form of collective life. "Culture rests, at the same time, on shared memory (we learn the same language, the same history, the same traditions) and on the rules of common life (we take into account the laws in force in our society), it is turned to both past and present in the same time" (Todorov, 2014).

The term culture of memory begins to develop from the first half of the 20th century in the fields of history, sociology, psychology, literature, later and political science, and this syntagma includes the public use of the past, ways of its revival, interpretation, determination, construction, social transfer of knowledge about the past, inventing, repressing, fixing, mechanisms of social transmission and processing of knowledge about the past. We can talk about the cultural, social and political dimensions of memory. The content area of the culture of memory includes a network of beliefs in the common origin of members of a particular social group, common symbols and myths, memories of the most significant events in history, as well as orientation towards the past. This is how identities are determined.

The French sociologist Maurice Halbwachs, in a significant work *Memory and His Social Conditions* (1925), emphasized that identity is not the result of memory but its assumption, memories arise before and are formed on the basis of social ties, group loyalties, identities. Halbwachs emphasized that we always adapt past to the current circumstances and goals, "we remember in the present." These are the contents of the collective consciousness whose presentation is subject to certain conditions and mechanisms, which is why the concept of social memory is discussed.

Sociologist from Serbia Todor Kuljić identifies two dimensions of memory culture: 1. as a storehouse and bearer of memory (the culture of memory consists of patterns of inheritance, transmission, planned or spontaneous forgetting or suppression of memory in accordance with the interests of certain social groups; within the ideological use of the past we speak of "the politicization of memory”); 2. as more or less conscious of the individual / collective relationship to events and processes of the past, individuals and social groups use the past to build identity and distance themselves from others (Kuljić, 2006; Kuljić, 2014). If we look at this "storehouse" of memories, we will notice the potential problem of the way of "storage" of experiences, impressions, facts, images of events, contexts ... Are the objects of memory stored in such a way so that certain facts are overstated and others suppressed by political motives and needs, media through processing, historiographical and scientific non-objectivity, beautification by folk poets, the power of mythology? In the Balkan traditions, ancient stories and myths from ancient times play a large role, and significant authority is represented by folk poets and their testimonies on historical battles, national themes, historical roles of heroes and the like. The question is how complex everything that enters the storehouse of memory culture is, how long it lasts in the same meaning, how it is used in public space, and for what purposes.

The culture of remembrance contains patterns of reworking the past in the context of daily consciousness, repression, relativization, inventing, planning forgetfulness, etc., which make up individual and collective constructions, that is, images of the past that individuals and groups create in certain situations in order to interpret the present with the help of the past. vision of the future, and define and strengthen your own identities. This is not a critical rethinking of the past to explain the causes, context, causal phenomena. Even the most adverse events and outcomes should receive reasonable explanation and create positive effects on the national picture of history. The selective culture of remembering national defeat translates into victories, justifies or diminishes the mistakes and shortcomings of leading government officials. Instead of complete events, fragments are mostly extracted, the same details are emphasized and repeated. Taking into account Cvetan Todorov's claim that in totalitarian states truth is systematically sacrificed to the "fight for truth", but that in democratic states care for the truth must not be sacrificed, it is not easy to list the states that we can claim to be consistently and absolutely committed to democratic principles. Collective memory, as a set of public memories promoted by the state, is also one of the most important elements of political culture. Reviving and institutionalizing memories from the past gains strength for social order and national identity, shapes an individual's relationship with the community and politics, and influences public opinion. The notion of collective memory, according to certain authors (Mark Bloch, Susan Sontag, Reinhart Kozelek, Rudolf Burger), is not acceptable; Instead of the phrase "memory culture", critics point out, the word - ideology - should stand. "What was said in the politicized 1960s and 1970s, using terms such as 'myths' and 'ideologies', was referred to in the 1990s as 'collective memory'" (Asman, 2011).

Under the phenomenon of collective memory, we consider oral and written knowledge, a whole mosaic of different content that shapes images of the past necessary to preserve national identity, and at the same time extremely important for the dimensioning of political culture. Four types of collective memory are most often emphasized: mimetic (transfer of concrete, practical knowledge from the past), material (memory of things and transfer of material objects from the past), communicative (transmitted through language) and cultural (historical consciousness, transfer of meaning and meaning from the past). Todor Kuljić distinguishes two forms of collective memory: communicative and cultural memory. The first is transmitted verbally, conversations about the past within families and between generations, while the second form of memory refers to the institutionalization of the content of the past through dominant culture, through history textbooks, national and state holidays, museum exhibits and the like. Thus, there are tangible (monuments, museums, books, etc.) and intangible memories (myths, symbolic heritage, narratives of fateful historical events, exemplary figures, heroic exploits).

During the two world wars and the last civil war in the territory of the former Yugoslavia, in addition to millions of human casualties, the goals of brutal destroying and destruction were also bridges, factories, hospitals, schools, cultural monuments. Let’s single out one example. During the bombing of Belgrade in April 1941, Nazis systematically destroyed the National Library of Serbia. It was the largest treasure-house of movable cultural heritage, containing material that spanned a thousand years, with 500,000 library units, 1,300 medieval and 1,700 Oriental manuscripts. Hitler's aviation destroyed everything. The Balkan tragedies also destroyed religious monuments, burned books, stolen archives. Local history has many examples of barbaric efforts to destroy a nation, its culture, its identity. Enemies not only killed soldiers and civilians, but also killed libraries, museums, galleries, theaters, even cemeteries. In early 2017, the UN Security Council unanimously adopted a resolution condemning the unlawful destruction of cultural heritage and warned members of extreme religious groups and terrorists that such attacks could be treated as war crimes. In the 1990s, over 3,000 religious buildings, mosques, Orthodox and Catholic churches were destroyed in the territory of the former Yugoslavia, among which the most famous are the medieval mosques of Ferhadija and Arnaudija in Banja Luka, the Orthodox Basilica and the Zitomislic Monastery in Mostar, the Catholic Cathedral of the St.Joseph in Derventa and others. The Jewish Cemetery was damaged during the war in Sarajevo, while the ancient Clock Tower was mined in Banja Luka. In Mostar, Croatian soldiers demolished a stone bridge[4] in 1993, built by Turkish builder Hajrudin in the mid-16th century. In Kosovo and Metohija, more than 40 Orthodox churches and monasteries in Prizren, Pec, Djakovica, Srbica, etc. were destroyed in 1999 and 2004.

Political elites determine what the official version of the country's past is. Control of public space for political and ideological ends. History is read not only in school textbooks, but also in the names of cities, monuments... Instead of naming streets, city squares, schools, museums, libraries and other cultural institutions to preserve the memories of a multi-ethnic and shared life in the Yugoslav state, instead of witnessing significant people and events that marked the history of the 20th century, ethno-national political elites tried to tear down, erase, hide everything. In almost every city in Western Balkans, at the end of the last century, there were massive changes in the name of city streets. For example, in Zagreb between 1990 and 2010, approximately 500 street and square names were renamed. Two times more in Belgrade. The same practice took place in Ljubljana, Skopje, Podgorica, Split, Pristina and other cities. In Bosnia and Herzegovina (perceived as "small Yugoslavia"), three national communities (Bosnians, Serbs, and Croats) have changed many cultural and historical characteristics of the cities where they live as majority nation after the war and in which they have political control. In Sarajevo, 420 pre-war street names have been renamed, 244 streets have been renamed in Banja Luka since the war, and very similarly in Mostar. Instead of the names of anti-fascist WWII fighters or artists from time when living together, these streets are now named after ethnic heroes, religious leaders, symbols of national history, etc.

Cross-political and cultural divisions are eclectic in science, academia, and books, textbooks, studies, scientific research are exposed to abuses, forgeries, unbiased and selective representations of historical processes. Political elites without responsibility and without competence seek a solution to contemporary political crises in the politicization of the past! In this dishonest act, they are helped by false history experts, publicists, tabloid media. One of the world's greatest historians, Eric Hobbesbaum, warns of the danger of a situation in which the people of Central and Eastern Europe live disappointed in their past and even more in their present and uncertain future. History is "raw material" for ideologies that emphasize national and ethnic characteristics and issues. "The past is important, perhaps even an essential element for these ideologies. If there is no suitable past it can be invented" (Hobsbaum, 1996; Hobsbaum, 2002; Hobsbaum, E. i Rejndžer, T. 2011). Counterfeit pasts, projected identities, emerging nations, and fictional traditions are reactions to emerging situations. The goal of inventing tradition, Hobsbaum argues, is to manipulate current issues to

[4]The bridge over the Neretva River during the 1992-1995 war in Bosnia and Herzegovina was the border between the Bosnian and Croat peoples. It was renovated in 2004 and in 2005 it is listed as a UNESCO World Heritage Site. Unfortunately, Mostar remained a politically and nationally divided city.

establish historical continuity, to relate to the past, to impose stable, formalized actions, to ensure immutability. This is accomplished with the help of symbols, rituals, traditions that have been invented, constructed to look ancient, very old, and in fact much younger, mostly from recent production. Fascism mobilized the masses, calling for a total social transformation, but also emphasizing a return to "traditional values". The past invoked by the Nazis and fascists was fictional, their "traditions" were in fact "artificial creations" - the intention to impose certain values and forms of behavior by practicing symbolic and ritual content and repeating actions.

Many local and international scholars have noticed such phenomena in the territory of the former Yugoslavia, inventing traditions and designing identities in order to distance themselves from each other, and above all to build states and in them new identities, new history, tradition. Serbian sociologist and communicologist Branimir Stojkovic emphasizes that in the post-Yugoslav period in identity politics, where "narcissism of small differences" is expressed, the emphasis is placed on linguistic exclusivity and inventing tradition, stories about the indigenous peoples of the Balkans, ancient origins etc. British political scientist Sabina Rajdel in *The Book Thinking of the Balkan Peoples: Identity Politics Between Conflict and Integration* analyzes identity policies in Southeastern Europe that, along with other features of identity, are always invoked in language. Wanting to show the existence of certain ethnic-national identities, Rajdel emphasizes that claims that Bosnians, Serbs, and Croats speak different languages best identify how far these identity policies are far from objective.

Inventions of tradition are reactions to new situations. It is constructed by political and cultural elites to legitimize nation-states. In order to disassociate and make boundaries with their people in the ethnically and religiously mixed territory of Western Balkans, political elites ignored scientific truth and objectivity, brutally violated historical facts, forged the past, inventing and fabricating, mobilized populations. It has been confirmed that the fictional, false, artificial "past" becomes an extremely powerful mobilizer of political and social action. Also, as Alaida Asman concludes, unambiguously explaining and exaggerating history in the form of monuments and sacred sites cannot be reduced to falsified historical facts, since they themselves become "historical facts". The effective potential of interpreted and learned historical experiences is crucial when creating collective images of oneself. "It is not merely a 'myth' in ideological-critical terms, but is, in a much broader sense, a cultural construction that strongly influences the present and the future" (Asman, 2011).

Content memories define political and media rhetoric. If, by misusing the history of the national community, they mobilize and focus on action against one another, convinced that they are fighting for culture, identity, religion, language. Scientists, journalists, intellectuals or artists who irresponsibly become textbook warriors, terrorists against the truth, aggressors of culture, motivational speakers about historical hatred, monuments, cemeteries, facts, truth! To write and talk about the terrible tragedies in the Balkans 1914-1918, 1941-1945, 1991-95. and 1999, to let readers and the public know all about e.g. Jasenovac or Srebrenica camps, the massacre in Kragujevac, or Kulen Vakuf, the mass graves of Tomašica or Kazan, the Srem front or Bleiburg, Kozara, Kadinjača, Foča, Koricanske stijene, Sijekovac and all other places of great suffering in former Yugoslavia, except many facts, must examine fears, weeping, hatred, silence, ideas, to try to understand how one can celebrate killings, persecutions or humiliations of closest neighbors, godparents, relatives. A land full of blood and parasites... Flags, holidays, dates that are a joy to one, are insults, sadness to other. In this part of the Balkans, memories are crying, memories are being remembered, the past is screaming. "Therefore, even if they wanted to, the subjects of this region of complex ethnic misogyny, often perceived as 'handicapped' by their heterogeneity, could not remain indifferent to the controversial character of selective memory and abuse of oblivion of historical facts" (Kramarić & Banović - Markovska, 2013). Political scientist from Sarajevo Nerzuk Ćurak believes that Bosnia and Herzegovina lack an appropriate culture of remembrance as an institutional manifestation of the political community. "We must simply create the conditions for all places of sorrow to be our shared memories. And not that every garment is separated and vengeful only for the crime that was committed against 'his people'. All those killed innocently in Bosnia and Herzegovina are our people" (Ćurak, 2018).

TOGETHER TO RESPECT AND COOPERATION

In the processes of rehabilitation of the old and the formation of new national and political identities in the countries that originated in the territory of former Yugoslavia, conflicting views on common history are apparent. There are dominant memory cultures in Slovenia, Croatia and Serbia, which in comparative analysis show large differences in the interpretation of the same events. The problem is even more complex in countries such as Bosnia and Herzegovina and Montenegro, where more religious and ethnic communities live, whose historical narratives are profoundly different. Thus, there is drama in the Balkan countries regarding collective identities.

Just as the Yugoslav authorities were unable to form and consolidate the Yugoslav nation throughout the 20th century, so in the multiethnic and multicultural states of Western Balkans today there are enormous difficulties in creating a single political nation, a unique national identity, in affirming cultural, religious and political togetherness. In these countries there is no awareness of the "collective we", common customs and tradition, language, cultural symbols, public holidays and the like. There are also problems regarding integrative national consciousness, public interest, loyalty to the state, constitutional patriotism, politics of memory and culture of memory.

Selective remembrance cultures in which the political and cultural elites of people will not test their responsibility for misunderstandings and conflicts in the past testify that there is no strong enough will to build lasting peace and prosperous cooperation between national communities, and without that there is no strengthening of a democratic society, economic progress for citizens.

The culture of people of Western Balkans is the result of mutual influence throughout history. Elements of one nation's culture are also present in the culture of others. The only thing that differentiates them is religion, but in history it has not only always been a cause of conflict, but also a driving force for cooperation, solidarity, shared success. The history of Western Balkans, without any doubt, is very complex and can be a source of conflicting potential, but it also represents a great wealth of different cultures, identities, traditions, myths, offers a lot of inspiration for scientific research projects and works of art.

In today's world, fraught with the effects of globalization, social and migrant crisis, when many questions the future of multiculturalism and interculturalism, even common civilizations, examples from the former Yugoslavia can help scientific researchers and humanists to analyze weaknesses and benefits of mutual coexistence of different cultures. It is necessary to strengthen social awareness of responsibility, a culture of dialogue and democratic principles in dealing with conflict situations. Multicultural societies can more easily survive as political communities if they succeed in forming cultural traditions and shared political identities. The solution to a conflict in is not to negate its political, cultural and religious differences, but to respect different and complex identities and enhance its political culture.

A commitment is needed to talk openly and constructively on all topics, a culture of dialogue about the political affirmation of a common past and a common future. To collectively remember the past, instead of selective and subjective views, to nurture memorials, dates - anniversaries, great historical figures in the field of culture and art, their works that arose from cultural interaction, as places of meeting and responsibility.

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NAJBOLJI INTERES DJETETA U POSTUPKU SMJEŠTAJA DJECE U DOM ZA DJECU BEZ RODITELJSKOG STARANJA

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APSTRAKT

Rad se bavi pitanjem zaštite interesa djeteta u postupku institucionalnog zbrinjavanja u dom za djecu bez roditeljskog staranja kroz implementaciju principa „najbolji interes djeteta“ u centrima za socijalni rad. Namjera autora je bila da se, kroz kvalitativnu analizu, izvrši analiza slučajeva smještaja djece u ustanovu socijalne zaštite kao i metodologije i postupaka koji se sprovode u socijalnoj zaštititi u tim slučajevima. Istraživanje je provedeno prikupljanjem i analizom spisa u Centru za socijalni rad Derventa. U radu je prikazana deskriptivna analiza obilježja slučajeva izdvajanja 26 djece iz 14 porodica u periodu od deset godina (2010 – 2020), te intervencije organa starateljstva. Rezultati su ukazali na zaključak da su djeca izmještena iz razloga postojanja ugroženosti porodičnom situacijom, te da donošenju te odluke prethodi niz opsežnih stručnih postupaka i intervencija. Na kraju je istaknut značaj procjene stručnih radnika organa starateljstva vođenjem principom „najbolji interes djeteta“, te naglašena potrebu unapređenja sistema zaštite djece bez adekvatnog roditeljskog staranja u smislu kadrovskih promjena, sistemskih saradnji, razvoja deinstitucionalizovanog zbrinjavanja djece i unaprijeđenja sistemske podrške porodici.

Ključne riječi: „najbolji interes djeteta“; institucionalno zbrinjavanje djece; intervencije organa starateljstva.

UVOD

Princip „najbolji interes djeteta“ predstavlja fundamentalni princip u zaštiti prava djece. Kao opšte načelo u brojnim pravnim propisima u praksi se implemetira kroz primjenu ovlašćenja koja zakoni daju organima upravljanja koji se bave zaštitom djece i porodice. Organ za koji se u praksi konkretno i praktično vezuje upotreba prinicipa „najbolji interes djeteta“ jeste centar za socijalni rad. Pomenuti princip „najbolji interes djeteta“ je specifično usko vezan za starateljsku ulogu centra. U svom postupanju prilikom donošenja odluka i provođenju mjera kojima se ublažava nepovoljno stanje i pruža neka vrsta podrške, pomoći porodici, centar je najprije obavezan da se vodi upravo principom najboljeg interesa djeteta. Centar za socijalni rad je, ustvari, ustanova sa širokim ovlašćenjima obavljanja poslova vezanim za različite vidove patoloških pojava u društvu, poteškoća u zadovoljavanju osnovnih životnih potreba, problema vezanih za funkcionisanje porodice, te vezano za zaštitu djece ugroženih različitim okolnostima. Posebno je značajno vođenje ovim principom u postupcima kada dolazi do izdvajanja djeteta iz primarne porodice te smještaja u dom za djecu bez roditeljskog staranja.

Centar za socijalni rad se kao organ starateljstva pojavljuje se i „ulazi" u porodicu onda kada se socijalizatorske funkcije porodice ne ostvaruju na način koji je pozitivan za razvoj djece. Tada slijedi svojevrsni redoslijed radnji kojima centar nastoji pomoći porodici, odnosno kojima centar pomaže djeci, a kada ta pomoć porodici ne može dati povoljne efekte u nekom periodu, pristupa se, uvijek teško, izdvajanju djeteta, a smještaj djeteta u ustanovu je krajnje rješenje, ukoliko drugi načini ne funkcionišu ili ne postoje. Iz razloga značaja porodice za socijalizaciju i maturaciju djeteta princip „najboljeg interesa djeteta" je polazna i uvijek prisutna postavka kojom se stručni radnici centra za socijalni rad vode prilikom donošenja odluka, a s obzirom da su djeca osjetljiva kategorija, nemoćna da se sama zaštite od okolinskih faktora, ovaj rad se upravo bavi navedenim pitanjem.

PRINCIP „NAJBOLJI INTERES DJETETA" – PRAVNI OKVIR

Princip „najbolji interes djeteta" vodi porijeklo iz međunarodnih dokumenata, prevashodno iz Konvencije o pravima djeteta iz 1989. godine, gdje je naglašeno kao osnovno načelo kojim se države trebaju voditi kako bi obezbjedile najbolju zaštitu djece (Konvencija o pravima djeteta [KPD], 1989). Implemetirano na nivou države, u Republici Srpskoj, odnosno Bosni i Hercegovini, to znači da se kroz formalne i procesne propise obezbjeđuje zaštita prava i interesa djeteta, a to je regulisano u „lex specialis" zakonima, u prvom redu zakonima kojima se reguliše oblast porodičnih odnosa i socijalna zaštita. Primjena principa „najbolji interes djeteta" se ističe prilikom načina zbrinjavanja djeteta izuzimanjem iz porodice i zbrinjavanjem van biološke porodice.

Dakle, primjena principa „najbolji interes djeteta" je normativno vidljiva kroz pozitivno zakonodavstvo, ali se može reći da je u praksi primjena standarda pod znakom upitnika jer je primjetno da djeca sve češće ostaju bez roditeljskog staranja, te da je ostvarivanje prava djece „uslovljeno siromaštvom i političkom odnosno administrativnom strukturom države" (Habul, 2018).

Konvencija o pravima djeteta

Konvencija o pravima djeteta (KPD) je međunarodni dokument koji je skupština Ujedinjenih nacija usvojila 1989. godine i od primarnog je značaja za obezbjeđenje zaštite djece u svijetu jer ima snagu obavezujućeg zakonskog akta i sadrži univerzalne standarde koje svaka država potpisnica mora garantovati i obezbjediti svakom djetetu.

Bosna i Hercegovina je Konvenciju o pravima djeteta ratifikovala 1993. godine čime je preuzela obavezu obezbjeđenja uslova za provođenje načela Konvencije i obezbjeđenje uslova za bezbjedno djetinjstvo i život djece, kao i obavezu izvještavanja o stanju zaštite djece u državi. Konvencija propagira najbolje interese djeteta kroz načela nediskriminacije u odnosu postupaka države za zaštitu prava djece i obezbjeđenje uslova za život, opstanak i razvoj djeteta, kao i uvažavanje mišljenja djeteta. Dakle, u načelnim postavkama Konvencije, u članu 9, ističe se društvena briga za porodicu „ako to nije u suprotnosti s njegovim najboljim interesom" (KPD, 1989), pri čemu su posebno značajne aktivnosti države i društva kojima se treba obezbjediti zaštita djece i porodice. To implicira posmatranje djece kao posebnih subjekata prava koja imaju poseban društveni status, i dalje, to implicira posebne aktivnosti države na polju zašite djece bez roditeljskog staranja i pravo na život u porodici. Shvatanje djeteta kao subjekta i nosioca prava podrazumjeva i shvatanje da su odrasli ti koji poštovanje tih prava moraju obezbjediti. Porodica je najpoželjnije okruženje za život i razvoj djeteta, a ako porodica nije u mogućnosti da to obezbjedi država će joj pomoći pružanjem različitih vidova podrške. Uz ovo objašnjenje i obrazloženje, kao i značaj Konvencije kao dokumenta bitnog za zaštitu djece, treba se dodati i razlog zbog čega je ta zaštita djece neophodna. Naime, djeca su nekada u sistemu, društvu, u porodici, nedovoljno obezbjeđena te žive u nepovoljnom okruženju, a nekada su i namjerno zanemarena ili čak zlostavljanja. Zbog toga je neophodno da se obezbjedi pravilan razvoj i maturacija djece a to je omoguće kroz adekvatno i pravovremeno postupanje svih subjekata i grupa kojima djeca pripadaju, koja ih okružuju. Porodica je prva i osnovna životna grupa u kojoj se djeca rađaju, žive, odrastaju. Dok s jedne strane država obezbjeđuje uslove za obrazovanje, zdravstvenu zaštitu djece i podršku porodici, porodica s druge strane obezbjeđuje uslove za ishranu, zdravlje, vaspitanje djece. Tako, nasuprot definisanja prava djece, može se govoriti o narušavanju tih prava, o zanemarivanju, odnosno zlostavljanju djece. „Svaki oblik tjelesnog i/ili emocionalnog zlostavljanja, seksualnog zlostavljanja, zanemarivanja i nemarnog postupanja ili iskorištavanja djece, što rezultira stvarnom ili potencijalnom opasnosti za djetetovo zdravlje, preživljavanje, razvoj ili dostojanstvo u kontekstu odnosa odgovornosti, povjerenja i moći“ je zlostavljanje djece, definiše se u svijetu (Bilić, Buljan Flander i Hrpka, 2012). Zadnjih decenija je i posebno povećano interesovanje stručnjaka i javnosti za probleme zlostavljanja i potrebu zaštitu djece, što bi moglo biti rezultat boljeg informisanja i potpunijeg razumijevanja konteksta dječjih prava, samim tim i zaštite djece od svih oblika narušavanja i povrede njihovih prava. Uz fizičko, psihičko, emocionalno i seksualno zlostavljanje ide i zanemarivanje, kao vid zlostavljanja djece, a pominjemo ga ovdje iz razloga što je direktno vezan za porodicu koja je i objekat rada ustanova socijalne zaštite.

Zanemarivanje se odnosi na nepostupanje u pogledu vaspitanja djece i brige o djeci uopšte. „Zanemarivanje je propuštanje zadovoljavanja djetetovih potreba u mjeri koja znatno utječe na djetetov tjelesni i psihički razvoj. Nije uvijek namjerno i granica kad počinje zanemarivanje nije uvijek potpuno jasna“ (Čorić, Bačan, 2006; Bilić et al., 2012). Dodaje se i da sve vrste zlostavljanja ostavljaju negativne posljedice na djete na psihološkom, emocionalnom, socijalnom planu, tako da se nikako ne treba baviti isključivo na oko vidljivim oblicima zlostavljanja već upravo posljedicama koje su šire, dublje, trajnije. Ustanove socijalne zaštite, baveći se pitanjem zaštite djece, bave se i pomoći porodicama u smislu procjene i poboljšanja uslova života djece, a takođe i procjenama roditeljskih stilova vaspitanja, zanemarenosti djece i slično. Tako se ustanove socijalne zaštite upravo bave procjenama potreba i interesa djece, te najprije pomažu porodici i djetetu, a zatim, u slučaju potrebe, preduzimaju i teže mjere poput izdvajanja iz sredine gdje su ugrožena, pod rizikom, zanemarena, zlostavljana.

U odredbama Konvencije o pravima djeteta je naveden značaj sistemskog preventivnog rada sa porodicama, ranih intervencija i tretmana u zajednici (Vejmelka i Sabolić, 2015; Ajduković, 2004). Uz to se navodi i da država može preuzeti brigu o djetetu kada procjeni da dijete nema odgovarajuću brigu u porodici, te država ima mogućnost upotrebe i krajnje mjere, smještaja u dom, a dodajemo da su takve odluke organa starateljstva zasnovane na procjenama socijalnih, ekonomskih, ideoloških i intelektualnih karakteristika porodice (Vejmelka i Sabolić, 2015).

„Najbolji interes djeteta“ znači i da, u postupku izdvajanja djece iz biološke porodice, odnosno prilikom zbrinjavanja djeteta u drugi vid smještaja, u drugu porodicu ili pak u ustanovu, države su dužne rukovoditi se principom izražavanja mišljenja djeteta, odnosno omogućiti djetetu da se, u skladu sa zrelosnom dobi i sposobnostima, izrazi, te isto uzeti u obzir pri utvrđivanju interesa djeteta. Ovo su suštinska pitanja i osnovna načela kojima se rukovode i stručni radnici centara za socijalni rad prilikom zbrinjavanja djece van njihove porodice porijekla i posebno u ustanovu socijalne zaštite.

Porodično i socijalno zakonodavstvo

Odredbama Porodičnog zakona Republike Srpske (Porodični zakon [PZ], 2002, 2008, 2014) i Zakona o socijalnoj zaštiti Republike Srpske (Zakon o socijalnoj zaštiti [ZSZ], 2012, 2016, 2019, 2020) predviđene su obaveze i načini podrške i zaštite djece kroz pomoć porodici i zbrinjavanje djece bez roditeljskog staranja. Ovim zakonima određene su nadležnosti centra za socijalni rad kao organa starateljstva kao i alternativni načini brige o djeci bez roditeljskog staranja ili djeci bez adekvatnog porodičnog okruženja. Tu se izdvaja jedno od najznačajnih pitanja kojima se centri za socijalni rad bave, a to je upravo izbor alternativnog oblika zbrinjavanja djeteta, a koje će biti privremena zamjena za porodicu porijekla. Porodični smještaj djeteta je najbolji interes djeteta, i to život u biološkoj porodici, ali u slučaju kada je život djeteta ugrožen ili otežan zbog odsutnosti roditelja ili neadekvatnog roditeljskog stila, mora se pribjeći i drugim vidovima brige, a to je zbrinjavanje u drugu porodicu, srodničku ili nesrodničku, a u krajnjoj tački pribjegava se smještaju djece u ustanovu socijalne zaštite. Princip „najbolji interes djeteta“ daje primat porodici i porodičnim alternativama, ali u praksi se nailazi i na situacije kada u datom trenutku, zbog objektivnih okolnosti porodične situacije djeteta, mogućnosti ustanove ili zajednice, se pribjegava institucionalnom zbrinjavanju djeteta.

Navedeni pravni propisi navode tačne okolnosti u slučaju kojih se utvrđuje dijete kao korisnik prava iz socijalne zaštite i dijete bez roditeljskog staranja. Prema Zakonu o socijalnoj zaštiti Republike Srpske (ZSZ, 2012, 2016, 2019, 2020) navedeno je da je dijete bez roditeljskog staranja dijete bez roditelja, odnosno napušteno ili čiji su roditelji u nemogućnosti da se staraju o djetetu iz razloga što su lišeni tog prava, a zatim to je dijete čiji roditelji nisu u mogućnosti da obezbjede uslove za vaspitanje, fizički i psihički razvoj uslijed bolesti, smrti jedog roditelja, nesređenih odnosa u porodici, materijalnih ili drugih razloga, a to je i dijete kojem se nanosi bilo koja vrsta patnje, boli ili u slučaju postojanja prijetnje takvim djelima ili zanemarivanje i nebriga ili je u riziku pojave poremećaja ponašanja u vidu prestupničkog ili delinkventnog ponašanja (ZSZ, 2012, 2016, 2019, 2020). Tako se, ukoliko organ starateljstva utvrdi postojanje nekih od ovih nepovoljnih porodičnih okolnosti djeteta, preduzimaju određeni postupci. U Zakonu o socijalnoj zaštiti (ZSZ, 2012, 2016, 2019, 2020) navedeni su razlozi i procedura izuzimanja djeteta iz porodice i smještaja u drugu porodicu, hraniteljski smještaj ili pak u ustanovu socijalne zaštite. Najprije se savjetodavnim, materijalnim ili sličnim postupcima nastoji pomoći roditeljima da poboljšaju funkcionisanje porodice i brigu o djetetu, a ukoliko isto ne da pozitivne rezultate preduzimaju se mjere na iznalaženju porodične podrške i srodničkog porodičnog smještaja. Kao krajnja mjera, ukoliko srodnička podrška ne postoji ili nije adekvatna, pristupa se smještaju u javnu instituciju za smještaj djece.

Porodični zakon definiše situacije kada roditelj zloupotrebljava i zanemaruje roditeljska prava i dužnosti. Tako kada na bilo koji način sazna da postoje okolnosti koje ukazuju na zlostavljanje djeteta, zloupotrebu roditeljskog prava, napuštanje djeteta, zanemarivanje brige, organ starateljstva preduzima mjere zaštite prava i interesa djece, a u odnosu prema roditeljima pokreće određene sudske postupke (PZ, 2002, 2008, 2014). Istim zakonom su konkretizovani razlozi stavljanja djeteta pod starateljstvo drugog lica, a navedena su i prava djece, dužnosti roditelja, te dužnosti države u dijelu obezbjeđenja zaštite djece, te odnosa roditelja i djece. Vezano za princip „najbolji interes djeteta“ posebno se može izdvojiti član 81a: „2) Pravo djeteta da živi sa roditeljima može biti ograničeno samo kada je u odgovarajućem postupku utvrđeno da je to u najboljem interesu djeteta“. U Porodičnom zakonu je dodat i institut stalnog nadzora nad vršenjem roditeljskog prava: „Ako to interesi djece zahtijevaju, organ starateljstva će pružiti pomoć roditeljima u sređivanju njihovih socijalnih, materijalnih i ličnih prilika i odnosa ili ih uputiti u odgovarajuće savjetovalište“ i „Ako opravdani interesi djece zahtijevaju, organ starateljstva može odrediti stalan nadzor nad vršenjem roditeljskog prava u pogledu pojedinog djeteta“ (PZ, 2002, 2014, 2014). To je dodatno pojašnjeno navođenjem da roditelji ne smiju dijete podvrgavati ponižavajućim postupcima, odnosno zlostavljanju, a u slučaju da su zlostavljali dijete, ili zanemarili brigu ili je kod djeteta došlo do poremećaja u vaspitanju organ starateljstva može dijete oduzeti i izmjestiti. Precizirana je obaveza organa starateljstva, a to je da „Za vrijeme trajanja stalnog nadzora nad vršenjem roditeljskog prava organ starateljstva će savjetima i drugim odgovarajućim metodama socijalnog rada pomagati roditelje u vršenju roditeljskog prava, pozivati roditelje radi dogovora o vršenju roditeljskog prava, obilaziti roditelje i djecu, pozivati roditelje i djecu na redovne periodične sastanke u prostorijama organa starateljstva i slično“ (PZ, 2002, 2008, 2014).

Mišljenje djeteta se uzima u obzir prilikom donošenja odluka organa starateljstva, a u skladu sa socijalnim kontekstom i potrebama djeteta. Sa izražavanje djeteta i uvažavanje njegovog mišljenja uzimaju se u obzir njegov uzrast i zrelost, odnosno psihosocijalne sposobnosti razumjevanja situacije. Na odraslima licima uključenim u postupke koji uključuju ili se odose na dijete je da obezbjede sigurno okruženje, uslove i procedure za izjašnjavanje djeteta. Nacionalno zakonodavstvo nije propisalo donju granicu u odnosu na starosnu uzrast ili razvojnu fazu djeteta. Izražavanje mišljenja je pravo koje pripada djetetu na bilo kojem razvojnom nivou pa tako stručna lica trebaju prolagoditi način komunikacije sa djetetom i u nižem preverbalnom uzrastu tako da dijete izrazi svoje gledište, stav, želje na primjer kroz crtež, opservaciju govora tijela, itd. (UNICEF, 2015).

Administrativne okolnosti, odnosno nemogućnosti poput okolnosti kod organa starateljstva kao što su nerazvijenost usluge hraniteljskog smještaja, porodičnog savjetovališta, nedostatak stručnog kadra, nedostatak novčanih sredstava i slično, mogu otežavati pravilno i neophodno funkcionisanja centara za socijalni rad. To se odražava se na rad tih ustanova uopšte, a posredno i na prava djece da žive u porodici, na primjenu alternativnih porodičnih vidova zbrinjavanja djece itd., ali je zadatak organa starateljstva, lokalnih zajednica kao i socijalno-političkog pravnog sistema države uopšte da uspostave bolje uslove, unaprijede saradnju svih nadležnih institucija, razvijaju alternativne oblike zbrinjavanja djece i pomoći porodici. (Ombudsman za ljudska prava BiH, 2019).

Uz navođenje zakona koji regulišu oblast zaštite prava i interesa djece treba napomenuti i druge dokumente. UNICEF je 2017. godine uradio Situacionu analizu o djeci pod rizikom od gubitka porodične brige i djeci bez roditeljskog staranja u Bosni i Hercegovini. Republika Srpska (RS) je 2009. godine donijela Strategiju unapređenja socijalne zaštite djece bez roditeljskog staranja u RS-u, za period 2009-2014. godina, koja je obnovljena 2015. godine, odnosno, donijeta je nova Strategija unapređenja socijalne zaštite djece bez roditeljskog staranja u RS-u za period 2015-2020. godina. Takođe značajan dokument je i Pravilnik o hraniteljstvu koji je donešen 2008. godine.

Uz prethodno pomenute formalne zakonske akte, kojih se javne i privatne ustanove imaju obavezu držati prilikom vođenja postupaka zaštite djece, mora se pomenuti da Ujedinjene nacije prate provođenje međunarodnih akata kojih je Bosna i Hercegovina potpisnica. Tako je Bosna i Hercegovina u obavezi izvještavanja, kao i planiranja i provođenja aktivnosti na polju obezbjeđenja poštovanja prava i interesa djece. Tako je Vijeće ministara 2015. godine usvojilo Akcioni plan za djecu Bosne i Hercegovine za period 2015-2018. godina, kojim je, između ostalog, naložena mjera sačinjavanja svojevrsnog uputstva za obezbjeđenje poštovanja principa „najbolji interes djeteta“. Ministarstvo za ljudska prava i izbjeglice Bosne i Hercegovine je 2018. godine izdalo „Smjernice za procjenu i utvrđivanje najboljeg interesa djeteta: vodič za profesionalce“, namijenjene profesionalcima, organima i tijelima koja se bave djecom u smislu donošenja politika, odnosno u zakonodavnoj vlasti, te sudovi, stručni radnici organa starateljstva, zdravstvene i vaspitno-obrazovne ustanove.

Može se dodati da se u Bosni i Hercegovini rijetko, na istraživački i naučni način, bavi konkretno i decidno pitanjem zaštite najboljeg interesa djeteta. Ministarstvo za ljudska prava i izbjeglice Bosne i Hercegovine je 2018 godine organizovalo regionalnu Konferenciju pod nazivom „Inkluzivno obrazovanje i aktivne politike za najbolji interes djeteta“, a Pravni fakultet Univerziteta „Džemal Bijedić" u Mostaru, je 2013. godine, u saradnji sa Centrom za društvena istraživanja Odjela za pravna istraživanja Internacionalnog Burch univerziteta u Sarajevu i Njemačkom fondacijom za međunarodnu pravnu saradnju (IRZ), organizovao i održao međunarodni naučni skup „Najbolji interes djeteta u zakonodavstvu i praksi". Istraživanja i aktivnosti iz oblasti analiza i razvoja zaštite djece se provode, kao što su npr. aktivnosti Ombudsmana za djecu koji se principom „najbolji interes djeteta“ bave široko i sa opštim ili specifičnim ciljevima obezbjeđanje uslova za život djeteta, uslova za obezbjeđenje poštovanja prava djece i mogućnosti učestvovanja djece u donošenju svih odluka koje se tiču djeteta.

Može se, bez upita, reći da se primjena principa „najbolji interes djeteta“ može posmatrati u odnosu na poštovanje prava djeteta na život u porodici, na neposredne kontakte sa roditeljima i prava na mišljenje djeteta i ostala lična prava (Habul, 2018). Iz ovog se može vidjeti i zaključiti da je „najbolji interes djeteta“ život u porodici, i to u primarnoj, biološkoj porodici kojoj, u slučaju neadekvatne brige o djetetu od strane roditelja, najprije se preduzimaju mjere pomoći porodici, a u ukoliko isto ne daje povoljne rezultate porodica se „nadomještava“ drugom porodici, starateljima (srodnicima), odnosno smještaja u hraniteljsku porodicu, a ukoliko to nije moguće, zbog nepostojanja hranitelja ili hitnosti preduzimanja mjera, kao krajnja mjera vrši se institucionalni smještaj djeteta. Primjena principa „najbolji interes djeteta“ upravo se vidi kroz ove postupke, kroz odlučivanje o povjeravanju djeteta na vaspitanje i čuvanje. Centar za socijalni rad donosi odluku o potrebama djeteta donosi mišljenje i timsku odluku o načinu zbrinjavanja djeteta ugroženog različitim prilikama na osnovu prvenstveno procjene najboljeg interesa djeteta. Svaki slučaj je individualan, drugačiji i zahtjeva individualan pristup. Vodeći se zakonskim normativima i odredbama, kao i teorijama i metodama struka, svaki član tima vrši dijagnostičke radnje, te vrši procjenu i sačinjava mišljenje. Bitno je reći da su neki od kriterijuma: obezbjeđenje zadovoljavanja osnovnih životnih potreba, bezbjednost djeteta, emocionalne potrebe djeteta, te lična svojstva djeteta i mišljenje, ukoliko je dijete u mogućnosti da ga da.

CILJ ISTRAŽIVANJA

Cilj ovog kvalitativnog istraživanja jeste utvrditi i analizirati obilježja primjene principa „najbolji interes djeteta“ u kontekstu postupka smještaja djece u ustanovu socijalne zaštite, odnosno donošenja te odluke. Istraživanje je vođeno oko procedura koje centar za socijalni rad provodi prije i tokom donošenja odluke o smještaju djece u ustanovu socijalne zaštite, kao i deskriptivne analize slučajeva smještaja djece u ustanovu socijalne zaštite.

METODOLOŠKI OKVIR ISTRAŽIVANJA

Prikupljanje podataka i identifikovanje u ovom kvalitativnom istraživanju vršeno je upotrebom servej metode analize dokumentacije i analitičko-deduktivnom metodom. Izvršena je analiza slučaja i relevantnih dokumenata iz sadržaja dostupnih dosijea u Centru za socijalni rad Derventa, Opština Derventa, Republika Srpska (razvijena opština na sjeveroistoku Republike Srpske, sa 27 000 stanovnika). Nezavisnim samostalnim istraživanjem koje je izvršio jedna istraživač (autor), urađena je dvomjesečna analiza (decembar 2010 - januar 2011. godine) podataka iz javnih godišnjih izvještaja o radu date ustanove, te uz poštovanje etičke obaveze čuvanja profesionalne tajne, odnosno identiteta korisnika i specifičnosti slučajeva, u izabranoj ustanovi, uz usmeno dopuštenje iste, i analiza dokumentacije, sve vezano za slučajeve smještaja djece u ustanovu socijalne zaštite. Analizirana je dokumentacija 26 djece iz 14 porodica korisnika prava na smještaj u ustanovu socijalne zaštite, a koja su to pravo koristila u razdoblju o deset godina, tačnije od 2010. do 2020. godine. Analiza izabranog predmeta istraživanjea je obuhvatila pregled sadržaja date dokumentacije, kreiranje ček listi izdvojenih desktriptivnih podataka, te analizu metodologije ustanove. Analiza dokumentacije je obuhvatila dokumente u dosiju kao što su izvještaji i procjene stručnih radnika (socijalna anamneza, izvještaj socijalnog pedagoga, nalaz pedagoga, mišljenje stručnog tima), dokumente iz škole, zdravstvenih ustanova te individualne planove rada sa listovima praćenja sa podacima o intervencijama, tretmanu i mjerama koje je Centar za socijalni rad preduzeo. Od deskriptivnih podataka posmatrani su: pol, uzrast izdvajanja iz porodice, razlozi izuzimanja djeteta i smještaja u ustanovu, karakteristike slučaja ili poodice, a potom su identifikovani postupci i intervencije centra za socijalni rad.

REZULTATI I DISKUSIJA

U posmatranom periodu, 2010-2020. godina, ukupno je 26 djece koja su izdvojena iz 14 porodica. Posmatrano u odnosu na pol to je trinaestoro (13) djece muškog pola i isto toliko ženskog pola. Posmatrane kategorije su prikazane tabelarno (tabela 1).

Tabela 1. Karakteristike porodice izmještene djece

Karakteristika				
Dijete živi sa:	Oba roditelja 12	Jednim roditeljem 12	Bez živih roditelja 1	Sa srodnikom (baka) 2
Stambeni status porodice	Vlastiti stan/kuća 5	Podstanari 5	Zajedničko višegeneracijsko domaćinstvo 3	
Izvor prihoda porodice	Zaposlenost 5		Rad na dnevnicu 21	
Obrazovni status roditelja	Srednja škola 9	Osnovna škola 39	Nekvalifikovan 4	
Uzrast u kojem je dijete izmješteno	Predškolski 12		Školski 14	

Prema uzrastu u kojem su djeca smještena u dom utvrđeno je da je dvanaestoro (12) djece bilo predškolskog uzrasta, pri čemu su četvoro (4) novorođenčad (starost: dvoje (2) jedan, jedno (1) dva i jedno (1) četiri mjeseca), a četrnaestoro (14) djece je bilo osnovnoškolskog uzrasta (6-15 godina). U analiziranim slučajevima za devetoro (9) djece nije utvrđeno očinstvo, a dvoje djece koje je živjelo sa bakom majka je napustila djecu, a otac privremeno u nemogućnosti da se brine, odsutan. U tri (3) slučaja, odnosno kod troje djece roditelji su razveli bračnu zajednicu. U pet (5) porodica otac je zaposlen, dok u ostalim porodicama nema zaposlenih članova domaćinstva već se izdržavaju od povremenih poslova na dnevnici, bavljenja poljoprivredom obrađujući zemlju za vlastito domaćinstvo.

Iz ovog se može vidjeti da je u većem riziku za izmještanje iz porodice dijete koje odrasta u jednoroditeljskoj porodici, a da su takođe rizici i niži obrazovni status roditelja, nezaposlenost, neriješen stambeni status.

Do saznanja o situaciji kada je dijete u riziku, tj. o ugroženosti djeteta u porodici Centar za socijalni rad dolazi na različite načine, kao što su prijave iz socijalne sredine, odnosno od komšija, od predstavnika mjesne zajednice, praćenjem ranije poznate porodice ili pak srodnici ili sami roditelji dolaze u Centar sa zahtjevom. U tabeli 2 prikazani su načini saznanja o ugroženosti djeteta porodičnom situacijom u analiziranim slučajevima.

Tabela 2. Način saznanja za dijete u riziku

Izvor saznanja	Broj djece
Predškolska ustanova	1
Škola	4
Nevladina organizacija	1
Mjesna zajednica	4
Komšije	6
Srodnik (brat, sestra, rođak)	2
Roditelji	1
Poznato Centru od ranije	5
Centar za socijalni rad iz druge opštine	2

Iz Tabele 2. je vidljivo da je centar za socijalni rad prepoznat u socijalnoj sredini kao ustanova koja pomaže djeci i kojoj se isto prijavljuje, a da su u riziku za smještaj u ustanovu djeca iz porodica u evidenciji centra za socijalni rad koju Centar već zbog nekih njihvoih potreba poznaje ili prati zbog stanja rizika.

Prilikom dobijanja saznanja o ugroženosti djeteta u porodici Centar za socijalni rad preduzima mjere i radnje sa ciljem socijalne dijagnostike, opservacije te socijalne, pravne, pedagoške i psihološke intervencije. Analizom spisa predmeta, u ovom preliminarnom istraživanju, utvrđeno je da u slučajevima saznanja o ugroženosti života djeteta uslijed nepovoljnih okolnosti u porodici Centar za socijalni rad pristupa jednako u svim slučajevima uz poštovanje različitosti djece i prilagođavanje individualnim potrebama djece i porodice kao i osobenostima konkretnog slučaja. To se zaključuje iz toga što je obavljana procjena najboljeg interesa djeteta i potreba djeteta identifikovanjem i procjenom životnih okolnosti djeteta, njegove lične, porodične i socijalne situacije, te je tako vršena procjena rizika kojima je dijete izloženo i planirane su mjere zaštite za dijete koje osiguravaju potrebnu ravnotežu između prava djeteta na život u porodici i obavezi države da zaštiti najbolji interes djeteta. Preduzimanjem mjera, radnji i postupaka usmjerenih ka jačanju potencijala porodice da obezbjedi osnovna sredstava za život, kao i unaprijeđivanja kapaciteta roditeljskih sposobnosti i vještina potrebnih za adekvatno vaspitanje i brigu o potrebama djeteta, stručni radnici Centra su psihosocijalnim pristupom i korištenjem metodskog pristupa socijalnog rada sa pojedincem i porodicom vršili procjene narušenosti i ugroženosti djeteta što je rezultiralo mišljenjem stručnog tima o obliku zbrinjavanja djeteta a koji bi bio u najboljem interesu djeteta. U analiziranim slučajevima je prvi korak bio uvid u evidenciju centra i izlazak na teren. Izlaskom na teren prikupljene su informacije iz neposrednog kontakta kao i kolateralni podaci (informacije) iz drugih izvora iz socijalne sredine vezano za interpersonalne porodične odnose i relacije, a koje je u svoj izvještaj stavio socijalni radnik. Vršeno je i psihološko ispitivanje i procjena ličnosti djeteta i članova porodice/roditelja. Stručni radnik, voditelj predmeta, prikupljao je i pismene izvještaje drugih bitnih ustanova poput škole, policije i zdravstvene ustanove. Na timskom sastanku kojem je prisustvovao i pravnik Centra za socijalni rad Derventa je utvrđivao realnu situaciju i specifične okolnosti vezane za dijete. U svakom pojedinačnom slučaju sačinjen je individualni plan rada sa listom praćenja kao i mišljenje stručnog tima u kojem je naveden, u kratkim crtama, razlog stavljanja djeteta pod zaštitu Centra za socijalni rad, vrsta izabrane mjere, način na koji će se mjera sprovesti kao i navođenje ustanove u kojoj će se mjera provoditi.

Centar za socijalni rad je, u analiziranim slučajevima, provodio mjeru iz Porodičnog zakona „stalni nadzor nad vršenjem roditeljskog prava“ kod trinaestoro (13) djece, odnosno kod devet (9) porodica, a u slučaju jedanaestoro (11) djece ili četiri (4) porodice centar je donio odluku o potrebi hitnog izuzimanja djeteta iz porodice. Centar za socijalni rad ima ulogu pomažućeg organa, ali i savjetovnu kao i nadzornu, tako da se, u predmetima u kojima je utvrđen visok stepen rizika od prisustva zanemarivanja djeteta u smislu neredovnog pohađanja nastave, neredovnih zdravstvenih tretmana (vakcinacije, liječenje), Centar za socijalni rad angažavao tako što je određivan stalni nadzor odnosno donošeno Rješenje o stalnom nadzoru nad vršenjem roditeljskog prava prilikom kojeg je tehnikama i metodama socijalnog rada psiholog i/ili socijalni radnik/socijalni pedagog pratio dijete i porodicu, relacije, funkcionalnost porodice, a sa roditeljima je obavljan i informativno-savjetodavni rad. Porodicama je s druge strane obezbjeđena i socijalna podrška u vidu povremenog materijalnog davanja što je evidentirano u nekim slučajevima. Psiholog, referent u predmetima nadzora nad vršenjem roditeljskog prava, obilazio je porodice na terenu te obavljao savjetodavni rad, pratio odnose i relacije u porodici i ponašanje djeteta, te odnose prema djetetu. Dodaje se da je mjera stalnog nadzora trajala različito, odnosno da se kretala u kontinuumu od tri mjeseca do godinu dana. U situacijama kada je centar ustanovio da stalni nadzor nad vršenjem roditeljskog prava nije dao, odnosno neće dati povoljne promjene u odnosu na brigu o djetetu, centar je razmatrao porodične resurse, odnosno mogućnost srodničkog preuzimanja brige o djetetu, a u analiziranim slučajevima nije prisutna srodnička podrška.

Analizom gornjeg, tj. preduzetih mjera vidi se da centar različitim pravnim i psihosocijalnim mjerama nastoji osigurati odgovarajuću roditeljsku brigu i staranje a što je u najboljem interesu djeteta.

Prema podacima utvrđenim analizom dokumentacije centra za socijalni rad kod sve djece je na neki način razvoj ometen porodičnim prilikama, a ti razlozi izmještanja djeteta iz porodice su prikazani u tabeli 3.

Tabela 3. Razlozi izmještanja djeteta iz porodice

Razlog	**Broj djece**
Nasilje u porodici	2
Bez roditeljskog staranja	1
Vaspitna zapuštenost i zanemarenost	11
Majka/otac nisu u mogućnosti da se brinu	5
Roditelji napustili dijete	5
Roditelji preminuli	2

Iz prikazanog u tabeli 3 je vidljivo da je rizik za izmještanje djeteta iz porodice porijekla neadekvatna briga o vaspitanju djece u smislu da roditelji zanemare ili zapuste brigu o djeci. Kao način vaspitne zapuštenosti djece od strane roditelja u spisima se navode poremećaji u problemi koje djeca ispoljavaju u školi u vidu neopravdanog izostajanja sa nastave, slabijeg uspjeha u školi, problema u ponašanju, te se nailazi i na podatke koji govore o nevođenju brgu o zdravstvenom stanju djece u vidu nepostojanja zdravstvenog osiguranja, neredovne vakcinacije, nevođenju na ljekarske preglede i kontrole (npr. prilikom smještaja kod djece se na ljekarskom pregledu konstatuju kožne ili zarazne bolesti - šuga, vašljivost), te je takođe uočeno da u nekim slučajevima roditelji nisu izvršili upis djece u zvanične evidencije kod nadležnih organa (prijava prebivališta, upis u matične knjige rođenih). Dodaje se da je u slučaju pet (5) porodica kod roditelja prisutna nedovoljna mentalna razvijenost (laka mentalna retardacija) koja je posmatrana kao rizična okolnost od uticaja na način roditeljske brige o vaspitanju i potrebama djeteta.

Dakle, može se uočiti prisutan diverzitet faktora koji karakterišu kontekst u kojem djeca žive i to počevši od socio-ekonomskih uslova života do relacije roditelj-dijete. Ono čemu centri za socijalni rad, u postupcima izuzimanja djece iz porodice, obraćaju pažnju jeste porodica, odnosno roditelji i njihova briga o djetetu i o vaspitanju. Praćenje i procjena porodice je značajna i ide od funkcionalne do nefunkcionalne ili nezdrave a isto zavisi od niza faktora poput reprodukcijske, socijalizacijske i edukativne funkcije porodice, socijalnih uloga, socio-ekonomskog stanja i emocionalnih odnosa, tako da se zaključuje da je porodica najznačajniji izvor uslova i socijalizacije za život djece (Brajša-Žganec, Kuterovac-Jagodić i Škrbić-Aničić, 2005.). Istraživanja utvrđivanja diverziteta faktora brige o djeci koji potiču iz stila roditeljstva tako da nepovoljno ili povoljno utiču na dijete su prisutna u pedagoškoj praksi i nauci (Marić, 2020; Čudina-Obradović i Obradović, 2003; Milivojević i sar., 2007). Tako su se u izdvojile dvije dimenzije: roditeljski stilovi vaspitanja i postupci roditelja. (Marić, 2020). Istraživanje pokazuje interakcije roditelj-dijete, pa tako autorka zaključuje da vaspitni stilovi se odražavaju na kvalitet odnosa dijete roditelj tako što na interakcije utiču pol i stručna sprema roditelja, a utiču i na djecu/učenike u smislu ciljeva, vrijednosti, motivacije. Istraživanje je ukazalo na to da je kod roditelja sa nižim obrazovnim nivoom zastupljeniji nepoželjni vaspitni stil, a isto je povezano i sa školskim rezultatima djece.

Prije odluke o smještaju u dom, organ starateljstva ustvari najprije razmišlja o deinstitucionalnom smještaju, odnosno o smještaju porodičnog tipa.

Važno je napomenuti da nije lako procjeniti i odrediti šta to jednom konkretnom djetetu nedostaje u njegovoj porodici i odlučiti kako je bolji izbor za to dijete da se izuzme iz porodice, a potom odlučiti da je najbolji izbor smještaj u dom. Niz je stvari, područja koja stručnjaci razmatraju tom prilikom procjenjujući i donoseći zaključke i mišljenja. Kako bi odluka stručnjaka bila pravilna, adekvatna, trebali bi se voditi sljedećim pitanjima „ Koju odluku treba donijeti?; Koje su opcije?; Koje su informacije potrebne da bi se olakšalo donošenje odluke?; Koje su moguće posljedice svake opcije?; Koliko je vjerojatna svaka posljedica?; Koji su „za i protiv“ svake posljedice (koja je njihova očekivana korisnost)?; Šta je konačna odluka?“ (Sladović-Franz, 2011). Uz to se mora obezbjediti podrška porodici i to kako u toku vršenja procjene stanja i potreba u porodici, u toku postupka obavljanja nadzora nad vršenjem roditeljskog prava tako i za vrijeme kada se dijete nalazi u ustanovi socijalne zaštite. U interesu djeteta je upravo i da se porodici pomogne da obezbjedi uslove za život, za povrat u porodicu. Dakle, pred stručnjacima koji rade u ustanovma socijalne zaštite nalazi se zadatak postizanja ravnoteže između interesa djeteta da živi u porodici i procjene stepena rizika ostankom u porodici. Najbolji interes djeteta gledan kroz pravo na život u porodici nekada nije interes kojim se slijepo vode stručnjaci jer se dešava da prevagne upravo u smjeru donošenja odluke o izdvajanju djeteta u porodici, a iz razloga životnog konteksta. Zbog toga se pred stručnjacima nalazi niz pitanja o kojima razmišljaju upravo vezano i za procjenu vremenskog trajanja tretmana/podrške koja se pruža porodici, procjenu najboljeg momenta za izuzimanje djeteta (hitno ili koliko čekati), te za izbor tipa smještaja koji je pogodan za određeno dijete, uparivanje djeteta i hranitelja i slične dileme (Ajduković, 2004).

Razlozi za izdvajanje djeteta iz porodice, odnosno smještaj u ustanovu su brojni, a većinom su vezano za porodični kontekst, za uslove života i odrastanja. Prema rezultatima istraživanja Vijeća Evrope glavni razlozi za smještaj djece van porodice su siromaštvo, nepovoljni socijalni uslovi, raspad porodice, problemi u roditeljskim vještinama, zlostavljanje i zanemarivanje djece, ovisnosti u porodici, psihološki i psihijatrijski problemi u porodici (Ajduković, 2004). Razlozi izuzimanja djece iz porodice, odnosno smještaja su najčešće zanemarivanje, relacije, socio-ekonomski uslovi. Tako npr. u susjednoj Republici Hrvatskoj je zanemarivanje prisutno u 54% slučajeva, a drugi razlozi su poremećeni porodični odnosi, siromaštvo, napuštanje, smrt roditelja (Ivković i Žižak, 2008; Ajduković, Sladović Franz i Kregar, 2005), odnosno, Republički izvještaj kazuje da, od 6463 slučaja, tjelesno ili mentalno nasilje je prijavljeno 2554 puta, polna zloupotreba 212, zanemarivanje ili nehajno postupanje 3433 i zlostavljanje ili izrabljivanje djeteta u 264 prijavljena slučaja (Ministarstvo rada, mirovinskog sustava, obitelji i socijalne politike Republike Hrvatske, 2020).

Po procjeni stručnih radnika i tima da je trenutno potrebno dijete izuzeti iz biološke porodice razmatra se mogućnost postojanja bliskih srodnika radi eventualnog prihvata kao staratelji/hranitelji, te se isti u tom slučaju prate i pomaže im se u prilagođavanju i daljem usklađivanju, prate se relacije i odnosi te pomaže im se savjetodavno ili slično. U ovom preliminarnom istraživanju, odnosno u analiziranim slučajevima uglavnom nije utvrđeno prisustvo srodničke podrške, tj. srodnika koji bi mogli pružiti pomoć u smislu preuzimanja brige o djeci nakon izuzimanja iz porodice.

U analiziranim slučajevima, u ovom provedenom preliminarnom istraživanju, kod dvoje (2) djece centar za socijalni rad je djecu, nakon izuzimanja, smjestio u hraniteljske porodice, ali je nakon nekog perioda došlo do premještaja djeteta u ustanovu za djecu bez roditeljskog staranja i to iz razloga odustajanja hranitelja. Za petoro (5) djece je nakon smještaja u dom izvršen premještaj u hraniteljsku porodicu. Razlozi izuzimanja djeteta i donošenja odluke o potrebi smještaja djeteta u ustanovu su bili ustanovljeno izuzetno nepovoljno stanje u porodici gdje je dijete zbog neadekvatne roditeljske brige i disfukcionalnosti u odnosima ugroženo. U slučajevima kada je organ starateljstva provodio stalni nadzor nad vršenjem roditeljskog prava utvrđeno je da mjera nije dala efekte, da roditelji nisu dovoljno sarađivali, da nisu prihvatali savjete i slično te je utvrđeno da se dijete mora izuzeti, a uslijed nepostojanja srodničke podrške i trenutnog nepostojanja adekvatne hraniteljske porodice radi vaninstitucionalnog zbrinjavanja. Stručni radnici su obavljali razgovore sa djecom radi utvrđivanja činjeničnog stanja i procjene kao i mišljenja o kontaktima s bliskim srodnicima. Dodajem da je u dvije porodice prisutan psihijatrijski zdravstveni problem kod majke, a kod četiri (4) porodice roditelji su lica sa nedovoljnom mentalnom razvijenošću (laka mentalna insuficijencija). Dodajemo i da Centar prije donošenja odluke o zbrinjavanju djeteta u ustanovu socijalne zaštite, odnosno izuzimanja, o istom upoznavao roditelje kao i dijete a kako bi isti dali svoje mišljenje i tako aktivno učestvovali u postupku što je i zakonski zahtjev.

Ovdje se mora dodati značaj i prednost van institucionalnog zbrinjavanja u odnosu na institucionalno. Deinstitucionalizacija je proces koji se odvija aktivno i aktuelan je i u Republici Srpskoj, a vrši se iz razloga repliciranja porodičnog života, porodičnih uslova, unaprijeđenja brige djeci, posvećivanja veće pažnje djeci i unaprijeđenja uslova života, rasta, razvoja, ljubavi i pažnje koja se djeci pridaje. Hraniteljski smještaj se zbog toga stavlja kao poželjan nasuprot institucionalnom smještaju, što je i premisa predviđena zakonima (ZSR, PZ). Djeci je, naime, potrebno sigurno prirodno okruženje gdje mu se mogu zamjeniti ili obezbjediti porodična toplina, stabilnost, podrška, socijalna integracija i zadovoljavanje osnovnih životnih potreba, a domovi za djecu bez roditeljskog staranja nemaju te mogućnosti u onoj mjeri u kojoj se djeci može obezbjediti kroz hraniteljski porodični smještaj. Procjenama potencijala doma za djecu bez roditeljskog staranja utvrđuje se da domovi za djecu imaju pozitivnu psihosocijalnu klimu (međuljudski odnosi, prostor, aktivnosti) ali da imaju potrebe za poboljšanjem uslova rada čime bi se pružila kvalitetnija stručna pomoć djeci (Vejmelka i Sabolić, 2015).

Ovo preliminarno istraživanje je pokazalo da Centar za socijalni rad Derventa u posmatranom periodu nije imao edukovane hraniteljske porodice niti je sprovodio edukacije hranitelja, već se, u navedena tri slučaja, koristio porodicama koje su se tek prijavile za edukaciju, a inače je obraćao se često drugim centrima za socijalni rad tražeći pomoć u pronalaženju adekvatne hraniteljske porodice. Centar za socijalni rad je obraćao se u više navrata i drugim centrima za socijalni rad u okolnim opštinama sa zahtjevom za pomoć u pronalasku hraniteljske porodice, ali su dobili negativne odgovore, tj, odgovore da nemaju u evidenciji hraniteljske porodice koje bi mogle u traženom momentu primiti određeno dijete na smještaj. Ovdje se može vidjeti nedostatak na strani sistema socijalne zaštite, nedovoljno razvijeno hraniteljstvo u praksi i dezintegracija socijalnih usluga u lokalnim zajednicama. Posredno, nerazvijenost instituta hraniteljstva je nepovoljan kontekst za uvažavanje prava djeteta da odrasta u porodici. To utiče na socijalne usluge i podršku koju organ starateljstva pruža djetetu, odnosno porodici (Ajduković, 2004).

U par analiziranih slučajeva izuzimanja djeteta iz porodice Centar je vršio prijave protiv roditelja, a kada je kao razlog ustanovljena ugroženost djeteta porodičnim prilikama, odnosno neadekvatnim postupcima roditelja u smislu zanamerivanja brige o zdravlju (nevođenje na zakonski obaveznu vakcinaciju, na redovne pregled kod ljekara, na kontrole kod ljekara, neizvršenje zakonske obaveze prijave prebivališta djeteta, nepostojanje evidencije o rođenju u matičnim knjigama, ostavljanje i napuštanje djeteta) Centar je podnosio krivične prijave kod nadležnog organa unutrašnjih poslova a vezano za postupanje po Zakonu o nasilju u porodici (Zakon o nasilju u porodici [ZNP], 2012, 2013, 2015, 2019).

Dodaje se još da prilikom boravka djeteta u ustanovi socijalne zaštite, odnosno dok traje smještaj, Centar je vršio provjere smještaja, procjenjivao smještaj, pratio i omogućavao ostvarivanje kontakata sa roditeljima i trećim licima sa kojima je dijete blisko. To je vidljivo iz toga što su djeca smještena u domu uglavnom imala redovne kontakte i saradnju sa roditeljima, a kontakte sa roditeljima je Centar je održavao radi razvoja roditeljskih kapaciteta i postizanja uslova za povrat djeteta u porodicu. S druge strane Centar je sarađivao i sa domom prateći kontakte djeteta i srodnika, a po potrebi postavljao staratelje djetetu tako da se izvrši izrada ličnih dokumenata (pasoš, lična karta), učestvuje u postupcima socijalizacije djeteta, posjećivao ustanovu i održavao kontakt sa djetetom, a dom redovno godišnje, a po potrebi i češće, dostavljao je Centru Izvještaj o stanju i ponašanju djeteta sa podacima o obrazovanju, ponašanju, zdravlju i potrebama i željama djeteta, kao i kontaktima sa srodnicima.

Prilikom analize uočeno je da, u je radu sa porodicama, prilikom obavljanja stalnog nadzora nad vršenjem roditeljskog prava, stručni radnik uglavom pratio higijenske uslove i upozoravao na potrebe uređivanja prostora za život, pravili dogovore sa roditeljima o traženju zaposlenja te o brizi o djecu u smislu obavezne vakcinacije, pohađanja škole.

Dodaje se da su centri, kao i posmatrani, često opterećeni velikim obimom posla, kao i širokim spektrom različitih poslova te se tako ne pridaje dovoljna pažnja specijalizovanoj edukaciji i posvećenosti stručnog radnika referenta smještaja. Tako je u ovom slučaju referent smještaja istovremeno radio na još niz drugih poslova (smještaj punoljetnih lica, dnevno zbrinjavanje, proširena prava iz socijalne zaštite, postupci porodično-pravne zaštite: razvodi, povjere, kontaktiranje roditelja i djece, nasilje u porodici, dr.). Dodaje se i da su u toku posmatranog perioda stručni radnici Centra za socijalni rad Derventa prošli obuke za edukacije hranitelja, odnosno za obavljanje poslova hraniteljskog smeštaja djece u organizaciji Ministarstva zdravlja i socijalne zaštite Republike Srpske i to jedan (1) radnik 2014. godine i dva (2) radnika 2018. godine, što je pozitivan pokazatelj sposobnosti i znanja radnika.

Mora se dodati i da u analiziranim sučajevima vidljivo da je centar često, u toku trajanja nadzora nad vršenjem roditeljskog prava, porodicama pomagao u vidu materijalnih davanja odnosno odobravanjem jednokratne novčane pomoći ili naturalnih davanja kroz pakete hrane ili higijenske pakete, a dvjema (2) porodicama i kroz obezbjeđenje stambenog objekta kako bi se roditeljima pomoglo da obezbjede uslove za ostanak i život djece u porodici, odnosno za povratak izuzetog djeteta u porodicu. Jednoj porodici je priznavano i pravo na novčanu pomoć stalnog karaktera. Mora se dodati da ta pomoć, uz savjetodavnu, imala svhu pomoći roditeljima da uz podršku centra se angažuju i krenu da preduzimaju aktivnosti radi obezbjeđenja osnovnih uslova za život i rast i razvoj djece.

Na osnovu gore predočenih činjenica i utvrđenog činjeničnog stanja, te navedenih procedura, metoda, tehnika socijalnog rada, mjera psihosocijalne podrške i ostalog navedenom, može se zaključiti da organ starateljstva, prilikom saznanja o povredi djetetovih prava ili ugrožavanja života i potreba od strane roditelja, kao ustanova koja obavlja poslove socijalne, dječije i porodično-pravne zaštite, postupa vodeći se pozitivnim zakonima i drugim propisima vezanim za zaštitu djece. Tako je, u posmatranom slučaju, Centar za socijalni rad Derventa se, u svom radu, vodio principom obezbjeđenja prava djetetea i postupanja u cilju ostvarivanja najboljeg interesa djeteta, poštovanja ličnosti djeteta i njegovih potreba i želja, te vršio dubinsku eksploraciju i istraživanje svih životnih okolnosti, obavljao opsežnu psihosocijalnu dijagnostiku, timski odlučivao o izboru mjere kojom će se dijete zaštiti, pa sve do krajnje mjere zbrinjavanja djeteta u ustanovu socijalne zaštite – dom, a uz postojeće kapacitete i resurse i u skladu sa resursima i karakteristikama uslova konkretne porodice, te resursa koje ima lokalna zajednica. Centar je tako najprije provodio psiho-socijalni tretman porodice, uvažavanjem mišljenja klijenata izrađivao plan rad, prevenirajući izmještanje djeteta, čime je nastojao ispoštivati pravo i interes djeteta da živi u porodici. Omudsman za djecu Republike Srpske je 2011. godine, proveo analizu u Ju Domu za djecu bez roditeljskog staranja „Rada Vranješević“ i centrima za socijalni rad u Republici Srpskoj (Omudsman za djecu Republike Srpske, 2011), te zaključio da je za unaprijeđenje zaštite djece neophodno uraditi nadzor i utvrditi razloge i pravni osnov za smještaj u dom djece koja imaju roditelje a kojima roditeljsko pravo nije ni ograničeno niti oduzeto i posebno u dijelu da li su i koje mjere porodično pravne zaštite prethodile smještaju djeteta u dom, te uspostaviti odgovarajuće evidencije u centrima za socijalni rad vezano za djecu bez roditeljskog staranja i djecu u riziku/ čiji je razvoj ometen porodičnim prilikama i neadekvatnim roditeljskim staranjem, kao i evidencije i obaveze doma. Ombudsman za djecu Republike Srpske je izvršio još niz analiza sa preporukama (Omudsman za djecu Republike Srpske, 2020) ukazujući na neophodnost sistemskog djelovanja u smislu da se preduzmu aktivnosti kako bi svako dijete zbrinuto u domu imalo individualni plan uz učešće djeteta i roditelja u izradi plana, te je dato nadležnim republičkim organima upravljanja za potrebu da preduzmu mjere za provođenje aktivnosti definisanih zakonskim aktima i strategijama, što zahtjeva i izmjene Porodičnog zakona.

ZAKLJUČAK

Implementacija principa „najbolji interes djeteta“, predviđena međunarodnim aktima, obezbjeđuje se i u Republici Srpskoj kroz niz zakonskih akata te aktivnosti subjekata zaštite kakvi centri za socijalni rad koji ovaj princip direktno provode i primjenju u svom stručnom radu. Nije lako procjeniti šta djetetu nedostaje u njegovoj porodici i odlučiti o vrsti pomoći i zbrinjavanja, izmještanja, o smještaju u dom za djecu bez roditeljskog staranja. Donošenju odluke o institucionalnom domskom smještaju prethodi niz opsežnih stručnih postupaka i intervencija organa starateljstva koji tom prilikom procjuje potrebe djeteta, uključuje dijete u postupak radi izjašnjavanja, te nastoji najprije ojačati porodicu kao primarni interes djeteta. Provedeno preliminarno istraživanje je pokazalo da se dijete izdvaja iz porodice i smješta u dom uglavnom iz razloga postojanja ugroženosti porodičnom situacijom, odnosno zbog naedekvatnih postupanja roditelja, zanemarivanja i zapuštanja brige, a da postoje i nedostaci na strani organa poput nepostojanja edukovanih hraniteljskih porodica, opterećenost postojećeg stručnog kadra. Unaprijeđenje uslova na strani organa starateljstva u smislu kadrovskog jačanja u vidu specijalizovanijeg obavljanja poslova i uređenja obima poslova, bolje edukacije stručnih radnika za pružanje podrške porodici, te razvijanje hraniteljstva kao alternativnog oblika zbrinjavanja, su neki od načina za obezbjeđenje bolje podrške i pomoći djetetu ugroženom porodičnom situacijom. Neophodna je i sistemska državna socijalno-politička organizacija socijalne i dječije zaštite jer, provođenjem zakonskih dokumenata te strategija i akcionih planova Republika Srpska, se obezbjeđuje poštovanje principa „najbolji interes djeteta", a bitno je da se isto ima u vidu i pri izradi lokalnih politika i organizacije rada organa starateljstva. Na taj način će se podići nivo zaštite djeteta i obezbjediti poštovanje ovog principa, ugodan život djeteta u porodici, bez diskriminacije, sloboda uzražavanja mišljenja i bezbrižno djetinjstvo.

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THE BEST INTEREST OF A CHILD IN THE PROCEDURE OF PLACEMENT OF CHILDREN IN A HOME FOR CHILDREN WITHOUT PARENTAL CARE

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ABSTRACT

The work deals with the issue of protecting the interests of the child in the process of institutional care through the implementation of the principle of "best interests of the child" in the social welfare centers. The intention of the paper was to, through a qualitative analysis, analyze the cases of placement of children in a social care institution as well as the measures and procedures that are implemented in social protection in these cases. The research was conducted by collecting and analyzing files at the Derventa Center for Social Work. The paper presents a descriptive analysis of the characteristics of cases of separation of 26 children from 14 families in a period of ten years (2010-2020), and the intervention of guardianship institution.
The results pointed to conclusion that the children were separated from the reason of the existence of a threat by family situation, and that the adoption of this decision was preceded by a series of extensive professional procedures and interventions. Finally, the importance of the assessment of guardianship center professionals by the principle of "best interests of the child" was emphasized, as emphaised the need to improve the child protection system without adequate parental care in forms of personnel changes, systemic cooperation, development of deinstitutionalized child care and improving the system of family suport.

Keywords: "the best interests of the child"; institutional care of children; interventions of centre for social care.

SPECIAL FORMS OF CONTROL OF STATE ADMINISTRATION IN BOSNIA AND HERZEGOVINA

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ABSTRACT

The thematic conception of the work consists of legal issues of special forms of control of state administrative in Bosnia and Herzegovina (at the state level, the level of federal units and districts). The paper analyzes the structure of bodies that perform this type of control, starting with the ombudsman institutions (Ombudsman for Human Rights of Bosnia and Herzegovina, Ombudsman for Children of Republic of Srpska), and with special reference to the institutions of auditors (of which there are four in Bosnia and Herzegovina). The author will present the organization of these institutions, the election of their members (ombudsmen and auditors), the way they act, and the possibilities they have, as well as the legal mechanisms they can use to protect both citizens and the public interest.

Keywords: ombudsman, auditor, audit, state administration, public interest.

INTRODUCTION

In any modern democratic society, a democratic state that strives to achieve the principles of the rule of law, it puts all the executors of state power under the norms of positive law, because in the modern state man is not ruled by man, but by law. In order to achieve the above, it is necessary to supervise the work of those who exercise power on behalf of the people. In this regard, special attention should be paid to the control of administrative activities performed by administrative bodies (which is the final stage in the process of performing administrative administration), which is one of the principles of administrative functioning. Considering the number of tasks performed by administrative bodies, great attention is paid to the control of their work in all those countries that adorn themselves with the title of a state governed by the rule of law. Due to its great importance for strengthening legality, as well as specifics in the organization and functioning in relation to other organizations, there is a need for special legal regulation of the form and content of control of administrative bodies as the most important part of public administration in all countries (Singhal, 1970).

In our law, as in most rights, no distinction is made between control and supervision, and in our legal theory we know how to label these terms as synonyms, although some authors state that they are two terms that differ in content. Depending on whether or not the control of the administration is regulated legally, we distinguish between legal and illegal control of the administration, where the framework in the first case consists of legal, and in the second political instruments and mechanisms.

As general types of control and oversight of the administration, we see administrative and judicial (legal control) and government control and control by parliament (political control), but in addition to the above, we have certain special types of control of the administration that appear as special forms of external control (control through the ombudsman). The author of the paper will deal with these special forms of control with the intention of presenting them in the positive law of Bosnia and Herzegovina.

SPECIAL FORMS OF STATE ADMINISTRATION CONTROL

Control of state administration through the institution of ombudsman

Institution of the Ombudsman of Bosnia and Herzegovina

The Human Rights Ombudsman of Bosnia and Herzegovina is an independent body established to promote good governance and the rule of law, protection of the rights and freedoms of natural and legal persons guaranteed by the Constitution of Bosnia and Herzegovina and international agreements directly applicable in B&H in accordance with Annex I of the Constitution of B&H (Art. II.2 of the Constitution of the Bosnia and Herzegovina – Annex IV of the General Framework Agreement for Peace in Bosnia and Herzegovina),[5] and to monitor the activities of B&H institutions, entities and the Brčko District in accordance with the law (Zakon o Ombudsmanu za ljudska prava Bosne i Hercegovine [ZOLJP], 2002).

The institution of the Human Rights Ombudsman of B&H was established by Annex VI of the General Framework Agreement for Peace in B&H in 1995, and began operating in 1996. The mandate of the first human rights ombudsman, appointed by the chairman of the Organization for Security and Cooperation in Europe, lasted five years, and the person appointed could not be a B&H citizen (Kazazić, 2005).

In 2006, a single state-level ombudsman institution was established, abolishing the entity ombudsmen (Dmičić & Pilipović, 2020). The ombudsman institution consists of three persons (ZOLJP, 2002). The institution of ombudsman has its chairman, who rotates every two years, and whose task is to coordinate the work of the institution (ZOLJP, 2002). It should be noted here that each ombudsman individually retains independence and autonomy and his scope (Radojević, 2018; Morait, 2018). The order of presidency is determined in alphabetical order (Dmičić & Pilipović, 2020).

B&H citizens with a law degree and a law degree only, a bar exam and at least 10 years of experience in the legal profession may be appointed as ombudsmen. Persons who should be appointed ombudsmen must enjoy a great moral reputation, and stand out significantly in the field of protection of human rights and freedoms of citizens (ZOLJP, 2002). During the election of the ombudsman, the Parliamentary Assembly of Bosnia and Herzegovina forms a special, ad hoc commission that publishes a public call and, after the competition procedure, determines the list of candidates who meet the conditions prescribed by law (ZOLJP, 2002). The list of candidates is submitted to the Parliamentary Assembly, which then simultaneously appoints three ombudsmen to the ombudsman institution for a term of six years (with the possibility of re-election). Ombudsmen are appointed and dismissed by the House of Representatives and the House of Peoples of the

[5]In addition, the Constitution establishes the principle of direct application.

Parliamentary Assembly in accordance with their rules of procedure (ZOLJP, 2002).

Regarding the competence of the ombudsman, we see that he considers cases related to poor functioning or violations of human rights and freedoms by any institution in Bosnia and Herzegovina. The ombudsman acts upon receipt of a complaint or *ex officio*.[6] He may undertake general investigations, recommend appropriate or general measures. The ombudsman has the power to investigate all complaints of human rights violations committed by the armed authorities, followed by violations caused by the poor functioning of the judicial system or the improper processing of certain cases. We must emphasize that the ombudsman does not interfere in court proceedings, but can initiate court proceedings or intervene during the proceedings. He may make recommendations to the authorities (authorities) participating as a party to the proceedings or be consulted by a party to the proceedings. A special circle of competences of the ombudsman is reflected in the control of the work of administrative bodies. With his work, the ombudsman connects positive and natural law more than any other institution in the country (the authors believe that this is one of the ways of good administration) (Vlaški, 2013).

As ombudsmen are independent and autonomous in their work, and cannot receive orders, recommendations or any instructions from other entities (especially from the authorities), they are obliged to abide by the Constitution and the law, and the highest principles of justice. and morality (ZOLJP, 2002). Their position is incompatible with any public function, any political engagement, membership in a political organization, work in a state body, trade union, religious organization, judicial bodies, etc. Ombudsmen enjoy immunity (ZOLJP, 2002). All state bodies are obliged to cooperate with the ombudsman institution. This cooperation is established by law, which states that: (1) the authorities are obliged to provide the ombudsman institution with appropriate assistance in the investigation and control, (2) at the time of the investigation the ombudsman has access to any authority to verify the requested information. personal interviews and consideration of the necessary files and documents and (3) the ombudsman must not be denied access to files or administrative documents or other documents relating to the activity or activity under investigation (ZOLJP, 2002). The ombudsman has the right to require state bodies to submit documents that are confidential in nature (Dedić, 2001). In such cases, the ombudsman will exercise the necessary discretion and will not make the same documents available to the public (Dmičić & Pilipović, 2020).

The ombudsman may make recommendations to the authorities with a view to adopting new measures. The authorities that receive such recommendations are obliged to give a written answer and inform the ombudsman about the result of the recommendations within the deadline set by him. If the bodies to which the recommendations are made do not take appropriate steps to comply with them within the time limit set by the ombudsman, or if they do not inform the ombudsman of the reasons for not taking them, the ombudsman may point out the failure of that body to the responsible minister. If, in the end, the recommendations are not implemented in a case in which it was possible to find a positive solution, the ombudsman will include this problem in his annual report or compile a special report on the problem (with special reference to citing bodies or officials who have taken a negative stance). Although the institution of the Ombudsman of B&H has a wide range of powers and competencies, the possibility to amend or revoke measures and orders of public authorities is excluded from its competence, but they can make proposals for changing the criteria used in their adoption (Dedić, 2001).

What sets the institution of ombudsman in B&H apart from the same

[6]The Human Rights Ombudsman of BiH does not consider cases related to facts, decisions or events that occurred before December 12, 1995.

institutions around the world is the "liberal" relationship that has the way of addressing the institutions, and initiating proceedings, in accordance with modern tendencies in comparative law (Radojević, 2018). Also specific are the powers under which he supervises the exercise of the right to legal aid (Radojević, 2018).

The Institution of the Ombudsman of B&H submits an annual report on the work to the Parliamentary Assembly of B&H (House of Representatives and House of Peoples of the Parliament of B&H), the Presidency of B&H, the Parliament of the Federation of B&H and the National Assembly of RS. In cases of public importance and where urgency is required, the ombudsman institution may draw up a special report. The annual report and the special report are published (ZOLJP, 2002).

Proceedings before the ombudsman can be initiated in two ways: (1) by a citizen's complaint and (2) *ex officio*.[7] Initiation of proceedings ex officio may follow on anonymous complaint of citizens, after the control of institutions by the ombudsman (meaning periodic control that does not exist in certain countries), then the proceedings may follow after the publication of certain texts in the press, concerning irregularities in work of public bodies and the like (Milkov, 1997). It should be noted that every citizen has the right to file a complaint to the ombudsman, regardless of the violation of a constitutional or legal right, but it is still the ombudsman who decides whether to take it into consideration and to what extent (Kunić, 2010).

In his work, the ombudsman must have access to relevant documents and no one can deny him or restrict his access to data of interest (we classify this as an obligation of institutions to cooperate with the ombudsman) (ZOLJP, 2002). The powers of the ombudsman vary from state to state, and relate to submitting criticisms, warnings, making recommendations, all with the aim of eliminating illegalities in the work of state institutions. The ombudsman has broader powers in certain countries and narrower powers in certain countries. Somewhere an entity performing this function may repeal or even annul an administrative act, in some countries it may submit or propose amendments to laws, dismiss certain persons, initiate criminal proceedings against civil servants, while somewhere it is limited to a purely "existing" institution.

[7]In some countries, citizens can also initiate proceedings when they are not authorized to do so (e.g. Sweden, Finland).

Ombudsman for Children of the Republic of Srpska

The institution of the Ombudsman for Children of the Republic of Srpska was established in 2008 with the adoption of the Ombudsman for Children Act by the entity parliament. It is an independent institution that protects, monitors and promotes the rights of the child (Zakon o Ombudsmanu za djecu [ZOD], 2008). In his work, the ombudsman for children is independent and autonomous in performing his duties determined by law, and no one has the right to influence his work and actions (Flekkoy, 1996). The Ombudsman for Children is authorized to give recommendations and opinions to the entity government and parliament in order to amend laws and other regulations if he considers that they violate the rights of the child, or if he deems it important for the realization and protection of children's rights (ZOD, 2008). Within the competence of the Ombudsman for Children, we note the following: (1) monitoring the compliance of laws and other regulations in the Republic of Srpska relating to the protection of children's rights with the provisions of the Constitution of the Republic of Srpska, the United Nations Convention on the Rights of the Child and other international instruments and interests of the child, (2) monitoring the implementation of the obligations of the Republic of Srpska arising from the United Nations Convention on the Rights of the Child and other international documents relating to the protection of the rights and interests of the child, (3) monitoring the implementation of all regulations relating to the protection of rights and interests (4) monitoring the violation of the rights and interests of the child, (5) advocates for the protection and promotion of the rights and interests of the child, (6) proposes measures to protect and promote the rights of the child, as well as to prevent harmful actions that endanger the rights and interests child, (7) informs the public about the state of the child's rights and (8) performs other tasks determined by law (ZOD, 2008).

The task of the Ombudsman for Children is to acquaint the youngest members of society with the manner of exercising and protecting their rights and interests, and to advise them regarding the use of mechanisms for the protection and exercise of their rights and interests (Melton, 1991).

The Ombudsman for Children is obliged to initiate proceedings before the Constitutional Court to assess the constitutionality and legality of laws, other regulations and general acts, when he finds that they are not in accordance with the Constitution, i.e. the law (ZOD, 2008). In relation to other bodies, the Ombudsman for Children has the authority to propose measures to prevent harmful conduct that endangers the rights and interests of the child. The Ombudsman for Children is obliged to submit a report on his work to the National Assembly of the RS once a year (ZOD, 2008).

The Ombudsman for Children in the Republic of Srpska is elected by the entity parliament on the proposal of the RS president. In the process of determining the candidate's proposal, consultations are held with scientific and professional institutions as well as representatives of the civil sector dealing with the protection of children's rights. The Ombudsman for Children is elected for a term of four years and the same person may be elected to this position no more than twice in a row. A person with a law degree can be elected as an ombudsman, and at least 10 years of experience in the legal profession, must be well acquainted with United Nations Conventions, international documents, the Constitution and regulations of Republic of Srpska, as well as other regulations governing the protection of children's rights and interests, and must have relevant experience for the work of the Ombudsman for Children. After all, must be an individual of high moral reputation and professional qualities (ZOD, 2008).

State administration control through the institution of auditors

Audit Office of the Institutions of Bosnia and Herzegovina

The Audit Office of the Institutions of Bosnia and Herzegovina is an independent, professional and apolitical institution established with the aim of promoting transparent and accountable management of public resources by conducting audits based on the principles of efficiency, effectiveness, economy and rule of law (Karajica, 2007). The Audit Office of the Institutions of B&H is the supreme audit institution established by a law passed by the Parliamentary Assembly of B&H, which began operating in 2000. The Office, as an external and independent auditor, supervises the work of institutions at the state level.

As the main goals of the Office, by conducting audit activities, we see: ensuring an independent opinion on the execution of the state budget and financial reports, ensuring an independent opinion on the use of resources and management of state property by the Council of Ministers, contributing to reliable reporting on the use of budget funds, transparent and quality management of public revenues, expenditures and state property (Zakon o reviziji institucija Bosne i Hercegovine [ZRB&H], 2016). The Audit Office informs the responsible institutions and the public about its findings and recommendations through timely and public publication of audit reports, and if relevant, other forms of information (ZRB&H, 2016).

The Audit Office is responsible for: (1) financial audits, (2) performance audits and (3) other specific audits (ZRB&H, 2016). The Office is responsible for auditing all institutions at the state level (including the Parliamentary Assembly, the Presidency, the Council of Ministers, all institutions financed from the state budget, certain institutions whose funding is not provided for in the budget). The Office monitors and supervises financial resources collected by state institutions, including loans, credits and grants received by Bosnia and Herzegovina from other states and international organizations, as well as funds received by institutions, organizations on behalf of a loan or grant from international institutions. or state-owned bodies, companies and other state-owned companies and companies and companies where the state owns 50% plus one share. The audit also includes all financial, administrative and other activities, programs and projects managed by one or more B&H institutions and bodies, including processing and proceeds from the sale of property, privatization and concessions (ZRB&H, 2016).

The Audit Office is an apolitical body and must not support or be affiliated with any political party or organization (ZRB&H, 2016). In performing its duties and exercising its competencies in accordance with the law, the Office is independent and is not subject to the management or control of any other person or institution.

The framework principles governing the Office, in accordance with international standards, are those established by the ISSAI framework, i.e. with two significant declarations - the Lima Declaration (ISSAI 1) and the Mexican Declaration (ISSAI 10). According to the Lima Declaration, supreme audit institutions can achieve their goals efficiently and objectively only if they are independent in their work from the auditee and external factors. The Mexican Declaration proclaimed eight postulates of public sector audit independence: (1) the existence of an appropriate and functioning constitutional and legal framework, (2) the independence of the heads of the supreme audit institution and its members, (3) a sufficiently broad mandate and full freedom to perform the supreme institution function. for auditing, (4) unrestricted access to information, (5) rights and obligations regarding reporting on their work, (6) freedom in deciding on the content of reports and the time of their publication and distribution, (7) the existence of effective mechanisms for monitoring the implementation of recommendations, (8) financial and managerial autonomy and the availability of adequate human, material and financial resources (Otbo, 2009).

Within its competences, the Audit Office performs two significant audits - financial and performance audit. In performing financial audit activities, the Office reviews the financial statements and related accounts of institutions in order to assess whether they are reliable and whether the balance sheets fully reflect the results of budget execution (ZRB&H, 2016). The Office assesses whether the managements of the institutions of Bosnia and Herzegovina apply laws and other regulations well and whether they use funds for appropriate purposes, then, the Office evaluates financial management, evaluates internal audits and internal control systems (ZRB&H, 2016). In its financial audit reports, the Office provides two types of opinions: (1) an opinion on the financial statements and (2) an opinion on the compliance of activities, financial transactions and information with the relevant laws and regulations governing the audited entity. In addition to the opinion, the financial audit reports also contain the findings of the performed audit. In addition to the financial audit, the Office has the right to review or examine a particular aspect of the work of all or part of the institution, program or activity, in terms of cost-effectiveness, efficiency and effectiveness with which that institution uses its resources (performance audit) (Marchi, & Bartei, 2016). It should be noted that in addition to the term “performance audit”, in theory but also in practice, there are often other names for this type of audit (not only in our country but also in the world). Thus, we notice terms such as: audit of success, audit of 3E (economy, efficiency and effectiveness), audit of value for money (Stapenhurst & Titsworth, 2002).

The Audit Office of the Institutions of B&H is managed by the Auditor General with two deputies. The Auditor General and his deputies shall be appointed by the Parliamentary Assembly of Bosnia and Herzegovina for a term of seven years, without the possibility of re-election (ZRB&H, 2016).

Every year, after consulting with his deputies, the Auditor General adopts the annual audit plan of the Audit Office of the Institutions of B&H for the next year, taking into account the requirements of the law. The audit plan is submitted to the Parliamentary Commission of the PAB&H, in the form of information, before the beginning of the new financial year (ZRB&H, 2016). The Parliamentary Assembly or a parliamentary committee may at any time request that the Office carry out a special audit, but the Office shall decide whether to carry out such an audit and shall inform the applicant in writing (ZRB&H, 2016).

The Supreme Audit Institutions, together with the people's representatives, are the most important mechanisms for monitoring the spending of public funds in modern societies (in addition to serving to promote the responsible spending of public funds by the authorities). Representative bodies rely heavily on the professional work and objective information collected by the audit service. Relevant parliamentary committees are often seen as a contact group with the audit service, and as a body that promotes public accountability and strengthens the role of the audit service. The main goal of the existence of these accountability mechanisms is certainly the effort to spend public funds in a proper and efficient and legal way, but also to ensure that shortcomings are identified in a timely manner and effectively eliminated. It is believed that this “attention” of the parliamentary body as the highest representative body of citizens puts some pressure on the executive and administrative authorities and contributes to creating a more favorable environment for the implementation of the recommendations made by the auditors in their reports. The Audit Office of the Institutions of B&H submits to the Parliamentary Assembly individual reports on: financial audits (and compliance audits), performance audits and special audits. The Office also submits an annual audit report on the main findings and recommendations and an annual report on the audit of budget execution (ZRB&H, 2016). The reports of the Office shall be submitted to the House of Representatives and the House of Peoples, as well as to the competent commissions of both houses. In addition, the Auditor General (with his deputies or together with other relevant staff of the Office) attends parliamentary sessions at which audit reports are considered and presents the main features of a given audit cycle.

RS Public Sector Audit Office

The Main Audit Office of the Public Sector of the Republic of Srpska is an independent institution that professionally, in accordance with the law and the ISSAI framework, performs parliamentary oversight of the public sector, i.e. conducts audits to ensure an independent opinion on the application of laws and other regulations, financial reports, use of funds and management of public property in RS public sector institutions (Zakon o reviziji javnog sektora Republic of Srpska [ZRRS], 2005). The Audit Office, through audit reports, prepared on the basis of financial audit and performance audit, and other specific forms of audit, constantly informs the public and public institutions about the management of public funds, ie whether the funds owned by Republic of Srpska are used in an economical, efficient and effective way (ZRRS, 2005).

As already mentioned, the Main Audit Office performs three types of audits: (1) financial audit, (2) performance audit and (3) other specific audits (ZRRS, 2005). The first or financial audit includes an audit of the financial statements and a compliance audit, which would mean that the General Service will determine the following when compiling its report: (1) whether the audited financial statements present financially and objectively, in all material respects;

condition of assets and resources, business performance, cash flows and budget execution, in accordance with the prescribed financial reporting framework and (2) assess whether regulations are applied, whether funds are used for appropriate purposes and evaluate financial management, internal audit function and system internal controls (ZRRS, 2005). On the other hand, in the performance audit, the Main Service examines activities, programs and projects within the competence of the RS Government and public sector institutions in terms of economy, efficiency and effectiveness (Obradović, 2010). The National Assembly of the Republic of Srpska (NSRS) or the Audit Committee of the NSRS may request that the Main Service perform special audits (for which it is necessary to provide special funds). The Main Audit Office may perform a special audit at the request of the Government of the Republic of Srpska, with the consent of the Audit Committee of the National Assembly (ZRRS, 2005).

The Main Audit Office is authorized and obliged to audit financial statements and compliance of activities, transactions and information with legal and other regulations and budget execution of the National Assembly of the Republic of Srpska, the Office of the President of the Republic of Srpska, the General Secretariat of the Government of the Republic of Srpska and ministries, the Council of Peoples of the Republic of Srpska, Tax Administration of Republic of Srpska, Pension and Disability Insurance Fund of Republic of Srpska, Health Insurance Fund of Republic of Srpska, Public Fund for Child Protection of Republic of Srpska, Employment Bureau of Republic of Srpska, Consolidated annual financial report for users of the budget of Republic of Srpska, adequate number of local units self-government (Kunić, 2010) and public enterprises and other institutions and entities in accordance with the Annual Audit Plan, which is compiled by the Auditor General with the assistance of the Deputy, applying the Law on Audit of the RS Public Sector and international standards (ZRRS, 2005). In addition, the Main Service has the authority under the RSLPSA to audit public institutions, public and other enterprises in which the RS has a direct or indirect ownership stake. Then, the Main Service may audit any funds provided to any institution for the implementation of projects by international organizations, such as loans or donations to the Republic, funds allocated from the budget to the institution or organization and all other budget institutions financed from the budget and funds and other extra-budgetary funds established by law. The powers of the General Services include and all financial, administrative and other activities, programs and projects that are managed by one or more institutions, including process and proceeds from the sale of assets, privatization and concessions (ZRRS, 2016). In its work, the Main Service may request written data and documents of interest, including data in electronic form, and access to them may not be denied or restricted (the same applies to the premises of the institution where the audit is performed) (ZRRS, 2016).

The Auditor General and Deputy Auditor General are appointed by the NSRS on the proposal of the President of the RS. Entity President propose to the National Assembly a list of candidates previously prepared by the selection commission consisting of five members. The list of candidates is determined after a public competition. The Auditor General and his Deputy shall be appointed for a term of seven years (ZRRS, 2005). Audit Office of the public sector of RS shall be financed by the budget of the Republic of Srpska.

The main audit service is obliged to submit the final report to the institution in which the audit was performed and to the National Assembly, in accordance with the law. A copy of the report will be simultaneously submitted to the Government and RS president. Copies may also be submitted to another institution, the Republic of Srpska Public Prosecutor and the Ministry of the Interior. The Audit Office will publish audit reports immediately upon submission of such reports (ZRRS, 2005).

Office of the Audit of the Institution in the Federation of Bosnia and Herzegovina

The Audit Office of Institutions in the Federation of B&H was established in 2006 as the supreme audit institution in the entity of the Federation of B&H, which aims to ensure independent opinions on budget execution and financial reports (Vićentijević, 2018), ensuring independent opinions of using of resources and management of state property by the Government and budget institutions in the Federation of Bosnia and Herzegovina and public institutions in the Federation of Bosnia and Herzegovina, how it will contribute to reliable information on the use of budget funds, transparent and quality management of public revenues, expenditures and property in the Federation of Bosnia and Herzegovina (Zakon o reviziji institutcija u Federaciji Bosne i Hercegovine [ZRFB&H], 2006). The Audit Office has the task of informing institutions and the public about its audit work. He is apolitical and independent in his work (ZRFB&H, 2006). Thus, it cannot be controlled by another institution or another person.

The Audit Office of the FB&H Institutions is responsible for: (1) financial audit, (2) performance audit and (3) other specific audits (ZRFB&H, 2006). The competence of the Audit Office includes all public institutions in the Federation of Bosnia and Herzegovina including: (1) the Parliament of the Federation of Bosnia and Herzegovina, (2) the President of the Federation of Bosnia and Herzegovina, (3) the Government of the Federation of Bosnia and Herzegovina and its ministries, (4) extra-budgetary funds that may be established by law and (5) public funds, institutes and agencies (ZRFB&H, 2006). Also, the competence of the office includes: (a) assemblies and governments of cantons in the territory of the Federation of Bosnia and Herzegovina, (b) municipalities in the territory of the Federation of Bosnia and Herzegovina, (c) all budgetary institutions financed directly from the budget. adopted by Parliament, set Stine Canton and general inland Council, (d) non-budgetary funds may be established by law, (e) the funds as a loan or a grant for Bosnia and Herzegovina is provided to an institution, or project in the Federation of Bosnia and Herzegovina from international bodies and organizations, and (f) funds provided from the budget of any other institution, organization or body. The jurisdiction of the Audit Office also includes a company in which the state has a 50% ownership stake plus one share or more. The audit shall also include all financial, administrative and other activities, programs and projects managed by one or more institutions and bodies referred to in this Article, including processing and proceeds from the sale of property, privatization and concessions (ZRFB&H, 2006).

The Auditor General and his Deputy shall adopt the annual audit plan, which shall inform the competent parliamentary committee.

With regard to financial audit, the Audit Office, in accordance with adopted auditing standards, reviews the financial statements and related accounts of audited institutions in order to assess whether the financial statements are reliable and whether the balance sheets fully reflect the results of budget execution. It assesses whether the heads of institutions apply laws and regulations, use funds for appropriate purposes, assesses financial management, internal audit functions and internal control systems. The Office conducts an ex-ante audit during the financial year, including monitoring the implementation of recommendations from previous audits and analyzing the measures taken on the basis of those recommendations (ZRFB&H, 2006).

The Audit Office has the right to inspect or test (performance audit) of a particular aspect of the business all or part of the institutions, programs or activities in terms of economy, efficiency and effectiveness with which this institution uses its resources and reports its findings to the appropriate institution and Parliament of

FB&H, ie the competent parliamentary commission (ZRFB&H, 2006).

The FB&H Parliament or the Parliamentary Audit Committee may request the Office to conduct a special audit, providing special funds. Following a special audit, the Audit Office submits a special report to the Commission or Parliament (ZRFB&H, 2006).

The Office is obliged to submit the final report to the audited institution and the Parliament of the Federation of Bosnia and Herzegovina. The report shall be submitted to the Government of the Federation of Bosnia and Herzegovina and the President of the Federation of B&H at the same time, and may be submitted to any other competent institution. The Audit Office shall make the audit reports public after their submission (ZRFB&H, 2006). The Audit Office is funded from the federal budget.

The Auditor General and Deputy Auditor General are appointed by the Parliament of the Federation of Bosnia and Herzegovina, at the proposal of the President of the Federation of Bosnia and Herzegovina, according to the ranking list of candidates prepared by the selection committee. The Parliament of the Federation of Bosnia and Herzegovina appoints a commission for the election of six members from both houses of the Parliament of the Federation of Bosnia and Herzegovina, of which two members must be from opposition parties. The Commission determines whether all candidates meet the requirements of the competition, evaluates the candidates who meet the conditions of the competition and determines the ranking list of candidates which it submits to the President of the Federation of Bosnia and Herzegovina. The Auditor General and his Deputy shall be appointed for a term of seven years and may not be from the same constituent peoples (Art. 24 of ZRFB&H).

Audit Office of the Brčko District of Bosnia and Herzegovina

The Audit Office of the Brčko District of Bosnia and Herzegovina was established in 2007. The Office performs its duties in accordance with the law, and is an independent body that is not subject to the management or control of any institution or individual. It is completely apolitical and must not support or be associated with any political party or organization (Zakon o reviziji javnog sektora i institucija Brčko Distrikta Bosne i Hercegovine [ZRBD], 2018). The Office applies auditing standards approved by the Coordination Board of Supreme Audit Institutions of B&H (ZRBD, 2018).

The Coordination Board of Supreme Audit Institutions in Bosnia and Herzegovina is the main coordinating body of the same institutions. Its headquarters are in Sarajevo. The Coordination Board consists of Auditors General and Deputy Auditors General of the Audit Office of the Institutions of Bosnia and Herzegovina, the Main Audit Office of the Public Sector of the Republic of Srpska and the Audit Office of the Institutions in the Federation of Bosnia and Herzegovina. The scope of work, ie the competence of the Coordination Board includes: (1) establishment of consistent guides and instructions based on INTOSAI auditing standards, (2) exchange of professional experiences and aspirations to ensure consistent audit quality, (3) organization and coordination of SAI development activities in B&H, (4) assigning audit responsibility for joint activities, and (5) determining representation in international bodies.

Every year, the Audit Office audits the public administration, the Assembly of the Brčko District of B&H, judicial institutions, public funds, institutes, other institutions financed from the budget of the Brčko District of B&H, public companies, companies in which the District has an ownership share of over 50%, institutions or activities that receive budget funds or donated funds from other levels of government from the country or abroad, either as a loan or a grant for the Brčko District of B&H. The authority of the Office includes all financial, administrative and other activities, programs and projects managed by one or more institutions of the District, including the procedure and revenues from the sale of property, privatization and concessions (ZRBD, 2018).

The main tasks of the Office are: (1) ensuring transparency of public spending by presenting audit reports to competent authorities and institutions in the Brčko District of B&H, media and the general public in accordance with the law, (2) increasing accountability in spending public money by auditing financial systems, reports, transactions, review or examination of a particular aspect of business, program or activity in terms of economy, efficiency and effectiveness (performance audit), (3) increasing the quality and reliability of financial processes through recommendations to bodies affecting budget management, (4) ensuring legality in the work of budget and other users who use public money, identify deviations and suggest measures to eliminate deviations and (5) providing access to legislative and executive authorities of the Brčko District of B&H information through the submission of audit reports, on the basis of which they can perform controls, reviews and take actions to free spending of public money.

The Office is responsible for performing: (1) financial audits, (2) compliance audits, (3) performance audits, and (4) special audits (ZRBD, 2018). The Office shall submit a report on each audit to the Assembly and the District Government, as well as to the institution in which the audit was conducted. If the report is negative, it is submitted to the Prosecutor's Office of BDB&H. In addition, the Office may, if it deems it necessary, submit a special report to the District Assembly (ZRBD, 2018).

The Auditor General and his deputies are appointed by the Assembly of the Brčko District of B&H at the proposal of the President of the Assembly on the basis of an established list of candidates drawn up by a commission of five members after a public competition. The Auditor General and Deputy Auditors General shall be appointed for a term of seven years. The BDB&H Audit Office is also funded from the District budget (ZRBD, 2018).

CONCLUSION

The modern state exists for the sake of its citizens, its basic task is to create conditions for satisfying the largest number of needs of the largest number of people, i.e. to create an appropriate “climate” that would lead to the general satisfaction of the citizens themselves. In this regard, the state is the largest public body, it is an institution that has huge resources, precisely for the realization of all its functions, of which there are many, and these resources belong to the citizens and society. Like any other institution, the state must have a certain leadership that will manage all these resources on behalf of the citizens. That staff is elected by all citizens. But these people are just humans, and they make mistakes, so it is logical to think that they may fall into some kind of temptation (after all, these are large material resources that he has to manage). How to control these funds? How to determine if one of those elected representatives of the government has lost his compass? There are different ways of control and supervision of public institutions that manage state funds, i.e. that are funded by citizens. We have regular ways (judicial, parliamentary, governmental, “self-control”, etc.) and special ones. In special forms of administrative control in our country, we see the control of administrative bodies through the institution of ombudsman (Ombudsman for Human Rights of B&H and Ombudsman for Children of RS) and the institution of auditors, Office for Audit of Institutions of B&H, Main Audit Office Federation of B&H and the Audit Office of the Institutions of the Brčko District of B&H). These institutions, which operate independently, which are non-political, must determine in the best possible way whether there have been illegal or incorrect actions in the work of the institutions. However, no matter how positively these institutions are regulated (which we can rightly say by analyzing the legal regulations of B&H), the validity of the control will depend on the persons performing the given functions.

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Zakon o reviziji institucija B&H, *Službeni glasnik B&H*, br. 12/16.

Zakon o Ombudsmanu za djecu, *Službeni glasnik RS*, br. 103/08 i 70/12.

Zakon o reviziji javnog sektora Republike Srpske, *Službebni glasnik RS*, br. 98/05 i 20/14.

Zakon o reviziji institucija u Federaciji Bosne i Hercegovine, *Službene novine FB&H*, br. 22/06.

Zakon o reviziji javne uprave i institucija Brčko Distrikta Bosne i Hercegovine, *Službeni glasnik BDB&H*, br. 18/18 – prečišćeni tekst.

GUIDELINES TO AUTHORS FOR WRITING PAPERS

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ABSTRACT

Guidelines to authors on preparing articles is formed pursuant to the world's best publishing practice and the Rulebook on publication of scientific publications (Official Gazette of the Republic of Srpska, No. 77/16). Guidelines are issued to ensure a uniform style of publication of articles in all issues of the scientific and professional journal of "STED JOURNAL". The Journal is published half-yearly (May- November) in print, with a circulation of 200 copies, and an electronic version of the edition is published on the site of https://stedj-univerzitetpim.com/. All articles must be designed in accordance with these Guidelines and sent to the email address of the editor in chief, and then they go into the process of anonymous review by two reviewers. Only papers that have at least two positive reviews shall be published in the Journal. The Editorial Board has adopted the List of reviewers that has been confirmed by the Senate of the University. The identity of reviewers is not revealed to the authors, and vice versa.

Keywords: STED Journal, review, publishing, scientific publications.

GUIDELINES TO AUTHORS FOR WRITING PAPERS

When preparing these guidelines, the editorial board of the journal places an emphasis on the APA standards of the academic writing. It means that applying them consistently we also bring the papers of our authors closer to the global audience, that is, to readers. The guidelines to authors consist of two parts. The first part is related to the content aspect of the paper, that is, its necessary basic elements, based on which the reviewers evaluate the content adequacy of the paper. The second part of the guidelines is related to the technical aspect of formatting the paper based on which the editorial board, after receiving the paper, decides whether to send the paper to be reviewed or return it to the author to be finished before reviewing.

STED JOURNAL, the journal of the PIM University on social and technological development publishes the papers which are subject to review and which are classified into the following categories:

- Original scientific article,
- Review scientific article,
- Short or preliminary communication,
- Scientific critique,
- Professional article,
- Presentations at scientific meetings.

Authors suggest the category of their papers, but the final decision is made by the Editorial Board and reviewers.

Original scientific paper is a paper which is basically organized according to the IMRAD scheme (Introduction, Methods, Results and Discussion) for experimental research or in a descriptive way for descriptive scientific fields, in which one for the first time publishes the text on results of their own research carried out applying the scientific methods, which are described textually and which enable that the research is repeated in case of need, and the established facts are checked.

Review scientific article represents a review of the latest papers of a certain subject field, with the aim to summaries, analyses, synthesize and evaluate the information already published, and moreover it brings new syntheses which also necessarily include the results of the author's own research.

Short or preliminary communication is an original scientific paper, but of a less extent or preliminary character, in which some elements of the IMRAD can be omitted, and it is about summarized presenting the results of a finished original research paper or article which is still in development (Working Paper).

Scientific critique, that is, a polemic or overview is a discussion to a certain scientific topic based specifically on scientific argumentation, in which the author proves the correctness of a certain criterion of their opinion, that is, they confirm or reject other authors' findings.

Professional paper is a contribution in which experience useful for improving the professional practice is offered, but which is not necessarily based on a scientific method, that is, the emphasis is on the usability of the results of original research and on spreading knowledge, and the text has to be adjusted to the professional and scientific level of the professional community for who the paper is intended.

The papers classified into these categories are subject to review by two reviewers. Reviews are double-blind, the authors' identity is not revealed to the reviewers and vice versa. The paper shall be published only based on positive reviews about which the Editorial Board shall inform the author. The reviewers are selected among experts in the direct field of research to which the paper submitted for publication is related.

The STED JOURNAL can include contributions from conferences, congresses, consultations and symposia.

The author is fully responsible for the content of the paper. The Editorial Board assumes that before submitting the paper the authors regulated the issue of publishing the content of the paper pursuant to the rules of the institution or company where they work.

The speed of publishing the paper will depend on how much the manuscript (text) complies with the guidelines. The papers requiring major modifications and amendments shall be returned to the author to be revised before reviewing.

TECHNICAL GUIDELINES

The paper shall be sent to the Editorial Board of the journal by e-mail in the form of a text prepared specifically using the text processing program of Microsoft Word. The paper should include maximum 10 A4 pages and consist of the following elements in one of the official languages of Bosnia and Herzegovina or in English:

- Title of the paper;
- List of the authors and institutions;
- Abstract;
- Key words;
- Introduction;
- Theoretical framework;
- Experimental part;
- Results and discussion;
- Conclusion;
- Literature overview;
- Title in English, list of authors and summary in English.

The title of the paper should be centered and written in upper case, Times New Roman, 14 pt, bold, Caps Lock;

The authors should be written in the center, without titles, Times New Roman, 12pt, normal, and the names of institutions centered, Times New Roman, 10 pt, normal.

The titles of a part of the paper– of the first level, left alignment, Times New Roman, normal, 12 pt, bold, Caps Lock;

The subheading – of the second level, left alignment, lower case, Times New Roman, 12 pt, bold;

The subheading – of the third level, left alignment, lower case, Times New Roman, 12 pt, italic.

Other parts of the paper should be written using the alignment on both sides (Times New Roman, 12 pt), one-sided spacing with one empty row above, between the subheadings and paragraphs, with margins of 2.54 cm (1"). The beginning of the paragraph should be typed at the beginning of the row.

The abstract should have 100-250 words, and it is positioned between the paper heading (consisting of the paper title and information on authors) and key words, which are followed by the text of the paper.

If the paper is written in one of the official languages of Bosnia and Herzegovina, the summary in English is given in an extended form, as a so-called resume and it should consist of up to 500 words.

Tables and charts

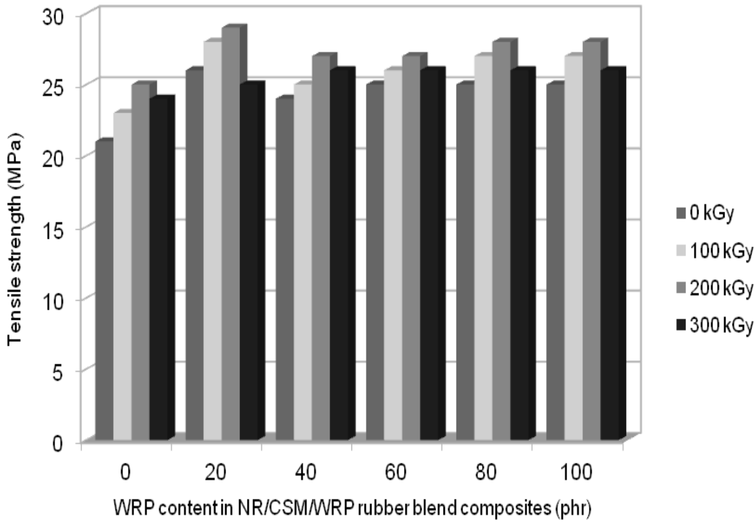
Tables should be prepared in the WORD, graphics in the EXCEL, except for some special cases when it is not possible technically. Tables and graphics should be clear, as simple as possible and transparent. The title, heading (text) and subtext in tables and graphics should be written in Times New Roman – normal, Font Size 10 pt. Tables should be placed at a certain place in the text. Tables should not include more than ten columns and more than fifteen rows. If the author assumes that data should be presented in a larger number of columns and rows, it is necessary to split the content of the table into two or more smaller tables or deliver it as a special attachment. They have to be drawn according to the computer template (Insert Table), and not using the spacing, dots and tabs. When citing tables and graphics, we write the title of the table or graphic in the initial capital letter and then we specify its ordinal number (e.g. as it is shown in Table 9 and Figure 6, the lowest value was...).

A table examples

Tabela 1. Karakteristike umrežavanja NR/CSM blendi sa različitim sadržajem recikliranog gumenog praha.

Sadržaj recikliranog gumenog praha WRP content (phr)	**Karakteristike umrežavanja/Curing characteristics**					
	M_l, dNm	**M_h, dNm**	**□M, dNm**	**t_{s2}, min**	**t_{c90}, min**	***CRI***
0	4	40	36	6	15	11.0
20	5	42	37	8	16	12.5
40	5	45	40	9	16	14.3
60	7	46	39	9	17	12.5
80	7	47	40	10	17	14.3
100	7	47	40	10	17	14.3

A chart examples



Slika 1. Uticaj različitog udjela recikliranog gumenog praha na prekidnu čvrstoću NR/CSM/WRP kompozita pod uticajem različitih doza zračenja

Figure 1 The effect of waste rubber powder content on tensile strength for the NR/CSM/WRP composites irradiated with different doses.

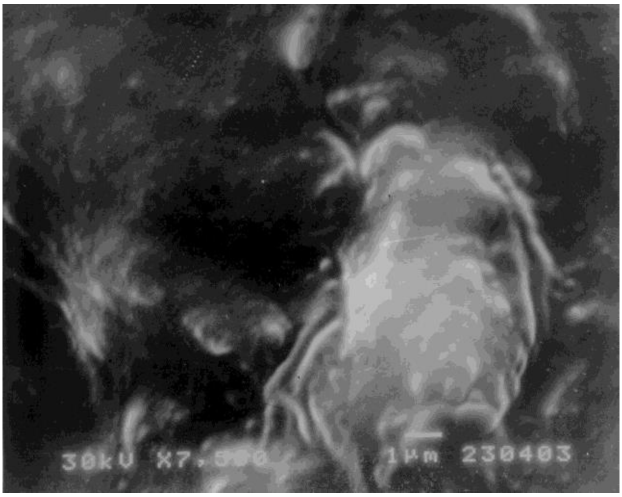
Equation

Equations should be written in the graphic editor for equations, specifically in the Microsoft Equation and they should be placed at the beginning of the text. On the right edge of the text in the row in which the equation is written one should indicate its number in parentheses beginning with number 1.

$$m_r = m_s\left(1 - e^{k_s t_{maks}}\right) - m_d\left(1 - e^{-k_d(t - t_{maks})}\right) \; za \quad t > t_{maks} \qquad (1)$$

Figures

Figures have to be prepared for black-and-white printing, that is, if the original figure is in colors which cannot be distinguished in black-and-white printing, the colors have to be replaced by "raster", that is, different graphic signs which need to be explained in the legend. We insert in figures only the most essential text necessary for understanding, such as measure variables with their dimensions, short explanation on curves and similar. The rest is stated in the legend under the figure. The maximum size of a figure is 13 cm x 17 cm.



Slika 2. SEM mikrograf NR/CSM/ERP kompozita sa dodatkom 20 phr recikliranog gumenog praha pri uvećanju od 7500 puta
Figure 2. The SEM micrograph of NR/CSM/WRP composites filled with 20 phr waste rubber powder at 7500X magnification.

Other notes

In order to include successfully the papers published in one of the official languages of Bosnia and Herzegovina into international information flows, parts of the manuscript should be written both in the author's language and in English, including: text in tables, figures, diagrams and drawings, their titles and symbols.

About authors

When sending the paper one should give their full official address, telephone number and email of all authors and emphasize the author with who the Editorial Board shall cooperate. These notifications should be submitted on a separate sheet.

Experimental technique, symbols and units

Experimental technique and devices are described in detail only if they deviate significantly from the descriptions already published in the literature. If techniques and devices are familiar, only the source of necessary notifications is stated.

Symbols of the physical quantities should be written in Italic (Times New Roman, 12 pt. – italic), and units of measurement in upright letters, e.g. V, m, p, t, T, but m3 , kg, Pa, °C, K. Quantities and units of measurement have to be used pursuant to the International System of Units (SI).

REFERENCES

The reference list at the end of the article has to include only the sources which the author referred to in the article text. The used literature items are listed in alphabetical order.

Examples of citing

An example of citing a scientific journal in the text:

- one author: (Avramović, 2011);
- two authors: (Žiravac-Mladenović i Đurica, 2018);
- three to five authors: first citing in text: (Mitić, Nikolić, Cakić, Nikolić, & Ilić, 2007); second and every next citing in text: (Mitić et al., 2007);
- six and more authors: (Špírková et al., 2009).

In the reference list:

Avramović, D. (2011). Metode i okviri rasta vrijednosti banke. Anali poslovne ekonomije, 5(1), 28-37.

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An example of citing a book in the text:

- one author: (Suzić, 2010);
- two authors: (Peterlin i Mladenović, 2007);
- three to five authors: first citing in text: (Đuranović, Todorović i Tešić 2016); second and every next citing in text: (Đuranović et al., 2016);
- six and more authors: (Stefanović et al., 2008).

In the reference list:

Suzić, N. (2010). Prvila pisanja naučnog rada: APA i drugi standardi. Banja Luka: XBS. Peterlin, J. i Mladenović, M. (2007). Finansijski instrumenti i menadžment finansijskih rizika. Banja Luka: Univerzitet za poslovni inženjering i menadžment.

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An example of citing a chapter of a book in the text:

- (Harly, 1981)

In the reference list:

Harley, N. (1981). Radon risk models. U A. Knight, & B. Harrad (Eds.), Indoor air and human health (str. 69–78). Amsterdam: Elsevier.

An example of citing a paper published in the Scientific Conference Proceedings in the text:
- one author: (Grgurević, 2014);
- two authors: (Medić i Živadinović, 2014);
- three to five authors: first citing in text: (Krstić, Skorup, Skorup, 2014); second and every next citing in text: (Krstić et al., 2014);
- six and more authors: (Kojić et al., 2019).

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Grgurević, N. (2014). Kuba i Nikaragva (Revolucija i postrevolucionarni period). U M. Žiravac-Mladenović (Eds.), Conference proceedings, International Scientific Conference on Social and Technological Development (pp. 124-131). Banja Luka, B&H: University of Business Engineering and Management.

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An example of citing a master thesis or PhD thesis in the text:
- (Petrović, 2001)
- (Žiravac-Mladenović, 2009)

In the reference list:

Petrović, R. (2001). Dehidratacija etera na mordenitnim katalizatorima. Magistarski rad. Univerzitet u Banjoj Luci, Tehnološki fakultet, Banja Luka, BiH.

Žiravac-Mladenović M. (2009). Bankarski nadzor i regulative zemalja u tranziciji na Balkanu – globalizacija bankarskog sektora. Alfa Univerzitet, Beograd, Srbija.

An example of citing a publication of an institution as the author, downloaded from the Internet and citing a text from the web site

Citing internet sites should be avoided, but if it is necessary, then they should include names of the authors, if they are available, the title, internet site and access date.

In the text:
- institution: first citing in text (Zavod za statistiku Republike Srpske [ZSRS], 2009); second and every next citing (ZSRS, 2009);
- call to authors: (Degelman, 2000); - unknown author: (Compiere, 2017) (Purdue University, n.d)

In the reference list:

Zavod za statistiku Republike Srpske. (2009). Saopštenja. Preuzeto 10.02.2009. sa http://www.rzs.rs.ba/SaopstenjaRadLAT.htm

Degelman, D. (2000). APA Style Essentials. Retrieved May 18, 2000 from: http://www.vanguard.edu/psychology/apa.pdf

Compiere, (2017). Products. Preuzeto 11.10.2018. sa http://www.compiere.com/products/

Purdue University Writing Lab [Facebook page]. (n.d). Retrieved January 22, 2019, from https://www.facebook.com/PurdueUniversityWritingLab/

An example of citing laws, regulations, court decisions in text:

- laws and regulations: first citing in text (Zakon o krivičnom postupku [ZKP], 2014); second and every next citing (ZKP, 2014);
- court decisions: first citing in text (Vrhovni sud Srbije [VSS], Rev. 1354/06); second and every next citing (VSS, Rev. 1354/06);

In the reference list:

Zakonik o krivičnom postupku, Službeni glasnik RS, 72/2011, 101/2011, 121/2012, 32/2013, 45/2013, i 55/2014; Regulation (EU) No. 1052/2013 establishing the European Border Surveillance System (Eurosur), OJ L 295 of 6/11/2013, 1; Directive 2013/32/EU on common procedures for granting and withdrawing international protection (recast), OJ L 180 of 29/6/2013, 60.

Vrhovni sud Srbije, Rev. 1354/06, (6. 9. 2006). Paragraf Lex; Vrhovni sud Srbije, Rev. 2331/96, 3. 7. 1996, Bilten sudske prakse Vrhovnog suda Srbije 4/96, 27; CJEU, case C-20/12, Giersch and Others, ECLI:EU:C:2013:411, para. 16; Opinion of AG Mengozzi to CJEU, case C-20/12, Giersch and Others, ECLI:EU:C:2013:411, para. 16.

CONCLUSION

The papers not written strictly according to these guidelines shall not be accepted.

STED journal : journal of social and technological development Vol 2, No. 2 (2020) – bibliografija članaka- Standard ISO 690

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